

Report to the Community
Fiscal Period July 1, 2016—June 30, 2017

### **MESSAGE FROM THE BOARD PRESIDENT & CHAIR**

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

This letter comes to you as part of our *Report to the Community* which celebrates the year that was and anticipates the year ahead. The Centre's accomplishments are summarized throughout this report in the areas of programs and services, finances, and fundraising. The successes of the Centre are possible because of our incredible children and their families, our teachers, staff and you. Thank you!

While we are extremely pleased with the Centre's successes, we are fortunate to have a dynamic and dedicated board and staff who are constantly evaluating challenges and identifying strategies for overcoming those challenges.

One of our most significant challenges over the last year was implementing a new leadership model in anticipation of Janet Weil's retirement. Our leadership now consists of Christina Coad as Executive Director, working in partnership with long time Centre staff member, Loretta Richardson as Director of Education. We are extremely pleased with the success of this partnership as the new school year advances. Loretta and Christina will continue to lead development of our programs and services, ensuring financial stability, as we provide high quality listening and spoken language services to children and families of children who are deaf and hard of hearing throughout British Columbia.

Thank you for believing in our vision and helping children with hearing loss realize their dreams. As you read this *Report to the Community*, I hope you have renewed energy as we look forward to the future together.

Warm regards,

Scott MacKenzie

President & Chair, Board of Directors



### **HIGHLIGHTS**

We supported 164 children and their families: 64 infants (birth to age 3) were in the First Words and Mother Goose Parent-and-Child programs, 28 children were enrolled in Centre-based school programs (preschool through Grade 3), 72 children in independent schools were served by our itinerant teachers, and 11 of those students who live on the Island, in the interior, and the north received telepractice services. Telepractice was also used to serve First Words families who live in the Lower Mainland but struggle with an untenable commute to the Centre. Our on-site audiologist supported the children's hearing by monitoring them and managing their hearing devices as needed.

Parent Education is an important part of our educational process. We held two well attended sessions:



**Mainstream Parents Panel** - a panel of alumni parents who shared their individual experiences of transitioning their children from the Centre to public or independent schools.









How Does Your Child Learn? Presenter Deb Lightman, Kids First Pediatric Therapy. This presentation addressed the developmental progression of functional skills required for learning, including sensory processing and motor development. It also addressed the role of occupational therapists in helping children develop these skills to be successful learners in a classroom environment

We continue to be a **member of an international network** of listening and spoken language schools, and remain the only one of our kind in western Canada.

The Centre's Spokes and Cogs team took part in the Rotary Club of Vancouver Hearing Foundation's Bike-a-thon on Saturday, July 10, 2016 for the 7th year, raising \$3,001 for the Rotary Club of Vancouver Hearing Foundation.

Our Vancouver Scotiabank Half-Marathon/5km charity challenge team raised \$5,960 for the Centre on Sunday, June 25, 2017.

# First Words Program (birth to age 3)



"The Centre recognizes that family relationships are the key to supporting children's development. The Centre educates and empowers families so they can shape the health and academic outcomes of their children in positive ways."

First Words program parent

The program is a year-round, one-to-one program facilitated by a listening and spoken language specialist and/or a teacher of the deaf and hard of hearing. A family-centered approach is used to teach parents to foster their child's overall development and to support listening and spoken language acquisition using daily routines as they learn to "narrate life" to their child.

Telepractice allows us to offer the same support to families living outside of the Lower Mainland as those who are receiving center-based and home-based visits. Working with families in their home helps them to see every moment as a language-building opportunity.

In addition to individual sessions, a listening and spoken language specialist and teacher of the deaf and hard of hearing facilitates a weekly Mother Goose Parent-and-Child program. Songs, rhymes and stories are used to teach parents engaging ways to help their child learn.

Sixty-four (64) children and their families attend our First Words program and the Mother Goose Parent-and-Child program.



# Preschool and Pre-Kindergarten (age 3 and 4)



"The moment when your deaf child runs up because he heard you calling and is able to respond to you appropriately because he understood you is absolutely priceless!"

