

A photograph of a woman and a young boy smiling in a park. The woman has long dark hair and is wearing a light-colored jacket. The boy has dark hair and is wearing a dark blue and grey long-sleeved shirt. He has a blue hearing aid in his left ear. The background shows trees with some autumn leaves.

Everything is possible.

Children's Hearing & Speech Centre of BC
Report to the Community

Fiscal Period July 1, 2015—June 30, 2016

EVERYTHING IS POSSIBLE.

Dear Friends of Children's Hearing & Speech Centre of BC,

We proudly present to you our *Report to the Community*. It reflects a full year of accomplishments and celebrations. As you read it, try to imagine the beautiful voices of 146 children, from birth to Grade 12.

Our commitment to families and children begins when they first enter our Centre, either as a First Words family, a preschooler, a school-aged child, or a mainstreamed student in one of the 38 independent schools we serve throughout British Columbia. Every child has a team of professionals that works collaboratively with families to ensure that they are on track to participate fully in school and their community, with the same listening, language, speech, social, and academic skills as their typically hearing peers.

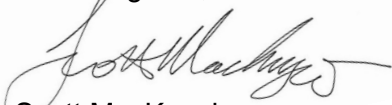
Perhaps we are most proud that the best practices in education are provided in an environment that welcomes everyone, and is a supportive and lively gathering place for families and professionals. The vision that brought together children and their parents, hearing professionals, and community supporters in 1963 remains the same – to ensure that children who are deaf and hard of hearing learn to listen and talk. It is a collaborative effort that could not be done without each of you.

Each year there are approximately 120 babies born in British Columbia with a hearing loss that will require specialized intervention. We offer families the opportunity for a listening and spoken language path for their child, but we are only seeing a fraction of the children born each year with a hearing loss that could benefit from our programs and services. The reality is that our availability is challenged by funding. Our goal is to continue to provide high quality listening and spoken language services to children who are deaf and hard of hearing in British Columbia. We continue to invest in our amazing team of experts, our distance delivery platform, expanded community awareness of early intervention, and in the expertise of a diverse and multi-talented Board of Directors. At the same time, we are aware that there are many more children to reach who would benefit from this very special centre.

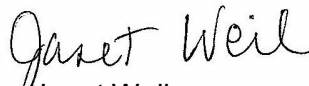
The progress and achievements of our graduates motivate us to reach out to families, continue to develop our professional skills, keep our alumni students and parents involved as models of what is possible, and engage the greater community as volunteers, donors and ambassadors of listening and spoken language education.

We are grateful to our donors, and are humbled by the trust you demonstrate with your support for Children's Hearing & Speech Centre of BC. We hope you enjoy reading this report which highlights some of our achievements.

Warm regards,



Scott MacKenzie
President & Chair, Board of Directors



Janet Weil
Principal & Executive Director



FINANCES

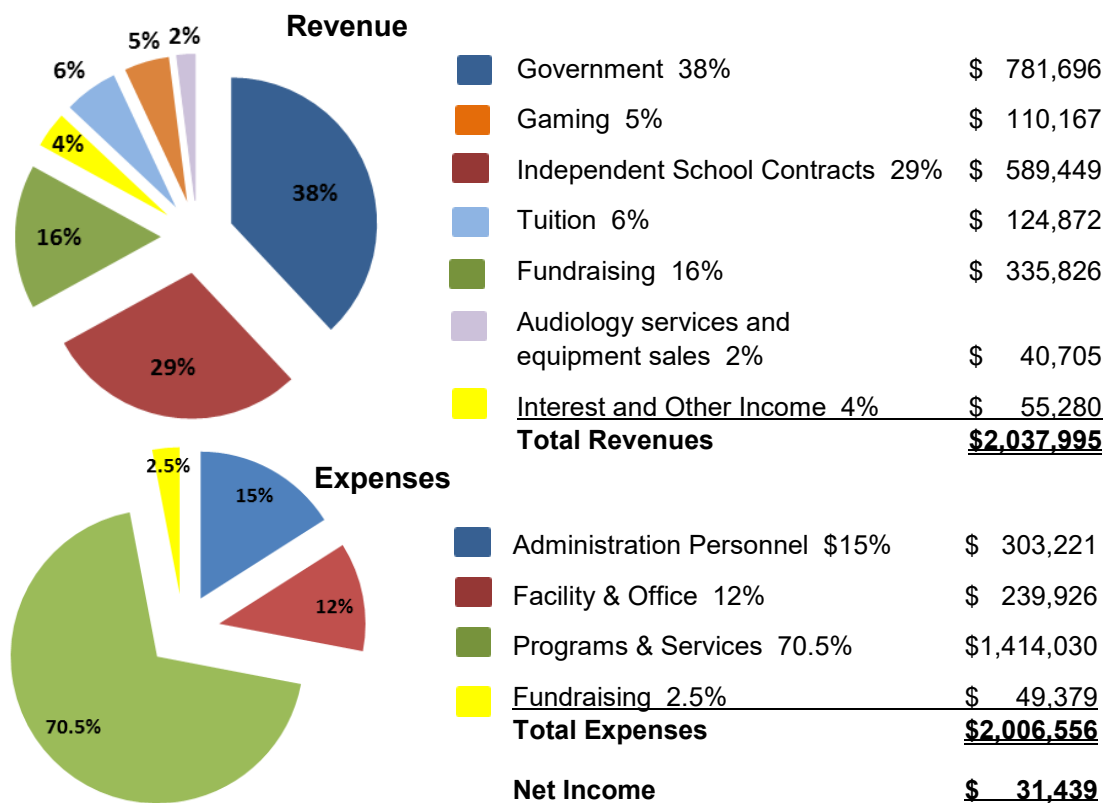
With a mandate of ensuring children that are deaf and hard of hearing throughout BC have access to listening and spoken language programs and services, Children's Hearing & Speech Centre of BC has been raising funds and awareness since 1963. We are pleased to present the following statements derived from Children's Hearing & Speech Centre of BC's audited financial statements for the fiscal period July 1, 2015 to June 30, 2016.

