

# ANNUAL REPORT 2017

September 1, 2016 – August 31, 2017



**Brightfutures**  
for Children

**BC FAMILY HEARING**  
resource ★ society



THANK YOU

## BOARD OF DIRECTORS

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## MESSAGE FROM THE PRESIDENT



It is my pleasure to share with you our 2017 Annual Report.

Annual Reports are usually about a look at our status and achievements in the past year. As this year our organization celebrates its 35th year of service to our community of children with hearing loss and deafness, it is an opportunity for us to take a broader look.

First of all, we celebrate our children! For 35 years we have been part of their often heroic efforts to overcome their hearing loss or deafness and communication challenges. Their success is our success, and we are immensely proud when they succeed as their lives develop. Those who were our clients decades ago are now accomplished and productive people in our community.

We also celebrate our parents who have been our partners in helping their children. Our family-oriented approach has ensured that together we could provide the best and the most appropriate help to each individual child. Our approach is widely recognized both nationally and internationally, and appreciated by both professionals and the clients we serve.

Our celebration involves our staff whose contribution is at the core of everything we do. The expertise, dedication and service of the people who have worked with our organization over these many years have been immense. We acknowledge and thank our staff, both individually and as a group.

Finally, we celebrate our volunteers and donors. While most of our funding is provided by the government, through a contract that makes us responsible for providing services throughout our province, we rely on individuals and organizations for volunteer help and financial support. Our work would not be possible without their loyalty and unselfish support.

Some specific examples of what we have achieved this past year are:

- \* The management of our contract with the Ministry of Children and Family Development is working smoothly, and we are working effectively with our subcontractors.
- \* Our Victoria office is now one-year-old and has been very successful.
- \* Our outreach and service delivery has been more efficient.
- \* We have established a formal procedure to allow staff members to further their education and pursue research, and secured external funding for this program.

We are proud that in our 35 years of work we have maintained excellence in every aspect of what we do. We continue to strive to make our services accessible to families who need them, to keep up with the times both professionally and technically, to learn, and to share our experience with others beyond the borders of our province.

I wish to close with thanks to the membership of our organization, to the staff led by Dr. Noreen Simmons, to our donors and financial supporters, and to our dedicated volunteers. My special appreciation goes to our volunteers on the Board of Directors for their leadership in keeping our organization on the right path.

We promise to continue on this path of excellence that we have followed for 35 years and provide the best possible care for our children and families.

With thanks and regards,

Charles A. Laszlo  
Board President

## MESSAGE FROM THE EXECUTIVE DIRECTOR



Looking at the progress in early intervention services over the past several years, since 2007, we have believed that the delivery of equitable services was an achievable goal. The increased investment in Deaf and Hard-of-Hearing children and their

families by government bodies (Ministry of Children and Family Development & Provincial Health Services Authority – BC Early Hearing Program), together with advances in research and evidence-based practice have intensified early intervention services for children birth to school-age entry. The percentage of children receiving in-depth intensive services by age 2 today has doubled since 2007.

Many families have to make tough decisions on accessing different types of services – individual intervention sessions, learning American Sign Language, group programs, attending a specialized preschool depending on where they live in British Columbia. The goals adopted by the Society last year were to enable families the ease of access to a full range of services, irrespective of where they live in the province.

With the establishment of a satellite centre in Victoria, we are now able to provide a full range of comprehensive services to Greater Victoria families. Outreach services provided in homes or at community centres empowered families that have minimal contact with specialized professionals to connect and gain support in various capacities. Our belief in better technology to revolutionize

education and learning opportunities for families was evident with 151 telehealth sessions provided province wide. Community based activities like the Foundation Workshops are enabling families and professionals to come together and strengthen their knowledge in order to optimize language development of a Deaf or Hard-of-Hearing child.

Our greatest accomplishment this year, as mentioned by our esteemed President of the Society, Dr. Charles Laszlo, was reaching the milestone of 35 years of service that brought together the community; families and children – past and current, Board members, volunteers, past and current staff, as well as friends with a keen interest in the success of Deaf and Hard-of-Hearing children.

I would like to thank all our volunteers, funders and donors for their trust and dedication. I extend my sincere gratitude to a committed, caring and responsible Board of Directors who have provided the vision and guidance for the betterment of the Society. Without a doubt, I am indebted to my strong team of staff that has enabled us to succeed. Thank you!

Sincerely,

Noreen R. Simmons  
Executive Director

"BC Family has always felt like home to me. I so appreciate all the services our family received and the relationships built with the staff and families."

"BC Family is a second home to my family."

"Thank you so much for all of your passion and heart."