**Parent** 

Classes run five-days-a-week through the school year, September to June. In each class there is a teacher of the deaf and hard of hearing and an early childhood educator. At age three, children enter our half-day preschool program and at age four our full-day pre-Kindergarten program. The classroom looks a lot like a typical preschool to foster typical development, with children playing, painting, printing, sorting, and singing, but every minute is intentionally designed to develop listening and spoken language and academic development to get them ready for Kindergarten. There is regular communication between 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.

Ten (10) children attended our half-day preschool class.

Seven (7) children attended our full-day pre-Kindergarten class.

# School Programs (Kindergarten to Grade 3)



"At the Centre our family found hope, community, and the support we needed during one of the hardest times of our lives. The love and guidance shown by the teachers and staff helped us find our way as we learned how to teach and advocate for our deaf child. The joyful and thriving children at the Center were a daily reminder that with the right support nothing would stand in the way of our son's success."

Alyssa, parent

Each class is taught by a teacher of the deaf and hard of hearing and an early childhood educator to ensure a personalized integrated program based on the new BC Ministry of Education curriculum. Classes run five (5) days-a-week from September to June. Academic subjects are woven into all areas of learning with an emphasis on listening and spoken language strategies and critical thinking. The student to teacher ratio is low to meet the needs of a diverse group of learners. Our goal is to main-stream children into their neighbourhood school alongside their typically hearing peers with the academic and social readiness, as well as the confidence they need to achieve their fullest potential.

Eleven (11) children attended our full-day school age program.

# **Speech and Language Program** (Preschool to Grade 3)



"Being able to work closely with Noah's Speech Language Pathologist provides continuity and consistency for him to develop strong listening & speaking skills, and achieve specific language goals. As a family, we have learned so much! We are grateful to the Centre for providing this invaluable resource."

Samantha, parent

Our speech language pathologists (SLP) provided intervention services 2-3 times per week to children in preschool through Grade 3. This intervention is provided in a one-on-one setting or in a small group. These services may be provided in a pull-out session or in the classroom. The SLPs consult with our First Words specialists to provide evaluation services for children birth to three as needed.

Intervention is focused on developing skills in speech production and intelligibility, receptive and expressive language and vocabulary, auditory/listening skills, cognition, and social conversational competence. They collaborate with our teachers and audiologist to develop individualized speech and language goals for each child. Speech and language evaluations are conducted annually to document progress and facilitate goal development as part of the Individualized Education Plan (IEP) process. Our SLPs work closely with the teachers, parents, audiologist, and other specialists to provide comprehensive services to our children.

1200 hours of direct one-on-one speech and language therapy services were provided.

# Music Program (Preschool to Grade 3)



"I see endless hope and possibility in the eyes of these children. It feels great to know that my support helps prepare them to be productive, self-sufficient, compassionate citizens."

**Donor** 

We gather as a community each morning with familiar and new songs, seasonal songs and movement. Music is the magic that helps children remember language, learn to match pitch changes, learn to sustain their voices and rhythmic patterns or melodies. The children are also learning to sing different parts in a song. Music allows the children time for creative expression. Music performances allow children to develop confidence that carries into a much larger classroom.

# Occupational Therapy Program (Preschool to Grade 3)



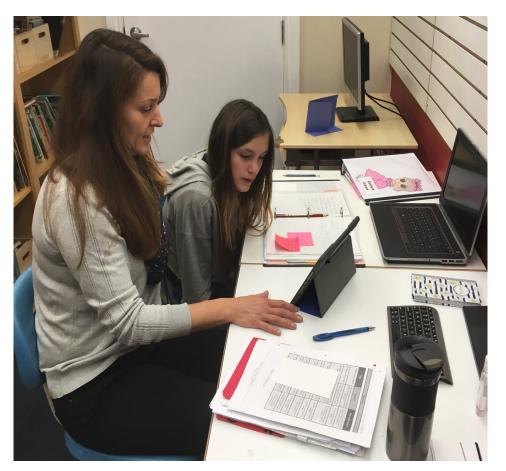
"What a great place!!! We have been forever changed by the wonderful people at the Centre! They have been with us every step of the way on our journey to accessing sound for our daughter."

