



EST. 1963

Children's Hearing
& Speech Centre of BC



ANNUAL REPORT TO THE COMMUNITY

2018/2019

YEAR IN REVIEW



Happy smiles at our Christmas party



Rainy day play



Happy Halloween!



Glorious snow!





BOARD PRESIDENT & CHAIR LETTER

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

On behalf of the board I am pleased to present the Centre's Annual Report for the 2018-2019 fiscal year.

It has been a very busy year for the Centre beginning with the change in leadership. Our board and staff welcomed Dawn McKenna to the role of Executive Director. Dawn has embraced all things CHSC and continues to work with long-time Centre staff member Loretta Richardson in the running of our programs. Together our leadership duo have the full support of the board as we move the Centre into our 57th year, continuing our founder, Hilda Gregory's C.M., O.B.C vision: children learn to speak because they hear.

Although this past year continued to present some challenges regarding funding and personnel changes, we are proud of the accomplishments of our staff and students. We are grateful for a committed board and energetic staff dedicated to overcoming these challenges. This year we have added two new Early Childhood Educator positions to the team to meet the growing demand for our services.

Our staff and board will be working together on planning for the future of the organization, creating strategic goals and priorities for the Centre. We are fortunate to have a diverse group of dedicated, engaged and hard-working staff, with a passion for providing high quality listening and spoken language programs and services to children and families of children who are deaf and hard of hearing throughout British Columbia.

There are many challenges ahead for the Centre, and with these come new opportunities. Our student population is changing; technology is improving; and our funding is no longer status quo. The foundation on which the Centre was created remains our core tenant and our pedagogy the very reason we continue to attract more families.

Thank you to our dynamic and committed board for their governance and oversight, and thank you to our community for your support and belief in our mission. As you read our Annual Report we hope you have renewed enthusiasm as we look together to a brighter future.

Yours sincerely,

A.J. Gardner (Gardy) Frost,
Board President & Chair



EXECUTIVE DIRECTOR & PRINCIPAL LETTER



It is our pleasure to share with you highlights from the 2018-2019 school year. Every school year presents its own challenges and changes, and this last year was no exception. We were fortunate to be able to welcome new staff members to our team as we moved to fill a number of temporary and permanent vacancies. As always, our skilled and talented staff welcomed and provided support to each new member of the team.

We saw a record number of enrolments in our First Words Program last year. A change in BC Early Hearing Program protocols for intervention resulted in more babies being eligible for face to face intervention rather than being monitored through phone calls. We applaud this move as it ensures that all babies with hearing loss are receiving the necessary and appropriate intervention they require to reach their full potential.

In May, we came together as a community to celebrate the life of our colleague and friend, Patty Juno. Patty retired in June of 2018, and then in February 2019 she lost her battle with ALS. Her long career in this field touched many families, children and professionals. Her wit, creativity, and pragmatic approach to life continues to influence everyone who was fortunate enough to meet her.

In April it became apparent that we would have a record number of children attending our centre based programs in the fall—an increase of 25%. This increase included children ‘graduating’ from our First Words program as well as children transitioning from other programs.

We are thankful for our dedicated, multi-disciplinary team and proud of the work they do on a daily basis to ensure our students and families have the support they need to reach their full potential. As we look ahead we welcome input from all our families so that we are able to continue to meet the needs of our diverse community and ensure our children with hearing loss are able to fully participate in a hearing world. We also welcome your enthusiasm and your support. Together we are making a difference in the lives of our families and their children with hearing loss.