With the support of our generous donors and valued partners; Ministry of Children and Family Development, Ministry of Education/Office of the Inspector of Independent Schools, Provincial Health Services Authority, Gaming Grant and parent tuition fees we stand committed to operating with a balanced budget, raising funds, and to using resources strategically to support the Centre's mission.

We are pleased to report our fundraising efforts raised \$335,826. We extend a heart-felt thank you to everyone who contributed to this achievement. We cannot overstate the need to continue to advance our work in this regard.

Children's Hearing & Speech Centre of BC values and recognizes that our team of professional experts is our greatest asset. It is only with their expertise and dedication that we can serve children with hearing loss and their families. Salaries will always be our greatest expense. Our overall fundraising costs have remained stable over the last few years at an average of 20 per cent, which is well below Canada Revenue's Agency's guideline of 35 per cent for charities.

To ensure accuracy and transparency, Children's Hearing & Speech Centre of BC's audited financial statements were audited by the independent chartered accountant firm Rolfe, Benson LLP. If you would like more information about our fiscal activity or to view the complete statements, please contact the Children's Hearing & Speech Centre of BC at 604-437-0255.





First Words Program (birth to age 3)

The earlier we get started, the better the outcomes. Our First Words Program is a year-round one-on-one program facilitated by a Listening and Spoken Language Specialist and Teacher of the Deaf and Hard of Hearing. Parents are taught how to foster their child's development, and to support language acquisition by using daily routines to help maximize learning opportunities. Consultations with the Centre's Speech Language Pathologists and Occupational Therapist are available when needed. In addition to individual sessions, weekly Mother Goose Parent and Child group sessions provide a very specialized time to sing and play together and socialize. Babies and toddlers learn songs and stories with their families in a supportive group setting.

50 children and their families were supported.
It cost us \$5,200 annually per child to attend sessions and music classes.

"Not only does the First Words Program give our family the skills needed to help support Chloe to listen and speak, it's given Chloe's community the support they need to teach her how to listen and speak. From daycare visits, to extended family meetings, to incorporating our other daughter into all of Chloe's sessions. Without the First Words Program I would not have a 2.5 year old daughter who loves to talk and sing."

Jenny, Chloe's mom



Preschool and Pre-Kindergarten (age 3 and 4)

Children learn and practice the language of play in our five-day-a-week developmental and cognitively-based preschool classes. Classes run through the school year, September to June. In each class, a Teacher of the Deaf and Hard of Hearing and an early childhood educator use specialized learning strategies to stimulate and stretch the children's language and academic development to get them ready for Kindergarten. Bi-monthly class meetings are held with the teacher and parents to help families learn together and gain a better understanding of what is happening in the classroom. In addition, guided observations happen throughout the year, which gives parents the opportunity to see how their child learns in a classroom setting. It is all a part of learning advocacy skills for ongoing, successful school experiences.

10 children attended our preschool class.
It cost us \$15,300 annually per child to attend our half day classes.