**Parent** 

Our occupational therapist assesses children attending our Centre-based classrooms at the beginning of the school year to identify those who would benefit from therapy. Weekly occupational therapy sessions focus on gross and fine motor skills, balance, visual motor integration, visual perceptual skills, reflex integration, balance and sensory processing. Sessions are most commonly completed in a one-on-one environment, outside of the classroom. When children in the same classroom present with similar occupational performance concerns, more time is spent in the classroom in order to implement classroom strategies. This allows the entire class to benefit from the effect of the support, integrating skills more widely throughout the learning environment. Our occupational therapist also consults with the staff and parents to provide information and resources, teach exercises to be completed at home, and answer any questions. This specialized early intervention is critical for a child's overall development.

Fifteen (15) children received one-on-one occupational therapy services.

# Itinerant Services (Kindergarten to Grade 12)



"The Centre has been a tremendous help to our son Matthew, not only while he was attending there, but for nearly five years after completing Grade 1. The continuum of service is vital in developing a child's speech and overall education. Matthew is visited twice a week during the school vear and all of the key skills are reinforced during these sessions. Matthew's successful transition to the mainstream would not have been possible without the support of this program.'

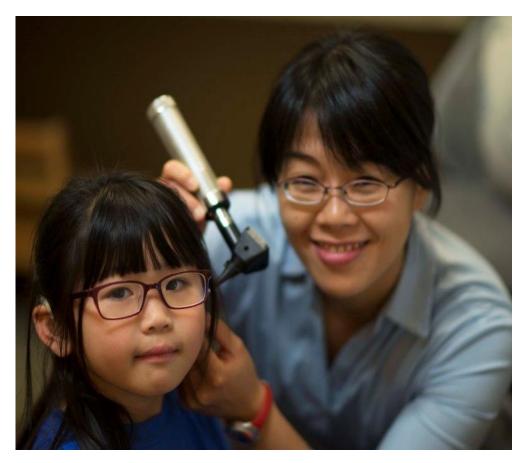
Peter & Loredana, parents

Our team of itinerant teachers of the deaf and hard of hearing support students attending independent schools throughout the province from Kindergarten through to Grade 12. Direct instruction as well as support for the students' school administration, special education program and classroom teacher are provided as a complete package. These services are delivered in person to students in Lower Mainland and across British Columbia through a combination of telepractice, regularly scheduled visits and ongoing communication with the student's team of professionals. The Centre's hearing resource teachers offer ongoing listening, language, speech, and academic support through individual one-on-one sessions based on goals reflected in the student's Individualized Education Plan. The itinerant teachers also provided support and guidance to families.

Seventy-two (72) students in thirty (30) independent schools were supported in the Lower Mainland.

Eleven (11) of those students were supported in eight schools through telepractice.

# **Audiology** (Kindergarten to Grade 12)



"I am lucky to sit in a unique place at the Centre. I see the families on their first visit, some excited to find a place that will meet their child's needs, some sad and afraid of what the future holds for their child. The first smile, the first wave, the first "Hi", the first discovery of the sticker box which leads to regular visits to get a sticker....watching the journey of each family is a privilege that I cherish: the memories will stay with me long after I have left, I am so grateful to be part of an organization that provides such amazing support to families."

Judi, staff

Learning to listen and speak is about having optimum access to sound. Each child must be wearing the best programmed hearing device all day, every day. FM/DM systems ensure that students receive the best possible access at a distance and in noisy classrooms. Devices are checked for function each morning. Our on-site audiologist is a key member of our professional team. The audiologist is able to investigate issues if a child's responses have changed, analyze hearing aids, take earmold impressions, dispense hearing aids, arrange repairs and provide loaner devices, and coordinate with community audiologists to ensure children have appropriate and consistent amplification. We also use sound field FM speakers in every classroom, ensuring the teacher's voice is not only audible, but intelligible.

Fifty-six (56) individuals received audiology services.

- 15 First Words program children
- 24 Centre-based school program children
- 7 Itinerant students
- 2 Alumni students
- 8 Adult clients

# Foreign Language Interpreting Services



"I find the interpreter service very helpful, as it lets me know and clarifies what is going on with my child's learning and development. The interpreter is good at what she does and whom I like very much."