With thanks,

Dawn McKenna
Executive Director

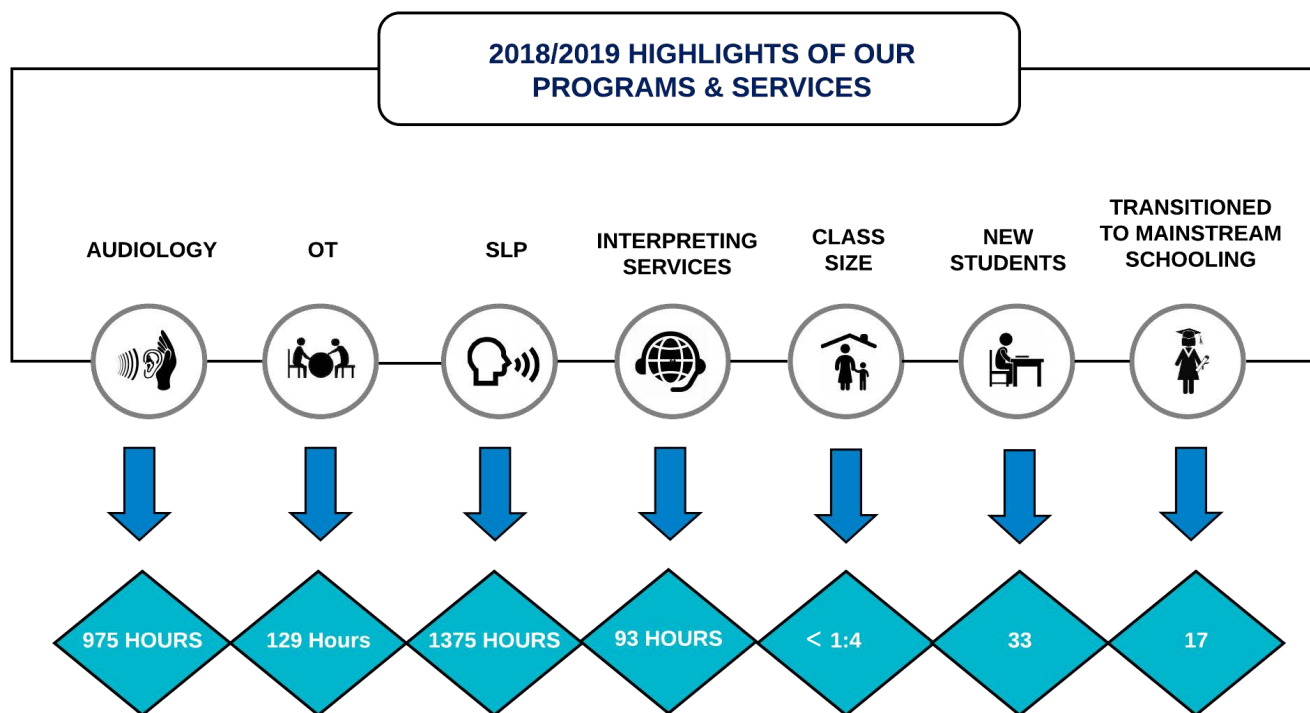
Loretta Richardson
Principal



BREAKDOWN OF PROVIDED SERVICES

Children's Hearing & Speech Centre of BC (EST. 1963) is a family focused clinical and educational centre that teaches children who are deaf and hard of hearing to listen and talk, giving them the skills and confidence they need to achieve their fullest potential.

2018-2019 SCHOOL SNAPSHOT	
PROGRAM	ENROLMENT
First Words	70
Pre-School	8
Pre-Kindergarten	8
Kindergarten	6
Primary	5
Itinerant	74



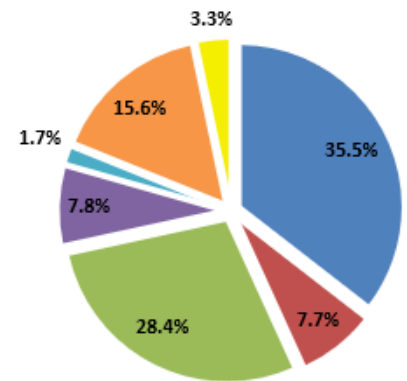
FINANCIALS

At Children's Hearing & Speech Centre of BC we work hard to ensure a child is never turned away when the family cannot pay the full tuition. This is becoming increasingly difficult with changing government priorities and contract funding structures. We are only able to continue to provide high quality educational programs and services by relying heavily on the support of our donors. We thank the individuals, organizations, foundations and community groups who give so generously. With your help the Centre provided over \$47,000 in financial aid to our families during the 2018-2019 fiscal year.

