



BC FAMILY HEARING
RESOURCE SOCIETY

ANNUAL REPORT 2026



A WORD FROM THE PRESIDENT



Best regards,

A handwritten signature in dark ink, appearing to read 'Rick Moore', written in a cursive style.

Rick Moore

President & Alumni Parent

Dear members, families and friends,

As I reflect on the past year, a period that was undoubtedly one of the most challenging chapters in our organization's history, I look back with much gratitude at our results. We faced unexpected hurdles that tested our resolve, strained our resources, and forced us to adapt faster than ever before. Yet, because of the unwavering dedication of our board, leadership team, staff, families and fellow service providers across the province, I am incredibly proud to say that we did not just survive these challenges; we overcame every single one of them. Our resilience transformed these challenges into opportunities, proving that our mission is stronger and more vital than ever.

The extension of our contract with the provincial government reflects a commitment from us to ensure continuity of high-quality services to Deaf and Hard of Hearing children and families. This included welcoming of the staff and families of Deaf Children's Society under our umbrella and who now receive services from us. While the process of integrating so many new families in such a short period of time was a challenge, it is a pleasure to be able to add these important members to our family. Finally, to go through the CARF (Commission on Accreditation of Rehabilitation Facilities) process. This is a process we go through every 3 years that focuses on a 3-day onsite inspection in addition to multiple days off site with a checklist of 1,895 items that must be checked off before we can be approved to operate for the next 3 years. The review was completed with the most complimentary comments from the CARF accreditors with the most common comment being that we should be very proud of the work we do here... and I cannot agree more.

To all of you who have contributed to our success this past year, I thank you and look forward to a new year of growth and success.

A WORD FROM THE DIRECTOR



With gratitude,

Noreen R. Simmons

Dr. Noreen Simmons

Executive Director

Looking back at the past year, I am filled with pride for all that we have accomplished as a team. Our mission to support Deaf and Hard of Hearing children continues to guide our work, and it has been one of growth, transition, and preparation for the future. We had the privilege of serving **545 families throughout British Columbia, the Yukon and Alberta**, providing family-centered services, resources, education, and advocacy to help children and families thrive. Every family we support inspires us with their resilience, determination, and commitment to their children's success.

A significant milestone this year was the successful transition of **27 children and their families from the Deaf Children's Society into direct service delivery from our organization**. This complex undertaking required careful planning, collaboration and coordination, and a steadfast focus on maintaining continuity of support for children and their families. Thanks to the dedication of our team, these families experienced a smooth transition and continue to receive high-quality services tailored to their individual language and communication needs.

To meet the growing demand for services across the province, we expanded our intervention team by welcoming **six Early Interventionists (3 – Surrey Centre, 1 – Vancouver Centre, 1 – Fort St. John and 1 – Victoria Centre), one Family Support Parent (Okanagan), and one Sign Language Consultant (Okanagan)**. Our bilingual (English – American Sign Language{ASL}) specialised childcare expanded with **one Early Childhood Educator, one Early Childhood Educator Assistant and one Classroom Assistant**. These additional positions have strengthened our capacity to provide timely, responsive, and personalized support to families and have enhanced our ability to reach communities throughout British Columbia.

This year was also marked by significant organizational development as we commit to continuous quality improvement, accountability, and excellence in service delivery. Staff undertook various professional development opportunities that included taking different levels of ASL classes, attending as well as presenting at various conferences such as Language First Conference, Speech and Hearing Conference, and Early Hearing Detection and Intervention Conference (EHDI). Our pivotal moment was a successful research publication - *BC Parent and Provider Perspectives on Culturally Safe Early Intervention Services* in the Journal of Deaf Studies and Education.