Susan, parent

We serve a number of families whose first language is not English. A foreign language interpreter may be necessary to facilitate accurate and effective communication. When families can communicate in the language with which they are most fluent, they are able to ask questions, share ideas and collaborate with teachers. This full access to information ensures that the child has the best chance of developing and learning at a typical pace with the support of the family at home. We are committed to ensuring that all families have full access to the information required to support their child's development and learning, whether it is in a first visit, a class meeting, a parent education session, a guided observation, an individual session or on-site audiological counseling.

144 hours of foreign language interpreting services were provided.

### **Before and After School Care**



"The teachers and staff at the Centre have been invaluable to our son and our entire family. They provided excellent quidance and tools that were necessary to assist James in his ability to hear, academics, and social skills. His self esteem has increased dramatically and we continue to be grateful for such an incredible supportive learning environment for our son." Jackie, parent

We are committed to supporting a family's decision to help their child learn to listen and speak and we are aware it is a constant challenge for working parents to enroll their child in our program when they also require child care. We provide both before and after school care for these families. Before school care is available from 8:00 am until school begins at 9:00 am. During the afternoon, there is ample time for a healthy snack, art activities, reading a good book, and playing with friends. Our afternoon session ends at 4:45 pm each day.

Nine (9) families were served through our before and after school program.

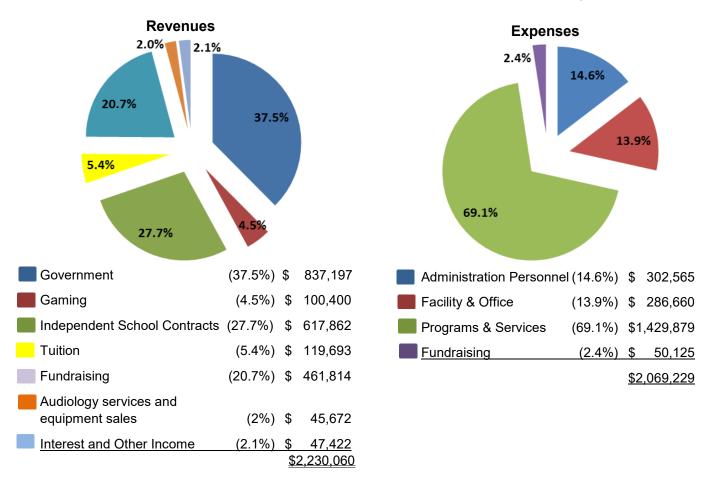
### **FINANCES**

We are pleased to present the following financial details derived from Children's Hearing & Speech Centre of BC's audited financial statement for the fiscal period July 1, 2016 to June 30, 2017.

Thanks to the ongoing support of our valued partners, including the Ministries of Children and Family Development, the Education/Office of the Inspector of Independent Schools, the Provincial Health Services Authority, Province of British Columbia Gaming Grant, parent tuition fees and our generous donors we are able to stand committed to the goals of operating within a fiscally responsible budget, raising funds, and using resources strategically to support the Centre's mission.

We are pleased to report our fundraising efforts raised \$450,645.22 in the fiscal period. In addition; we were also the recipient of a \$121,143.92 legacy gift from the estate of Hilda Gregory, C.M., O.B.C. earmarked for the Hilda Gregory Bursary Fund forwarded to and managed by the Vancouver Foundation. We extend grateful thanks to everyone who contributed to this achievement.

On the expense side, salaries continue to be our largest cost as our people and their expertise continue to be one of our greatest assets. To supplement and further this expertise, we have committed to further investments into professional development opportunities for our staff in the next fiscal year.



### **THANK YOU TO OUR DONORS**

This year marked a new high in donations as donors new and old signalled their commitment to empowering children with hearing loss. Through your giving, you have helped provide essential financial support to sustain our programs and services that are changing lives. Whether you have supported the Centre as a monthly partner, a one-time donation, corporation contribution, Foundation grant or through an event, thank you for your investment. We are grateful to you and are humbled by the trust you demonstrate with your support for Children's Hearing & Speech Centre of BC. Donors who gave \$250 or more between July 1, 2016 and June 30, 2017 are recognized here.