REVENUES AND EXPENSES FOR THE YEAR ENDED JUNE 30, 2019

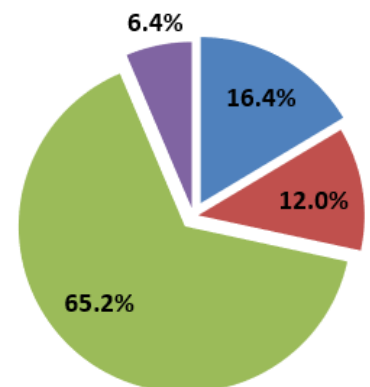
REVENUES

	2019	
	\$	%
Government	774,281	35.5%
Independent School Contracts	618,335	28.4%
Fundraising	507,607	23.3%
Tuition	169,093	7.8%
Interest and Other Income	71,584	3.3%
Audiology Services and Equipment Sales	37,558	1.7%
TOTAL REVENUES	2,178,458	100.0%



EXPENSES

	2019	
	\$	%
Programs and Services	1,502,242	65.2%
Administration Personnel	379,009	16.4%
Facility and Office	276,342	12.0%
Fundraising	147,998	6.4%
TOTAL EXPENSES	2,305,591	100.0%





BOARD OF DIRECTORS

Gardner (Gardy) Frost
President & Chair
Financial Advisor,
Arbutus Financial Services

Michael Sauder
Treasurer
Inside Sales Manager
Metrie

Scott Mackenzie, JD
Past President & Chair
Attorney, Boughton Law
Parent of Alum

Calvina Chow
Director-at-Large
Marketing Consultant
Centre Alumna

Avril Tysoe, CHRP
Director-at-Large
Human Resources Manager,
Boughton Law

Juma Wood
Vice Chair
Leadership Development,
Lululemon Athletica

Andrea Manchon
Secretary
Community Member
Parent of Alum

Ben Cherniavsky
Director-at-Large
Managing Director, Raymond James Ltd.
Parent of Alum

Gary Kern
Director-at-Large
Principal,
St. George's Senior School

Johannes Weinmar
Director-at-Large
Financial Advisor, Raymond James Ltd.
Centre Alumnus

MEDICAL ADVISOR

Dr. Matthew Dickson
Pediatric Otolaryngologist,
Fraser Health Authority

"Patty was our rock while our son attended the centre". (Samantha Burnside-Parent)



THANK YOU TO OUR DONORS & SUPPORTERS

DONORS \$5000+

Richard & Val Bradshaw; Dr. John & Nina Cassils; Doug Stadelman & Beth Hardy; Marily Mearns; BC Early Hearing Program; Buron Holdings Ltd.; CIBC - Park Place Foundation; Goodco West Investment Corp.; Hoop-Law Society; Kaatza Foundation; Krogseth Foundation; Province of British Columbia; R. Howard Webster Foundation; Rina M. Bidin Foundation; Rockcliffe Estates Ltd.; Rotary Club of Vancouver Hearing Foundation; Stantec Consulting Ltd.; The 1988 Foundation; The John Hardy 2016 Trust; The Wolrige Foundation; Variety - The Children's Charity of BC

DONORS \$500-4999

Anne Anson; Tom Chen and Kelly Chang; Ted Lin & Debbie Chiu; Andrew & Betty Gray; Geoff & Felicia Gudewill; Joan Holmes; Magdalena Ivanova; Judith Jordan; Jeanette Kastenber; Jack Su & Nita Liang; Nick & Andrea Manchon; Dr. James & Gail Miller; Steve & Dawn Morrey; Michael & Brenda O'Keefe; Heather Pasman; Barbara Roche; Nick & Raf Sansalone; Petar & Loretta Udovicic; Stacey Welsh; Wei Li & Shuxia Xie; Ala In Vancouver; Bank of Montreal; CKNW Kids' Fund; D.I. McDonald Holdings Ltd.; Dr. Woo Hon Fai Memorial Foundation; Lohn Foundation; NA Schein Foundation; Royal Bank of Canada; The Hamber Foundation