None of these accomplishments would have been possible without the dedication of our staff, the guidance of our Board of Directors, and the ongoing support of our funders, donors, volunteers, and community partners. Their commitment enables us to deliver services that empower families, foster communication and connection, and create opportunities for children to reach their full potential. We will continue to listen to families, advocate for their individual needs, and build programs that respond to the evolving needs of the communities we serve. Together, we believe in creating a future where every child who is Deaf and/or Hard of Hearing has the opportunity to succeed and every family feels supported, informed, and empowered.

On behalf of the BC Family Hearing Resource Society, thank you for your trust, partnership, and commitment to our mission. We are proud of what we have achieved this year and excited for the opportunities that lie ahead.

THE BOARD OF DIRECTORS

EXECUTIVE COMMITTEE



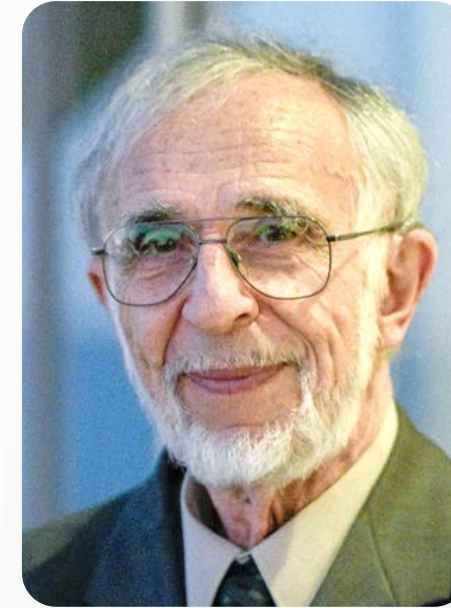
RICK MOORE
President



KARI SENKO
Vice President



AGATHA CLUFF
Treasurer



DR. CHARLES LASZLO
Past President

DIRECTORS



SARINA BUDIAL



GLORIA CHIEN



DR. PAOLA COLOZZO



RUZELLE GASMEN



DR. ANTON MILLER



KEN MULLIGAN



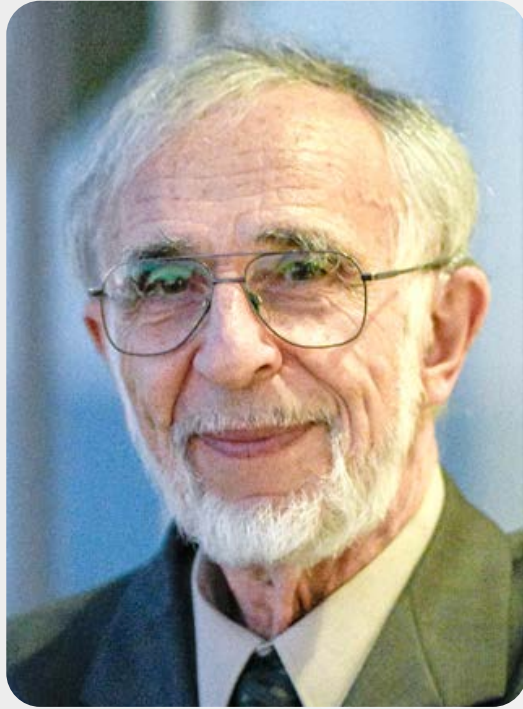
JOAN POPOVICH



JESSICA WILDEBOER

With heartfelt appreciation of Directors that will be stepping down after a decade of service

On behalf of BCFHRS, we extend our deepest gratitude for your years of dedicated service as members of our Board of Directors. Your unwavering commitment, wisdom, and leadership have profoundly shaped our organization's success and impact. Through your countless hours of voluntary service, you've guided us with vision and integrity, leaving a lasting legacy we will always cherish. As you step down, please know your contributions have made a meaningful difference, and we are endlessly grateful for your service.



Dr. Charles Laszlo has served our Society for a total of 25 years, and was the mind behind the cutting-edge acoustic design and engineering for our main Surrey Centre. He has had a very successful career as a widely respected biomedical engineer, and his specialization in the field of hearing loss has been an immeasurably valuable resource for our Society. He was also the founding president of the Canadian Hard of Hearing Association (CHHA), further illustrating his devotion to supporting all hard of hearing families.