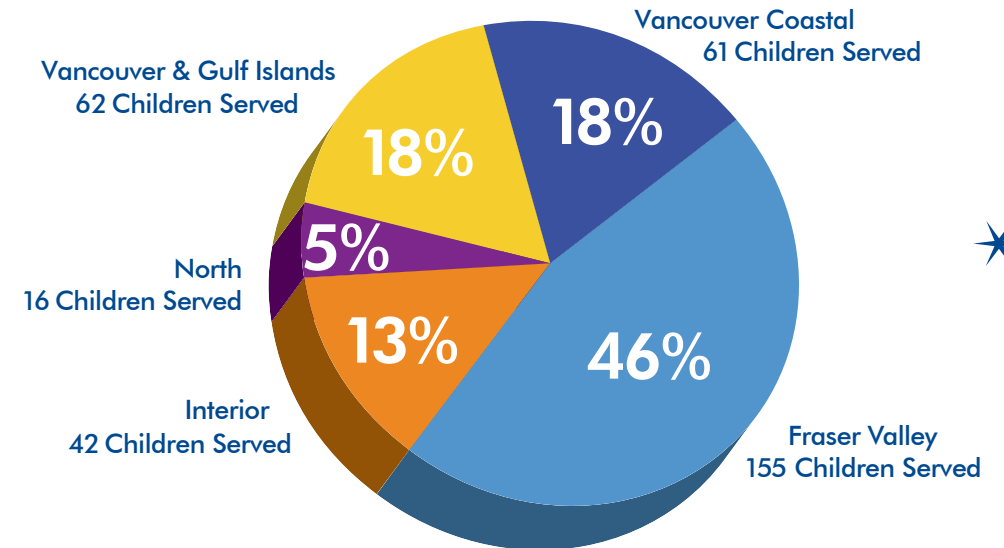
**Age breakdown** (September 1st, 2016 – August 31st, 2017):

AGE	0-0.99	1-1.99	2-2.99	3-3.99	4-4.99	5-5.99	6-6.99	TOTAL
Female	12	20	26	19	29	22	15	143
Male	20	30	29	27	32	32	23	193
<b>TOTAL</b>	<b>32</b>	<b>50</b>	<b>55</b>	<b>46</b>	<b>61</b>	<b>54</b>	<b>38</b>	<b>336</b>

**Total of 336 Children Served**

Birth Up to 3 Years 137  
 3 Years to School Age 161  
 Kindergarten 38

**Number of Children Served by Geographic Location**



# THANK YOU TO OUR GENEROUS DONORS & VOLUNTEERS

## Elks Donors from Sept. 1, 2016 to Aug. 31, 2017

Burnaby Elks #497	Prince George Elks #122
Chilliwack Elks #48	Revelstoke Elks #453
Clearwater Elks #499	Salmon Arm Elks #455
Cloverdale Elks #335	Vancouver Elks #1
Kamloops Elks #44	Westside Elks #592
Keremeos Elks #56	White Rock Elks #431
Langley Elks #259	



## Canadian Royal Purple Donors from Sept. 1, 2016 to Aug. 31, 2017

Aldergrove Royal Purple #38	Osoyoos Royal Purple #240
Ashcroft Royal Purple #263	Prince George Royal Purple #48
BC Royal Purple Association	Royal Purple Smithers #47
Royal Purple Kelowna #56	Salmon Arm Royal Purple #279
Royal Purple Merritt #239	Terrace Royal Purple #216
Royal Purple Port Coquitlam #10	Vernon Royal Purple #123
Keremeos Royal Purple #83	Williams Lake Royal Purple #126
Lillooet Royal Purple #274	



## Foundations/Corporations with Donations between Sept. 1, 2016 and Aug. 31, 2017

Adamek & Associates Insurance and Financial Service Inc.  
 Benevity  
 Brennan's Mens and Ladies Wear  
 Buddha's Light International Association Vancouver  
 Caldor Foundation  
 Cariboo Chilcotin Child Development Centre  
 EarGear  
 Elks & Royal Purple Fund For Children  
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 Gorilla Army Surplus  
 Joan Ford Charitable Society  
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 Phonak Canada  
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 Rogers Broadcasting Ltd (Country 107.1 & Star 98.3)  
 Schill Robinson Insurance  
 United Way of the Lower Mainland  
 Vancouver Canucks  
 Vancouver Stealth  
 (Ten Feet Sports and Entertainment Ltd)  
 W. Walter Ventures Ltd.  
 Whitehorse Child Development Centre