DONORS <\$500

Nicholas & Marian Allwork; Mary Babic; Ha Kim Phuuc & Le Thi Bach; Rick & Lynda Baldry; Carol Barcados; Susan Barcados; Lori Barer; Daniel & Diana Bartolic; Darko Batljan; John Beamish; Diana Bedford; Carla Bilojelic; Romeo & Larisa Boar; Ottavio & Regina Boffo; Lynne Bolen; Shelby Borgelt; Ronald & Marie Brown; Jason & Samantha Burnside; Lisa Buxton; R. Caverzan; Robert & Deanna Chaboyer; Neil & Catherine Chan; Melissa Chan; Julie Chang; Sandra Chappell; James & Alyssa Charbonneau; Luca Deng & Bing Bing Chen; Clement Ow & Lily Chen; Boris & Janine Chenkis; Johnny Kuan & Ivy Chong; Keith & Eileen Chow; Wally Konowalchuk & Linda Chow; Miu Ling Chow; Lori Chow; Christina Coad; Stephen Coleman; Miriam Daniel; Mike & Carmelina Delazzari; Nick Gentile & Marisa DeMare; Susan Devlin; Jodi Diamond; Bill & Nancy Dickson; Ronald Fink & Patricia Duggan; Tricia Eckels; Trevor Eden; Joanne Enns; Rupert & Olivia Evans; Tina Exarchoulis; Rhys & Lynn Eyton; Antonia Falsetto; Ada Folino; Barry & Diane Ford; Ken & Mary Francis; John & Sylvia Freer; Jane Frost; Emily Galer; Dr. Ivan & Laurie Gasoi; Michael Roberts & Roula Giatsios; Debra Glover; Terry & Ruth Harrold; Ben Cherniavsky & Beth Harrop; Rick Harrop; Brent Gloeckler & Lynda Hayward; Marion Heffernan; Margaret Hewlett; Terry Himal; Dawn Hope; Ning Hu; Ming Zong & Ya Huang; Jim & Jean Jamieson; Charlene Janes; Tom Nguyen & Jessica Jang; Nicolas Jensen; Paramjeet Johal; Sherwood & Gale Johnson; Robert Johnstone; Leslie Jones; Kyle Jordan; Ross Jordan; Laura Jordan; Tammy Kalla; Rona Kastenber; Susan Jong-Kemeny; Lisa Kilner; Maria Kulic; Norman Wong & Patty Kwan; Teresa LaMontagna; Gene & Dorothy Leavitt; Shelley Lederman; Tim Lu & Ashley Lee; Emily Lee; Janey Lee; Marco Lau & Josephine Lee; Ken Tsuruta & Nina Li; Gordon Huang & Jenny Luong; Jason & Jennifer Lush; Gordon & Dr. Karen Jung; Willa MacDougall; Ron & Margaret MacKenzie; Peter & Mila Madunic; Anna Malenica; Tom Malenica; Jeff Martin; John & Sarah McAlpine; Albert & Sylvia McClean; Jane McIntosh; Dawn McKenna; John & Joanne McKittrick; Laurence & Karen McLaughlin; Erin McSweeney; Dr. Fred & Rose Mikelberg; Brooke Mitchison; Cathy Morgan; Karen Mudry; Vic & Lucy Nakhleh; Kristina Nilsson; Peter Choi & Eun Ji Oh; Richard & Margaret Oh; David Cheng & Nana Ouyang; Don Palmer; Sharen Parkinson; Dr. Agnes Phillips; Gloria Piovesan; Elliott Lipsey & Loren Plottel; Mark Birdsall & Kathy Pompura; Elinor Powell; Kathy Puharich; Marko Puharich; Vesna Puharich; Lila Rajkovic; Dave Moody & Loretta Richardson; Stewart Whitfield & Anja Rosenke; Marcia Rothman; Ryan Wang & Carol Ruan; Toby Rubin; Edwin & Maria Ruiz; Tony Ryan; Maria Saglione; Diana Sakic; Irena Sakic; Marija Sakic; Marijan & Slavica Sakic; Melanie Samuels; Dino & Iva Sartori; Michael Sauder; Giovanni Scaglione; Sheila Serup; Tony Shum; David Tyson & Linda Sibau; Kanwarinder & Rabia Sidhu; Gary & Supreet Sidhu; Jack & Anita Smith; Ralph & Doris Smith; Susan Spratt; Wieslaw & Joanna Starczynowski; Euan Sunley; Bowen Tang; Peter & Joan Thompson; Jennie To; John Trogrlich; Ivica Tuschek; Mara Udovicic; Rosa Urrico; Greg Yaholnitsky & Maartje Vlaar; Miquel Eagles & Starr Vickers; Vonberger Family; Alyssa Wagner; Robert & Gail Wallace; Hong Jiong Lou & Jian Jian Wang; Janet Weech; Craig Brod & Janet Weil; Frank & Diane Welsh; Judi Wilson; Heather Wolfe; Myles Wolfe; Pam Wolfman; Hanwei Sudderuddin & Tabitha Woodworth; Simon & Sandra Wosk; Amy Yao; Terry Neill & Judy Yanchuht; Steven Guan & Kelly Ye; Vlado & Mary Zaradic; Yvonne Zaradic; Viktoria Zazoulina; BC Housing Management Commission; Canadian Association of Educators of the Deaf & Hard of Hearing - BC; Epsilon Master Chapter; Fletcher Family Foundation; Kelowna Ready-Mix Inc.; Lions Club Burnaby Loughheed; Mel and Geri Davis Charitable Trust; Provincial Employees Community Services Fund; R.C. Purdy Chocolates Ltd.; Raymond James Canada Foundation; Sun Valley Trout Park Inc.; The Joseph Segal Family Foundation