Agatha Cluff has served as Treasurer for the Board for 13 years. As a Chartered Professional Accountant, her guidance and advice to the Board has been an invaluable asset. As a member of the Finance and Audit Committee, she meets annually with the auditors and reviews the organization's financial reports. Agatha also presents financial updates at Board meetings. In her spare time, Agatha enjoys travelling with her sisters and spending quality time with her grandchildren and their families.



Ken Mulligan has served on the Board of Directors for 19 years. As an alumnus family of BCFHRS, his child received services from our Society until graduation in 2004. He brought valuable insight to our Society as both a parent of a hard of hearing child and being hard of hearing himself. Ken chose to be a Board Member to be able to give back to the organization that did so much to ensure a bright future for his child.



Joan Popovich has served on the Board of Directors for 10 years. She is an active member of the Canadian Royal Purple Society, an organization that has had a long and positive connection with BCFHRS, including being crucial for the fundraising efforts that allowed us to build our main Surrey Centre office. Despite being the most geographically removed Board Member, she almost always made the effort to travel and attend our major yearly events in-person!

STAFF

MANAGEMENT TEAM



DR. NOREEN SIMMONS
Executive Director,
Speech Language Pathologist



CATHY CRUICKSHANK
Finance & Accounting
Administrator



PATRICIA SOLIVIO
Administrative Coordinator



DR. JEN GOW
Research Coordinator,
Family Support Parent Coordinator



TERESA KAZEMIR
Program Coordinator,
Speech Language Pathologist



CHARMAINE FRANCIS
Program Coordinator,
Speech Language Pathologist



LINDA SPENCER
Surrey Early Speech and
Language Program Coordinator,
Speech Language Pathologist

EARLY INTERVENTIONISTS



HEIDI BEATTIE
Speech Language Pathologist



VALERIE BEDRY
Speech Language Pathologist



ASHLEY CHAND
Speech Language Pathologist



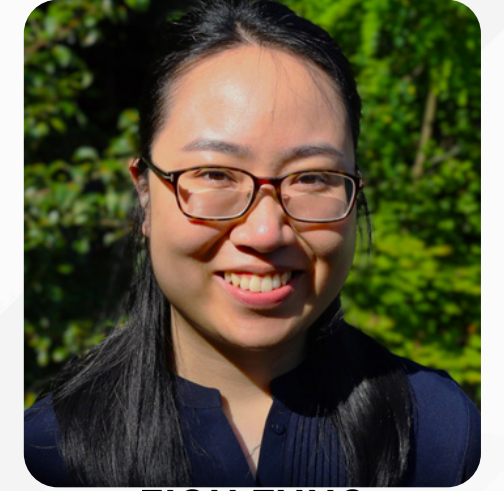
TONY DALL
ASL Specialist



KELSEY ERHO
Teacher of the Deaf and Hard of
Hearing



MIKE FENNER
Speech Language Pathologist



FION FUNG
Speech Language Pathologist



JAIME GARDNER
Speech Language Pathologist



ZARA GAUTHIER
Speech Language Pathologist



CAROLYN HAWRISH
Listening and Spoken Language
Specialist



INGRID SCHUM
Speech Language Pathologist



EMILY JACKSON
Speech Language Pathologist



MEGAN LAM
Speech Language Pathologist



SARAH LAU
Speech Language Pathologist



COURTNEY LAWRENCE
Speech Language Pathologist



AMANDA LEMAY
Speech Language Pathologist



REBECCA O'NIELL
Speech Language Pathologist



STEFANIE MACARO
Speech Language Pathologist



CANDACE MOSS
Speech Language Pathologist



DR. KAT MUMFORD
Speech Language Pathologist

SIGN LANGUAGE CONSULTANTS, EARLY CHILDHOOD EDUCATORS, DEAF AND HARD OF HEARING ROLE MODELS



ANNIE KUDJERSKI

ASL Team Lead,
Sign Language Consultant,
Deaf & Hard of Hearing Role Model



EILEEN EDINGER

Sign Language Consultant,
Deaf & Hard of Hearing Role Model



KAREN JACKSON

Sign Language Consultant,
Early Childhood Educator,
Deaf & Hard of Hearing Role Model