## Individual Donors Donating \$25+ between Sept. 1, 2016 and Aug. 31, 2017

Cindy & Darrell Adams	Dan Braun
Alice Aldridge	Sandi Braun
Rusty Antonuk	Dominic Brecher
Christina Arink	Alisa Bridger
Karen Armitage	Gail Buccini
Maureen Ashfield	Lois Bunnell
Damien Assonitis	Chelsea Buxton
Trevor Atkins	Lisa Cable
Ardith Bailey	Rod & Linda Cable
Curtis Baker	Coen Cacic
Cohen Beaton	George & Mia Cacic
Rose Beaubier	Gesine Campbell
Roberta Beck	Roy & Shelly Carson
Jane Bellamy	Patsy Carter
Bee & Henry Benskin	Joanne Challenger
Ron Beram	Nicholas Chandler
Jack Bernard	Jennifer Chatelain
Alan Black	Harriett & Jacques Chave
Emily Black	Pauline Chen
Jacqueline Bland	Robert Cheslo-Trengrove
David Bonnett	Sacha Chin
Margo Bourbonais	Judy Chrastina
Cassidy Bradshaw	Agatha Cluff
Brianne Braun	Ross Collver



## THANK YOU TO OUR GENEROUS DONORS & VOLUNTEERS (con't)

Karen Corr  
Joan Coulas  
Lauren Coultas  
Coby Cragg  
Laura Creech  
Cathy & Alec  
Cruickshank  
Dennis Currie  
Anita Dalakoti  
Janice Davis  
Michaela Davis  
Nicole Del Bel  
Brehon Denroche  
Marjorie Denroche  
Rosemary Deyagher  
Dal Dhillon  
Mindy Dhillon  
Rabinder Dhudwal  
Paul Dohm  
Robert & Fern Dunlop  
Marie-Isabelle Dupont  
Gord & Karley  
Edmondson  
Maggie Fan  
Manveet Farwaha  
Harvey Field  
Vicki Forbes  
Joan Ford

Thomas Raymond  
Francoeur  
Erin French  
Breanne Fultz  
George Garrett  
Zara Gauthier  
Barbara Gee  
Deidre Gill  
Stefan Glover  
Rena Goldberg  
Amanda Goodison  
Iris & Jim Goodlet  
Gerald Gorman  
Kulvir Gosal  
Robert Groves  
Fay-Lee Guan  
Jodie Harris  
Nevil Harsha  
Denise Harvey  
Dianne Harvey  
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Gerry Humphries  
Jordan Humphries

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Clyde Hunter  
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Jim Hurst  
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Arceli Javison  
Kathleen Jay  
Peggy Jeffcoat  
Lees Jim  
Shiyi Jin  
Lee Johnston  
Lynett Jung  
Dawne Kalenuik  
Laura Kalenuik  
Alia Kallo  
Suna Karamani  
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James Kondopulos  
Ivana Kranjec  
Connie Kusch  
Gail Kuzminski  
Sage Kuzminski  
Lisa Lake

Amy Lang  
Susan Lansdowne  
Sarah Lau  
Marvene Layte  
Rob Lemire  
Janet Les  
Christina Leung  
Tzu-Chin Lin  
Betsy-Ann Lockhart  
Leila Lolua  
Michael Louie  
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Sara MacFayden  
Megan MacLeod  
Belinda MacNeil  
Hassan Makhlof  
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Brian Marshall  
Mellanie Marshall  
Valerie Marshall  
Will Marshall  
Yvonne Marshall  
Tieg & Nastaran  
Martin  
Leanne Mascolo  
Valerie Matthews  
Ken McBain

Sarah McCarthy  
Rhys McCormick  
Mariane McDowell  
Meryl McDowell  
Glenn McFadden  
Robert & Anne McFadden  
Anne McGoran  
Ken McGovern  
Jock McGrandle  
Kathleen McIntosh  
Frank McKitrick  
John McKitrick  
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R. K. Moffett  
Lisa Moody  
Bob & Lynne Moore  
Brenda Moore  
Catherine Moore  
Courtney Moore  
James Moore  
Rick Moore  
S. Moore  
Valerie Moss  
Rohin Mountstevens  
Ken & Jamie Mulligan

Barb Mykle-Hotzon  
Lynn Neff  
Holly Nott  
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Obviar  
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John Osborne  
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Dave Page  
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Sandy Park  
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Melissa Rowles

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Amanda Sallenback  
Renu Sangha  
Kit Schindell  
Brian Shaw  
Heather Sheriff  
Anita Sihota  
Christine Singh  
Dr. Susan Small  
Miriam Sobrino  
C. & M. Wylie  
Donna Staszczak  
Colleen Stewart  
Sherina Stuart  
Diane Sullivan  
Julia Suraci  
Edward & Darlene Sutton  
Dr. Robert Swain  
Patricia Swamy  
Bev Symchych  
Bobbi Taylor  
Eleanor & Michel  
Thibaudeau  
Jesse Tinker  
Karina Tyne  
Lorraine Tyne  
Erik Ulmer  
Neil Van Dongen