8 children attended our pre-Kindergarten class.
It cost us \$25,200 annually per child to attend classes.

"The pre-Kindergarten program, teacher and staff provided clear guidance and the tools necessary to maximize James's ability to hear and learn in an amazing academic and social environment. His self-esteem has increased dramatically and we continue to be grateful for such an incredible learning environment for our son."

Jacqueline Farrer, James's mother



School Programs (Kindergarten to Grade 3)

Listening and spoken language learning continues into the Kindergarten and primary years in combination with the standards of the BC Ministry of Education curriculum focused on academic excellence and social pragmatics. The student to teacher ratio is low, ensuring that each child develops the specific learning strategies needed to thrive when they are ready to transition into their neighbourhood school. The child is further supported by parent involvement in individual sessions with the teacher.

14 children were served in our classroom program.
It cost us \$25,700 annually per child to attend classes.

"The Centre has been the perfect setting for Miah to grow and develop in a safe, loving, supportive, fun, and engaging environment. Through this school program, she has flourished in her confidence, self-advocacy skills, self-esteem, awareness of others, and awareness of herself and her needs, and learned to use her voice to speak up for what matters. She's leaving the Centre ready to enter our neighbourhood school. We are forever grateful to this magical place, this amazing school."

Maria, Miah's mother



Speech and Language Program (Preschool to Grade 3)

Just as there are specific benefits to learning in a group (e.g. learning to listen in a noisy environment), there are specific benefits to tailored learning, designed to meet the child's specific needs. Students benefit from one-to-one sessions with our speech and language pathologist outside of the class that focus on developing skills in multiple areas in addition to speech production and intelligibility, including receptive and expressive language, auditory/listening skills, vocabulary, the mechanics of language, cognition, skill-building in areas of processing information and social communication.

A speech and language pathologist also conducts a weekly social-pragmatics group in each classroom which addresses topics such as understanding thoughts and emotions, how to participate and respect others in a group, expected behaviours, and friendship skills that will be important in every aspect of their life.

1200 hours of direct one-on-one services were provided. It cost us \$5,300 annually per child to attend one-on-one speech and language therapy sessions.

"The Speech and Language Pathologists are so patient, trustworthy, compassionate, encouraging and really see the child's potential; they played such a vital role in my daughter's support team. I am so pleased with Libby's development in receptive and expressive vocabulary and her use of her personal iPad to support her communication needs. The kinds of improvements she has made over the years are beyond my expectations. The school has given our family hope and joy."

Hong, Libby's mom





Music Program

Music plays a prominent role at the Centre. Children, parents and staff greet each morning with song and movement. The community comes together to prepare for a day of active listening and talking. Familiar songs, new songs and seasonal songs are more than just fun to sing. Children learn and remember language through singing, because similar areas of the brain are activated when listening to or playing music and speaking or processing language. Learning to listen and track speakers in a large group are also critical skills for children when they transition into a large class in a general education school. It's a favourite time of the day and a terrific way to learn to listen and...to sing!

32 children participated in our morning music program each day.

"The morning music program is such a vital part of the curriculum at the school and attending with my children and the students is magical! It's a time to be silly, to dance and to listen! We all love the songs and we sing them at home all the time. But my favorite part about music is Friday's Requestorama! It's impossible to leave without a smile on your face. It's wonderful songs, jokes and stories all while flexing those listening muscles. I wish schools everywhere had something like our program."

Catherine, Lia and Niko's mom



Serving Families Online

Technology offers unlimited learning opportunities with no geographic limits. Our specialists provide services to BC families and school-age students who live outside commuting distance of the Vancouver-based Centre through video conferencing sessions that focus on all of the goals that would be addressed during in-person sessions. Personalized schedules can also include a combination of regularly scheduled visits to the family's home, the independent school that the student attends, or a visit to the Centre.

We worked with families in 8 communities outside of Metro Vancouver, but have the capability to reach families and students throughout the province.

"We knew we wanted to provide our daughter the opportunity to learn to listen and talk. With us living in Kamloops and not able to visit the physical location of the Centre, we were initially concerned about what this would mean for Charlotte. We were put at ease and are so grateful to have learned about the Centre's tele-therapy program."

Camilla, Charlotte's mom



Itinerant Services

When the time comes for a child to transition to a general education school, many parents choose an independent school for their child with a hearing loss, so that they can continue to benefit from the Centre's services. The Centre's hearing resource teachers help students to make a smooth transition, and offer ongoing listening, language, speech, and academic support through individual one-on-one sessions from Kindergarten through to Grade 12. Each child's progress is based on individualized goals and collaborative efforts between the Centre's teachers and the mainstream school's administration, special education program, classroom teachers and families.