CONNIE LO

Sign Language Consultant,
Deaf & Hard of Hearing Role Model



LISA LO

Early Childhood Educator



KAYLA MALITO

Sign Language Consultant,
Deaf & Hard of Hearing Role Model



LINDA SCHULTE

Sign Language Consultant,
Deaf & Hard of Hearing Role Model



JULIA SZEFER

Early Childhood Educator,
Sign Language Consultant

COMMUNICATION STARS SPECIALIZED CHILDCARE



SHANNA O'COIN
Childcare Team Lead,
Early Childhood Educator



DANIELLE DORN
Early Childhood Educator



JAKE KNOBELL-CORNELL
Early Childhood Educator



LISA LO
Early Childhood Educator



JULIA SZEFER
Early Childhood Educator,
Sign Language Consultant



JUSTIN REUSER
Early Childhood Educator Assistant



MONA SAZEGAR
Early Childhood Educator Assistant



NINA WARD
Early Childhood Educator Assistant

FAMILY SUPPORT PARENTS



LAURA CORDER
Family Support Parent



ADRIANA HOWSE
Family Support Parent



GENEVIEVE HOHNADEL
Family Support Parent

SURREY EARLY SPEECH AND LANGUAGE PROGRAM



RINA DULKU
Speech Language Pathologist



SUNA KARAMANI
Speech Language Pathologist



NOOR KAUR
Program Assistant

ADMINISTRATIVE TEAM



CATHERINE ALEPANTE
Finance & Accounting Assistant



DARREN BELLAMY
Program Assistant



ANNA CORBETT
Program Assistant



CLAIRE LEE
Program Assistant



PATTY YOUNG
Program Assistant

ASL INTERPRETER COORDINATOR AND ACCESSIBILITY CONSULTANT



LAINE LE VECQUE
ASL Interpreter Coordinator

MISSION

The BC Family Hearing Resource Society strives to help every child reach their fullest communication and language potential. We provide family-centered services beginning as early in the child's life as possible and are committed to individual choices.

- **The BC Family Hearing Resource Centre offers support and resources throughout British Columbia to deaf and hard of hearing children, their families, and community service providers.**
- **The Surrey Early Speech and Language Program offers services to families with children who have speech and language learning challenges and live in the local community.**

VISION

To be an internationally recognized Centre of Excellence in providing support and services to Deaf and Hard of Hearing children and their families, a pioneer in the use of technology, and a training and research centre for professionals in the field.

VALUES

1. Family Centred

- **An equal partnership between parents and Early Interventionists, allowing parents to make educated needs and strength-based decisions with respect and support to help create the best future for all children.**

2. Informed Choice

- **We provide full, unbiased information to families to educate, not influence, while supporting the communication choices of the parents.**

3. Evidence-Based Practice

- **We make open-minded decisions based on continuously evolving research, clinical experience and family input.**

4. Respect for Diversity

- **All families are welcome! We continue to serve individuals and families from diverse ethnic and cultural backgrounds.**

5. Caring, Compassion & Empathy

- **We recognize the sensitive nature of the services we provide, thus creating an environment where families and children feel safe and supported.**

SERVICE PROVISION

**545 Children Served
by BCFHRC**
Birth to 3-years: 312
3 Years to School Age: 233



**762 Children Served
by SESLP**
Surrey North: 624
Surrey South: 138



**Total Hours of Service
Delivery by BCFHRC:
32,877**



**Total Hours of Service
Delivery by SESLP:
3679**

REFERRALS



BCFHRC Referrals

Region	Male	Female	Total
Lower Mainland	75	64	139
Outreach	13	16	29
<u>Total</u>	88	80	168