IN HONOUR, & MEMORY DONATIONS

Making a donation in honour, memory, and recognition is a wonderful opportunity to show how much that person impacted your life. Not only do you recognize that special someone, but you have the added bonus of having that individual's memory carry on and impact the lives of children with hearing loss.

In Honour

The Chan Family
Noah Burnside
Liam Jung
Greyson Konowalchuk
Nicholas Kyriakelis
Aerin Leavitt
Erin McSweeney
Janet Weech
Stacey Welsh
Tyler

In Memory

John Ashbridge
Betty Belton
Jordan Carhoun
Hilda Gregory
Michiel Jordan
Patty Juno
Michiel Roell
Julia Serup
Michael Tambourilli
Maria Udovicic
Peter Ying Sun

*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 that leaves a footprint of caring for the future. Here are some options 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 a 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.





THANK YOU TO OUR 2018/2019 VOLUNTEERS

CHSCBC is so grateful for our amazing volunteers who lent us a helping hand throughout the 2018/2019 school year. From Pizza Day Coordinators, Mystery Readers, Volunteer Translators, and Special Event Helpers thank you so much for giving us your time to help make Children's Hearing & Speech Centre the best it can be!

2018/2019 VOLUNTEERS

Mark Bell; Mikayla Blumenthal; Catherine Chan; Ada Chen; Mary Francis; Gardy Frost; Mariwan Hasan; Hairun Huang; Ya Huang; Evan Li; Nita Liang; Andrea Manchon; Charley McCormack; Brooke Mitchison; Dave Moody; RBC - Renfrew & 1st Branch; Lillian Shieh; Tomasz Zemojtel; Grace Zhou

"I am inspired every day by my wonderful colleagues at the Centre. The Team here is so knowledgeable and passionately committed to the families we serve".

(Rita Francis- SLP)



Staff & Board members cooking up some pancakes



Students learning all about recycling



"Since I first stepped into the Centre as a volunteer in 2017, I have felt so fortunate to be part of such a caring team of experts, who passionately support children who are deaf and hard of hearing and their families". (Jeannie Jang-TDHH)



Primary class field trip to Lonsdale Quay



Patty Juno's Celebration of Life



**Vocabulary theme this week is...
groceries!**



**Family, friends, & colleagues come out to
celebrate Patty Juno's Life**



**Local fire department drops by for a lesson
on fire safety**



Holiday fun time!



Children's Hearing
& Speech Centre of BC



ACCREDITATION & MEMBERSHIPS



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