#### Benefactor \$50,000—\$99,999

The 1988 Foundation

#### Partner \$25,000—\$49,999

Hoop-Law Society
Rotary Club of Vancouver Hearing
Foundation

#### Supporter \$10,000—\$24,999

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Mr. & Mrs. P.A. Woodward's Foundation R. Howard Webster Foundation Rockcliffe Estates Ltd.

TELUS Vancouver Community Board The W. Garfield Weston Foundation The Wolrige Foundation

#### Friend \$1,000—\$9,999

Richard Bai & Liya Chen BMO

Raewyn Brewer

Rick & Priscilla Brooks-Hill

Mariana Chow

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Doug Stadelman & Beth Hardy

Stantec Consulting Ltd. Craig Brod & Janet Weil

#### **DONOR \$250—\$999**

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Jinwei Tan

Jinwei Tan

Peter & Loredana Udovicic

**United Way** 

Yong Hua Wang & Yu Ying Li Jing Wang & Jia Jia Zhang

Stacey Welsh

Stewart Whitfield & Anja Rosenke

Judi Wilson

Norman Wong & Patty Kwan Jonathan & Karen Woodworth

Wyatt Insurance Services Corp. Ma Xiong

lvia Along Li Zhou

### **TRIBUTES**

Saying thank you to someone who has touched your life, or memorializing a loved one honours remarkable people – including all children who are deaf and hard of hearing throughout BC whose lives you are touching by helping to provide access to our programs and services.

#### **In Honour**

Eli Bolen
Noah Burnside
Wendy Burnside
Carmen Chaboyer
Chan Family
Nathaniel Chan
Kayden Chen
Tom Chen's Birthday
Matteo's Figueroa Birthday

Liam Jung's Birthday
Lia Kalchbrenner's Birthday
Niko Kalchbrenner's Birthday
Carol Krieger
Aerin Leavitt
Paul Mitchison's Birthday
Wesley Mitchison
Helen Tuck

Rylen Valmonte's Birthday

#### In Memory

Joshua Bunz Juliette Cole Doug Fraser Hilda Gregory Nolan Lonn Dr. Irwin Stewart Jose Uy Chan 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 a legacy gift is a thoughtful step today and that leaves a footprint of loving for 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, RRIF or TFSA, or you can make a gift of the proceeds from your RRSP, RRIF or TFSA 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.

### **NEW TECHNOLOGY**



TELUS Vancouver Community Board generously funded nine (9) iPads and funds to purchase specialty apps for the devices while the Booster Club funded one iPad.



The P.A. Woodward Foundation funded our audiology clinic's equipment needs. Thirty-six (36) Roger X receivers (18 sets) were purchased to be used by the children in our Centre based program. The Roger system has an adaptive feature which ensures the speaker's voice is always optimally amplified above any degree of background noise.



A SMART board, interactive whiteboard, for our primary classroom was funded by The Loyal Protestant Association.

"We began our journey with the Centre when our son, Leo, was first diagnosed with profound hearing loss at 3 months. It was a difficult time, but the welcoming arms of Loretta and Janet into the First Words program made a huge difference in learning about this community we knew very little of. Knowing that a collaborative team consisting of speech language therapy, occupational therapy, and Audiology will monitor Leo is a huge relief because we can count on everyone being on the same page. This also saves us valuable time communicating to one central team versus having multiple contacts. We are incredibly grateful to the Centre for their knowledge, support, and dedication to each student's family in making their experience a positive one."

Vince and Jacqueline, parents



### MEET SOME OF OUR JUNE 2017 GRADUATES

In June, ten (10) students transitioned from the Centre and entered the school of their parent's choosing in September 2017. It is always a bittersweet time to let go of the children we have come to love as we have watched them grow and learn. The children have gained the necessary skills, confidence and academic readiness they need to succeed in a hearing school in much larger classrooms with their typical hearing peers.