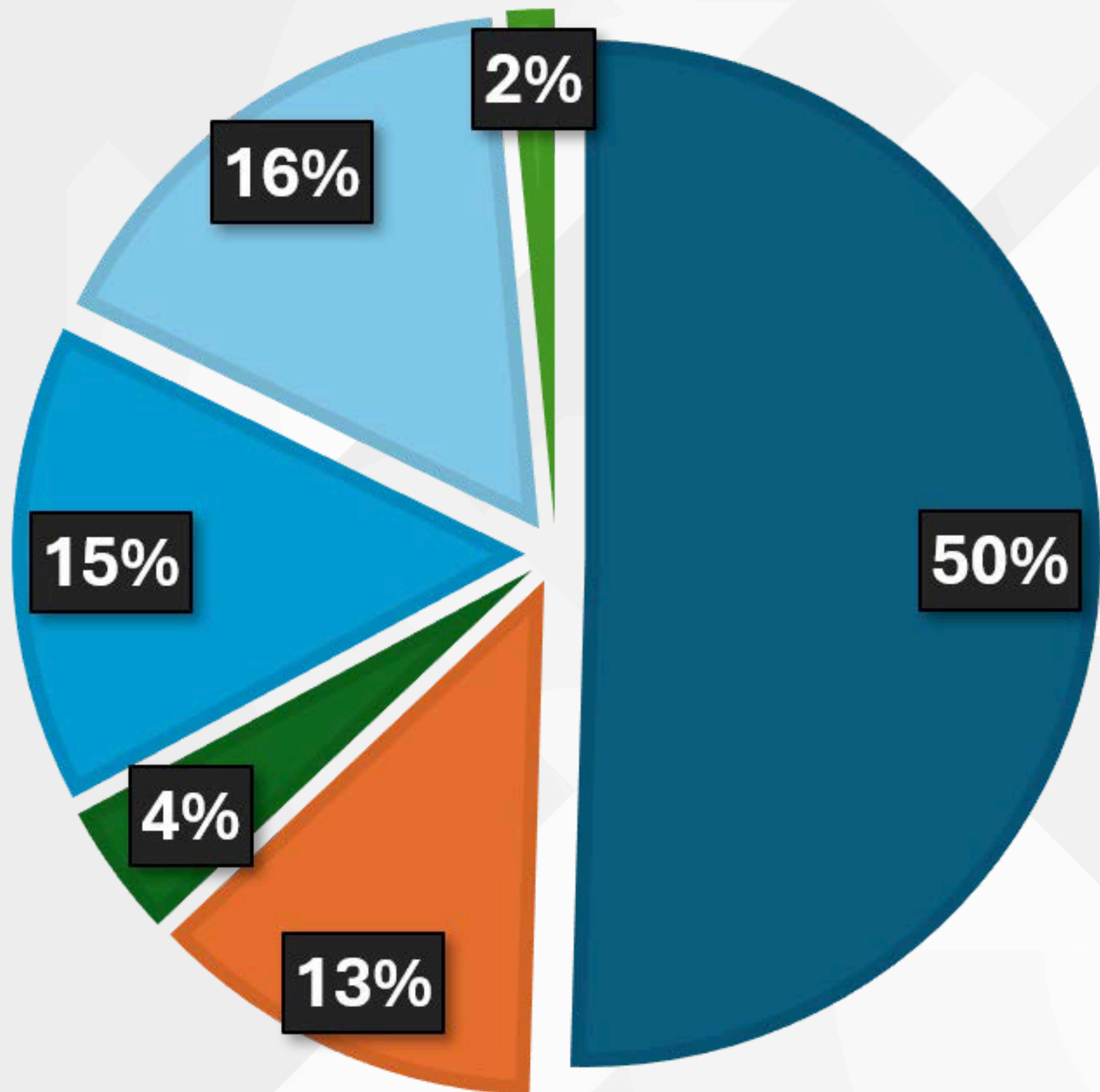


SESLP Referrals

Total referrals: 306

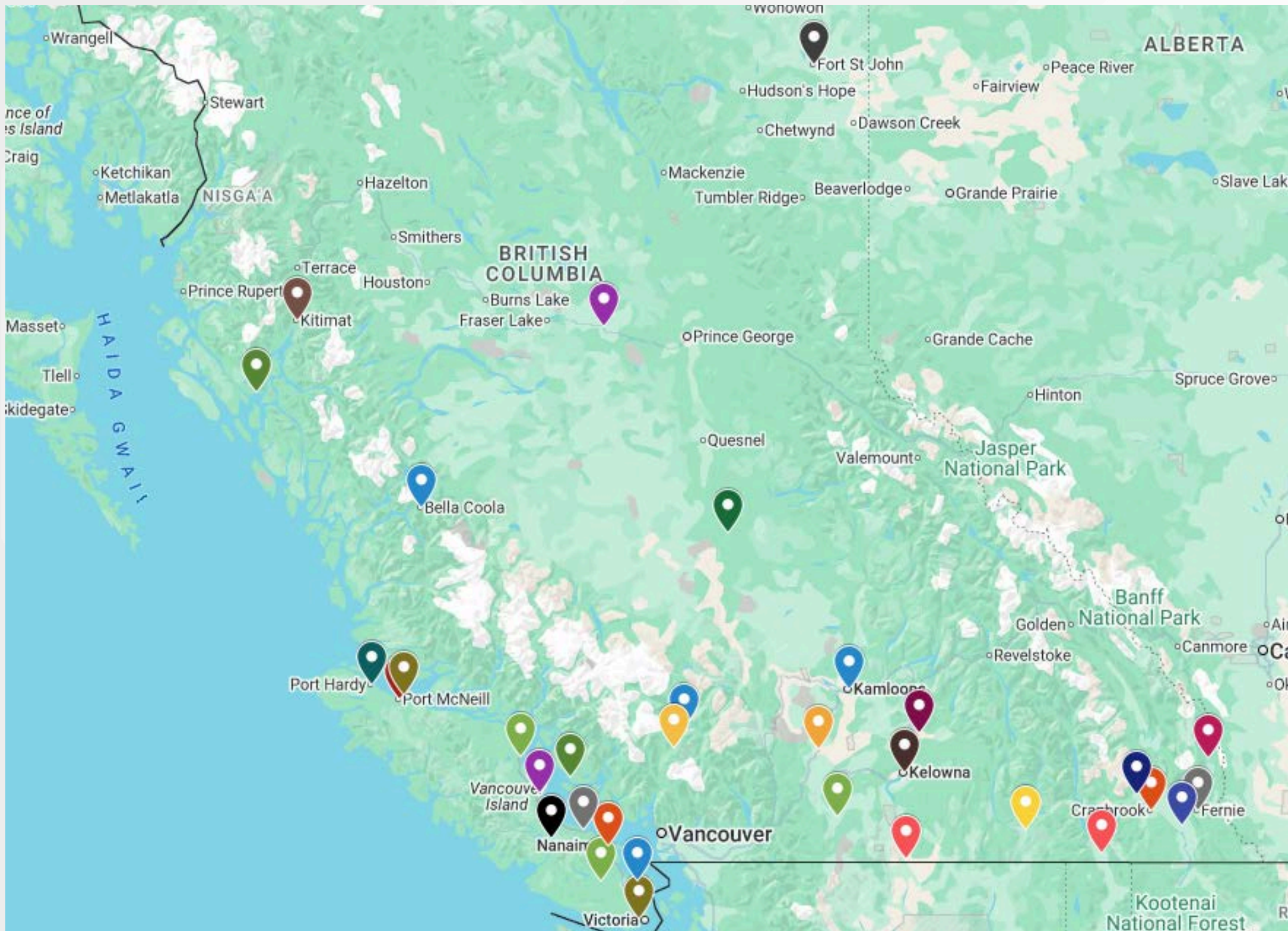


CLIENT DISTRIBUTION BY GEOGRAPHIC REGION



Region	Clients
Fraser Valley	275
Interior	68
Northern	23
Vancouver Coastal	82
Vancouver Island	89
Out of Province	8
TOTAL CLIENTS	545

OUTREACH AT A GLANCE



**There were 61
outreach trips to
41 different
communities
across the
province.**

CLIENT SATISFACTION RATE



- **Local Services = 96%**
- **Outreach Services = 100%**
- **SESLP Services = 68%**
- **Community Service Providers = 95%**



CONFERENCES AND WORKSHOPS



Victoria Fire Fighter Presentation



Hands-On Inclusion Workshop at the Skwxwú7mesh Early Years Conference



Children The Heart of the Matter Conference



Speech-Language & Audiology Canada (SAC) Conference

CONFERENCES AND WORKSHOPS



Early Hearing Detection & Intervention (EHDI) Conference



Speech and Hearing BC Conference



Greater Vancouver Association of the Deaf (GVAD) 100th Anniversary Gala

CENTRE EVENTS