68 children in 38 independent schools were supported.

"Judith (my itinerant teacher) and I have been together since I was in Grade 3. She continues to encourage me to advocate for my "hearing needs," to work hard at school, to know what is happening in the world and to voice my opinions because they are extremely valuable! She gets what it is like to be me!"
Trenton, Grade 12 at Collingwood School

ADDITIONAL SUPPORTS



Audiology

Our on-site Audiologist is a key member of our professional team of experts. She works with the teachers, therapists, parents, and children to ensure children have optimal access to sound and speech. She troubleshoots devices if the child's responses have changed, makes earmold impressions, analyzes hearing aids, dispenses hearing aids, and coordinates with community audiologists to ensure children have appropriate and consistent amplification.

Over 150 children were served by our audiologist.
It cost us \$151,700 annually.

"When your child's hearing is dependent upon amplification, it is very important that the equipment is functioning as it should and that it is optimally set for your child's level of hearing loss. We found that in those tender years before and during Jordan's time at the Centre, he couldn't provide us with the feedback to alert us when those needs were not being met. On-site audiology is a game changer that ensured prompt care and repair, ongoing assessment to track changes in hearing and best of all, our boy learned what the world is supposed to sound like and is able to advocate for himself, in a mainstream public school setting, when his hearing aids are out of order!"

Deb, Jordan's mom



Occupational Therapy

Our Occupational Therapist assesses the children for complex needs which may include sensory and central processing, balance, or fine and gross motor challenges. Intervention includes both individual sessions with the Occupational Therapist and consultation with the classroom teachers and parents to ensure strategies for growth and success are reinforced at school and at home. This specialized early intervention is critical for a child's overall development that supports listening and speaking, and successful integration into a school with hearing peers.

17 children received services by our occupational therapist.
It cost us \$45,000 annually to provide one-on-one occupational therapy

"Amber loves to play on the playground. It wasn't always easy for her. Since she has been a part of the Occupational Therapy program, she has learned so much. We can't believe how brave and confident she has become when she is running and climbing with other kids. We appreciate how much OT has helped her to make big changes."

Jason, Amber's dad



Interpreting Services

We are committed to ensuring that all families have access to the same information to support their child's development and learning, whether it is in a first visit, class meetings, parent education sessions, guided observations, or individual sessions and on-site audiological counseling. We serve a number of families who do not speak English. To support those families we bring in foreign language interpreters as necessary to facilitate accurate and effective communication. We know when families can listen, ask questions, share ideas and collaborate with teachers and other families comfortably in the language with which they are most fluent, their child has a greater chance of developing and learning at a typical pace.

"Having an interpreter during my meetings with Loretta and Rita helped me a lot on what to do at home to help Veronica. There have been times when there hasn't been an interpreter and there have been misunderstandings."

Ella, Veronica's mom

THANK YOU TO OUR DONORS

With government funding being increasingly difficult to secure, donors provide essential financial support to sustain our programs and services. We are grateful for each and every donation, and thank all of the donors who have supported us this past year. Your support has made a significant impact in the lives of children who are deaf and hard of hearing, their families, and British Columbians as a whole. We are truly *better together*.

Benefactor \$50,000—\$99,999

The 1988 Foundation

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Judi Wilson

HONOURING AND REMEMBERING

A gift in honour or in memory of a loved one is a remarkable way to recognize a person who has touched your life. It also honours other remarkable people – all children who are deaf and hard of hearing throughout BC whose lives you are helping, by helping to provide access to our programs and services.

Gifts received in Honour of....

Darya Ahamed
Carolyn Anson
Rowan Anson
Roberta Beiser
Ava Bell
Dr. Craig Brod
Noah Burnside
Wendy Burnside
Cygni Dumaresq
Kayden Chen
Gardy Frost
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Margaret Liu
Scott MacKenzie
Will MacKenzie
John McKittrick
Alice Manchon
Sean Norgan
Udovicic Family
Stephen O'Keefe

Gifts received in Memory of....

Felix Cherniavsky
Hilda Gregory
Machi (The family dog)
Myrtle Hawkins
Justin Prymak
Natalie Weil

Every effort has been made to ensure accuracy of our donor lists.
Please notify Children's Hearing & Speech Centre of BC if an omission has occurred.