These children transitioned into the following grades:













Andrew. Kindergarten

Benny, Grade 2

Huxley, Grade 1

Isabella, Kindergarten Mathew, Grade 1

James, Grade 1

Our itinerant teachers support children in thirty-eight (38) independent schools throughout the province and we have some exciting graduations to share:



Monique Brand graduated from Credo Christian High School. In September 2017, Monique began pursuing her love and interest in animals, fashion and art in her home town of Yarrow, BC.



**Luke Harris** graduated from St. Thomas Aquinas High School. An honour student, mountain biker, an elite runner winning BC Provincial medals. In September 2017, Luke begun attending **UBC's Engineering Program and** is part of their track team.



Marika Tiessen graduated from Credo Christian High School. In September 2017, Marika begun attending Providence College in Pasadena, California studying in the field of special education.



Trenton Vickerstaff graduated from Collingwood School Morven Campus. He has achieved academic success and the admiration of his teachers and peers. In September 2017, Trenton began attending BCIT in the Foundation of Motorcycle and Small Engines Program.



Jomer Magtibay graduated from Grade 7 at Our Lady of Good Counsel to high school. He volunteers at mass, is a member of the basketball and track teams and mentors younger students by taking a leadership role at "Holy Thursday and "Fun Day" events. Jomer also mentors younger students with hearing loss.

## **THANK YOUS**

The staff are remarkable, warm and professional and one of the reasons for the success we see in the children we support.

Administration
Janet Weil, Executive Director & Principal
Joanne Enns, Financial Administrator
Coreen Geddes, Director of Development
Sumeet Johal, Administrative Assistant
Judi Wilson, Administrative Assistant

Audiologist Ning Hu

Before & After School Care Program
Cecilia Fung
Joanna Kong

First Words Program
Patty Juno
Loretta Richardson

Centre-based TeachersEarly Childhood EducatorsLauren AdirimCecilia FungKristyn PayneLisa LabereHelen TuckMichelle MilneStacey WelshTara Morgan

Itinerant Teachers
Sarah Chodos
Lisa Buxton
Tricia Eckels
Judith Jordan
Kathy Pompura

**Speech Language Pathologists** Tracy Elfring

**Occupational Therapist** 

Deb Lightman

Rita Francis

In June we said farewell to three of our staff members on the occasion of their retirement. Helen Tuck, our pre-Kindergarten teacher, Gill Homan, special education assistant for the primary class and morning music leader and Janet Weil, our Executive Director and Principal. We wish them all the best in their retirement.

The Board of Directors are an exceptional group of individuals. They are parents of children with hearing loss, alums and they are individuals with no connection to us except they believe in our mission. They ensure that the Centre remains mission focused with a clear strategic plan for the future.

Executive Committee Members Medical Advisor
President & Chair, Scott MacKenzie Calvina Chow Dr. Matthew Dickson
Vice-President, A.J. Gardner Frost Beth Hardy
Treasurer, Ben Cherniavsky Gary Kern
Secretary, Avril Tysoe Juma Wood

**The Volunteers** provide invaluable contributions. They build displays, organize events, publish our yearbook, organize Spirit Day lunches, raise funds, and help in the office and the library. We are grateful for you and we hope you know that we can't do it without you.

Shubnum Sidhu Maha Ali Jeannie Jang Kristy Bolen Ella Jiang Crystal Southby Jenna Jones Michael Tanner Brooke Mitcheson Craig Brod Alisha Kalia Alina Tuck Samantha Burnside Catherine Kalchbrenner Dave Valleau Jordan Carhoun Uwe Kalchbrenner Simone Volpatti Catherine Chan Natalie Leoganda **Eugene Wang Neil Chan** Helen Liu Jason Wang Jian Wana Ada Chen Jason Lush Stewart Whitfield Shanna Cheng Keith MacKenzie Stanley Wong Deb Dumaresq Andrea Manchon Karen Woodworth Heidi Eaves **Emile Nollette** Jackie Farrer Jackie Pau Nico Xu Shahriar Pedram Hania Zemojtel Rabia Gill

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





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Vancouver, BC V5M 3H4
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info@childrenshearing.ca childrenshearing.ca

ciliar chancaring.co

And visit us



#### **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.