Minister Jodie Wickens, Minister of Children and Family Development, visiting the Communication Stars Specialized Childcare



ASL Immersion Day



Staff Social Event



Minister Wickens visiting the BC Family Hearing Resource Society



ASL Immersion Day

OUR 2025-2026 DONORS

We operate in partnership with:

- MCFD - Ministry of Children and Family Development, Government of BC
- MoE&C - Ministry of Education and Childcare, Government of BC
- BC Early Hearing Program - Provincial Health Services Authority

We acknowledge the financial assistance of the Province of British Columbia



GOLD STAR DONORS (\$25,000+)

- Caldor Foundation



BRONZE STAR DONORS (\$500-\$9,999)

Individuals

- Louise Booker
- Andrijana Kudjerski
- Ken Mulligan
- Anita Park
- Kathleen Trenker

Organizations

- A.C.T/UCT Kelowna West Council
- Arpeg Group of Companies
- Ashcroft Royal Purple Lodge #263
- C Macaulay Financial Ltd.
- Prince George Royal Purple Lodge #48
- Chilliwack Elks Lodge #48
- Keremeos Royal Purple Lodge #83
- Langley Elks Lodge #259
- Nicola Wealth Private Giving Foundation
- North Kamloops Royal Purple Lodge #277
- Properties Plus Ltd.
- RBC Foundation
- Royal Purple Bingo Fund
- Salmon Arm Elks Lodge #455
- Salmon Arm Royal Purple Lodge #279



SILVER STAR DONORS (\$10,000-\$24,999)

- Elks & Royal Purple Fund for Children



RECURRING DONORS (MONTHLY/QUARTERLY)

- Benevity
- Fern Dunlop
- Monique Gill-Preer
- Peter Humphries
- Sally Hurst
- Kiku Iwamoto
- Teresa Kasemir
- Aria Shi En Lin
- Rick Moore
- Maria Amira Yaneza



DONATIONS MARKING LIFE EVENTS

- Thomas Francoeur in memory of James Francoeur

THANK-YOU TO OUR LONG-TIME SUPPORTERS

A special heartfelt thank you to all our volunteers for your time, dedication, and generosity.

FINANCIAL STATEMENTS

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Board of Directors of **B.C. Family Hearing Resource Society**

Qualified Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2026, 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 March 31, 2026. We expressed a qualified audited opinion on those financial statements in our report dated May 27, 2026.