Alexandra Veljkovic  
Maya Vergides  
Christina Walker  
Fiorie Walker  
Vicki Walker  
Dianne White  
Glen Whitehead  
Leslie Whitehead  
Christy & Rich Wiens  
Jessica Wildeboer  
Ann Wilkie  
Dana Wojtas  
Ray Wojtas  
Linda Wollenberg  
May Young  
Ryan Zhang  
Jing Zhao

### Memoriam Donations:

Darren Craig McGillivray  
Nolan Lonn  
Fran Burgess  
Mary McQuitty  
G. Stephen Denroche,  
husband of Marjorie  
Denroche

# REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

## To the Members of BC Family Hearing Resource Society:

The accompanying summary financial statements, which comprise the summary statement of financial position as at August 31, 2017, the summary statement of operations and changes in net assets and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of B.C. Family Hearing Resource Society for the year ended August 31, 2017. We expressed a qualified audited opinion on those financial statements in our report dated October 18, 2017.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of BC Family Hearing Resource Society.

### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

### Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

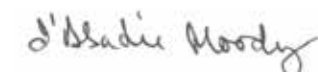
### Basis for Qualified Opinion

In common with many charitable organizations, the Society derives revenue from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society, and we were not able to determine whether any adjustments might be necessary to donations, excess of revenue over expenditures, assets and net assets.

### Opinion

In our opinion, except for the effect of any adjustments that we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the donations referred to in the preceding paragraph, the summary financial statements derived from the audited financial statements of BC Family Hearing Resource Society for the year ended August 31, 2017 are a fair summary of those financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

Chartered Professional Accountants



Langley, British Columbia  
October 18, 2017

# SUMMARIZED FINANCIAL STATEMENTS - AUGUST 31, 2017

	BCFHRC FUND	SESLP FUND	2017	2016
<b>ASSETS</b>				
Current assets	\$ 788,414	\$ 50,265	\$ 838,679	\$ 1,018,136
Capital assets	1,732,606	2,239	1,734,845	1,788,275
	\$ 2,521,020	\$ 52,504	\$ 2,573,524	\$ 2,806,411
<b>LIABILITIES AND NET ASSETS</b>				
Current liabilities	\$ 60,462	\$ 2,880	\$ 63,342	\$ 69,145
Deferred contributions	88,886	-	88,886	105,157
	149,348	2,880	152,228	174,302
Net assets	2,371,672	49,624	2,421,296	2,632,109
	\$ 2,521,020	\$ 52,504	\$ 2,573,524	\$ 2,806,411
<b>RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS</b>				
Total revenues	\$ 2,362,923	\$ 291,005	\$ 2,653,928	\$ 2,530,717
Total expenditures	2,561,912	302,829	2,864,741	2,547,231
Excess of revenues over expenditures	(198,989)	(11,824)	(210,813)	(16,514)
Net assets, beginning of year	2,570,661	61,448	2,632,109	2,648,623
Net assets, end of year	\$ 2,371,672	\$ 49,624	\$ 2,421,296	\$ 2,632,109
<b>CASH FLOWS</b>				
Cash from operations	\$ (178,165)	\$ (14,577)	\$ (192,742)	\$ 25,057
Cash used in investing activities	90,356	14,577	104,933	(74,483)
Decrease in cash	\$ (87,809)	\$ -	\$ (87,809)	\$ (49,426)

A Year in Photos







## **BC FAMILY HEARING RESOURCE SOCIETY**

### **Main Surrey Centre**

15220 - 92nd Avenue  
Surrey, BC V3R 2T8  
(604) 584-2827  
(604) 584-2800 (Fax)  
e-mail: [info@bcfamilyhearing.com](mailto:info@bcfamilyhearing.com)

### **Victoria Satellite Centre**

#320 - 702 Fort Street  
Victoria, BC V8W 1H2  
1-778-265-8909  
1-778-265-8908 (Fax)  
e-mail: [vicinfo@bcfamilyhearing.com](mailto:vicinfo@bcfamilyhearing.com)

**[www.bcfamilyhearing.com](http://www.bcfamilyhearing.com)**

Charitable Registration No. 13300-0182-RR0001

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### **Surrey Early Speech and Language Program**

#205 - 10330 152nd Street  
Surrey, BC V3R 4G8  
(604) 498-1833  
(604) 498-0085 (Fax)  
Email: [info@seslp.org](mailto:info@seslp.org)

**[www.seslp.org](http://www.seslp.org)**