FUTURE PLANNED GIFTS

Making your legacy gift is a thoughtful step today and that leaves a footprint of loving the future. Here are some options for you to consider.

Bequest in Your Will

A bequest is a direction in your Will that a certain sum of money, a particular financial asset, or a portion of the estate is to be given to Children's Hearing & Speech Centre of BC. A bequest made to the Centre generates a tax credit that offsets the tax otherwise payable on up to 100 per cent of your net income in the year of death. Unused credits can be carried back one year. These credits may result in significant income tax savings and increase your net estate.

Life Insurance

You can make Children's Hearing & Speech Centre of BC the beneficiary of an existing or new life insurance policy. Giving life insurance is a way of making a significant gift without depleting your estate. At the end of your lifetime, the policy proceeds will be paid by the insurance company directly to the Centre. Depending on how the policy is structured, you may receive a tax benefit during your lifetime or your estate will receive the benefit.

RRSP/RRIF/TFSA

You can name Children's Hearing & Speech Centre of BC as the direct beneficiary of the proceeds of your RRSP or RRIF, or you can make a gift of the proceeds from your RRSP or RRIF to the Centre in your will. The resulting tax credit may be used to offset the tax payable on the redemption of the proceeds of the retirement plan.

MEET SOME OF OUR 2016 GRADUATES

We successfully transition our students into their neighbourhood school with typically hearing children in their classrooms when the time is appropriate for them. They go on to live seamlessly in the hearing world. Thank you for investing in these children and others like them.

These children transitioned into the following grades:



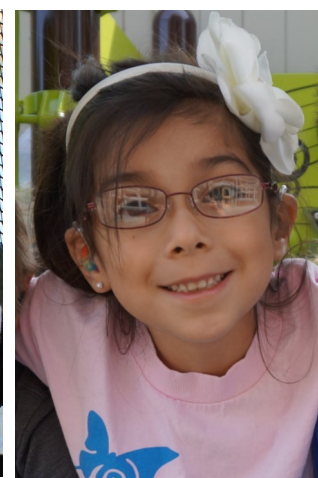
Alice, Pre-Kindergarten



Lucy, Kindergarten



Jordan, Grade 2



Miah, Grade 1



Aya, Grade 3 and sister Reem, Grade 2



Bronson, Grade 3



Chloe, Grade 2

THANK YOU TO

Children's Hearing & Speech Centre of BC's Board of Directors are extraordinarily generous with their time and wisdom. They ensure that the Centre remains committed to delivering our mission of ensuring every child who is deaf and hard of hearing, and lives in British Columbia, has the opportunity to learn to listen and speak. There are many reasons for the strength of the Centre, but the most important is the leadership and oversight of our Board of Directors.

Executive Committee

President & Chair, Scott MacKenzie
Vice-President, A.J. Gardner Frost
Treasurer, Ben Cherniavsky
Secretary, Avril Tysoe

Members

Beth Hardy
Ignatius Lee
Margaret Liu
Stephen O'Keefe
Norman Wong

Medical Advisor

Dr. Matthew Dickson

The staff are hardworking, dedicated and compassionate—working daily as a collective group to ensure children who are deaf and hard of hearing have a heart-felt experience every time they come into contact with a member of our valued team members. They all want each and every child to reach *their* full potential.

The entire staff team are the reasons for the success we see in the children we support.

Lauren Adirim
Sarah Chodos
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The Volunteers share their time and talent without compensation. This is a time when we can step back and recognize them for their great contributions and to remind ourselves of how lucky we are to have them. Thank you to our volunteers who help *our* community!

Maha Ali
Bronson Bell
Bev Bogdanow
Ahren Britton
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Michael Chang
Ada Chen
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Candy Yang
Gisele Zhang



**Thanks to your generous support,
children who are deaf and hard of hearing
are learning to listen and speak with confidence.**



Affiliations

- Children's Hearing & Speech Centre of BC is an independent special needs school with certification through the BC Ministry of Education (Office of the Inspector of Independent Schools) and the Ministry of Children & Family Development (Provincial Deaf and Hard of Hearing Services).
- Children's Hearing & Speech Centre First Words Program, Pre-School Program and Pre-Kindergarten program are CARF accredited.
- Children's Hearing & Speech Centre of BC is licensed by Vancouver Coastal Health for Group Child Care, Preschool and multi-aged child care.
- Children's Hearing & Speech Centre of BC is a member of: Option Schools International, the Federation of Independent School Associations (FISA), Council of Service Providers.

*We acknowledge the financial assistance of the Province of British Columbia.

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