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 March 31, 2026 are a fair summary of those financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

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.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Society derives revenue from fundraising activities the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Society.

Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenues over expenses, and cash flows from operations for the years ended March 31, 2026 and March 31, 2025, current assets as at March 31, 2026 and March 31, 2025, and net assets as at April 1 and March 31 for both the 2026 and 2025 years. Our audit opinion on the financial statements for the year ended March 31, 2026 was modified accordingly because of the possible effects of this limitation in scope.

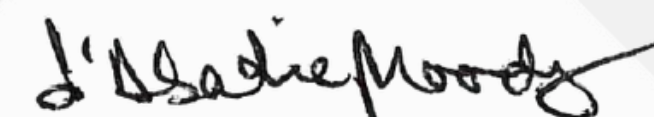
We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Management's Responsibility for the Summary Financial Statements

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

Auditor's Responsibility

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



Chartered Professional Accountants

BC FAMILY HEARING RESOURCE SOCIETY

SUMMARIZED FINANCIAL STATEMENTS

MARCH 31, 2026

ASSETS

	BCFHRS Fund	SESLP Fund	2026	2025
Current Assets	\$3,339,673	\$29,525	\$3,369,198	\$3,158,481
Capital Assets	\$1,303,119		\$1,303,119	\$1,367,277
	\$4,642,792	\$29,525	\$4,672,317	\$4,525,758

LIABILITIES AND NET ASSETS

	BCFHRS Fund	SESLP Fund	2026	2025
Current liabilities	\$50,680	\$2,178	\$52,858	\$98,056
Deferred Contributions	\$458,542	-	\$458,542	\$434,904
	\$509,222	\$2,178	\$511,400	\$532,960
Net assets	\$4,133,570	\$27,347	\$4,160,917	\$3,992,798
	\$4,642,792	\$29,525	\$4,672,317	\$4,525,758

RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS

	BCFHRS Fund	SESLP Fund	2026	2025
Total Revenues	\$5,897,631	\$473,116	\$6,370,747	\$6,137,130
Total Expenditures	\$5,725,811	\$476,817	\$6,202,628	\$6,213,034
Excess of revenues over expenditures	\$171,820	(\$3,701)	\$168,119	(\$75,904)
Net assets, beginning of year	\$3,961,750	\$31,048	\$3,992,798	\$4,068,702
Net assets, end of year	\$4,133,570	\$27,347	\$4,160,917	\$3,992,798

CASH FLOWS

	BCFHRS Fund	SESLP Fund	2026	2025
Cash from operations	\$209,239	(\$3,504)	\$205,735	\$81,858
Cash used in investing activities	(\$560,099)	\$3,504	(\$556,595)	(\$251,538)
(Decrease) increase in cash	(\$350,860)	-	(\$350,860)	(\$169,680)



BC FAMILY HEARING
RESOURCE SOCIETY



Surrey Centre
15220 - 92nd Avenue
Surrey, BC V3R 2T8
(604) 584-2827
(604) 584-2800 (Fax)
1-877-584-2827 (Toll Free)
info@bcfamilyhearing.com

Vancouver Centre
#262 - 3665 Kingsway
Vancouver, BC V5R 5W2
(604) 428-7949
(604) 428-7950 (Fax)
1-877-584-2827 (Toll Free)
info@bcfamilyhearing.com

Victoria Centre
#330 - 702 Fort Street
Victoria, BC V8W 1H2
1-(778) 265-8909
1-(778) 265-8908 (Fax)
1-877-584-2827 (Toll Free)
vicinfo@bcfamilyhearing.com

**Surrey Early Speech &
Language Program**
#205 - 10330 152nd Street
Surrey, BC V3R 4G8
(604) 498-1833
(604) 498-0085 (Fax)
info@seslp.org | www.seslp.org

www.bcfamilyhearing.com

Charitable Registration No. 13300-0182-RR0001