



BC FAMILY HEARING
RESOURCE SOCIETY

YEAR 2025

ANNUAL REPORT 2025



A WORD FROM THE PRESIDENT



With warmest regards,

A stylized, handwritten signature in white ink on a blue background. The signature appears to be 'RM' or 'Rick Moore'.

RICK MOORE
President & Alumni Parent

Dear members, families & friends,

“Business as usual” is rarely anything but business as usual. That being said, this past year has been a good year for us with manageable challenges and opportunities being welcomed that have enhanced the quality of services we continue to provide the families of BC. We didn’t get here by accident and without a lot of diligent work that goes on every day, in every way, and from every place.

A duck can look calm and serene on the surface as it glides across the pond but under the surface their specialized web feet can be going at breakneck speed! It is with this understanding that I wish to reach out and give thanks to the many people and organizations who help us power our mission:

- To our front-line staff who work directly with our children and families, and our support staff who ensure our front-line staff can provide the best service possible.
- To our leadership team who steer a course to success, and our board who set the course for the most positive outcomes.
- To our primary funders - the provincial government, the Ministry of Children and Family Development and the Ministry of Education and Childcare and the Provincial Health Services Association (BC Early Hearing Program) who entrust us with supporting all birth to school aged deaf and hard of hearing children throughout the province of BC.
- To the Elks & Royal Purple lodges of BC and Canada who founded us back in 1982 and have supported us every year since.
- To the many donors and volunteers whose generous gifts of their time and financial resources help make what we do possible, and to the alumni parents who continue to give back and lead the way, long after their children have graduated from our program.
- And most importantly, to the parents and families who carry on the work with their children on a daily basis - between visits and who are their children’s biggest cheerleaders.

I have always said that it takes a village to raise a child and I want to express my gratitude to all those who have been a part of our village, now and over the past 43 years. We couldn’t have done it without you!

Dear Friends and Supporters,

What a year it's been at BC Family Hearing Resource Society! As I reflect on 2024, I'm reminded of the moments that made us learn and grow together. This report highlights our achievements, challenges and progress towards our strategic goals. Thank you for being part of our story.

This year, we served 518 deaf and hard of hearing children and families across British Columbia and in the Yukon and 685 children and families with speech and language challenges in the Fraser Valley region. The organization undertook a review of current infrastructure and services, and specific strategic goals were identified:

- Advancement of community engagement and collaboration by engaging alumni families and working together with agencies that support deaf and hard of hearing children and families
- Service evolution and integration that includes program enhancement that embraces inclusivity and diversity and
- Strengthening a digital presence on various social media platforms

Our accomplishments also included approval by the Ministry of Education and Childcare for the \$10/day childcare that has been successfully operating our very specialised bilingual childcare.

We tackled staffing challenges and caseloads in both programs with creativity and minimal impact to service delivery. Our key financial highlights reflect our organization's commitment to ensuring we're stronger for the future.

None of this would be possible without you—our donors, dedicated Board of Directors and volunteers, employees, and partners—who bring passion and commitment to every step. Your support keeps our energy high and BCFHRS's mission moving. We are grateful for the funding support from the Ministry of Children and Family Development and the BC Early Hearing Program – Provincial Health Services Authority. Looking ahead, we're eager and excited about what 2025 brings. We invite you to partner with us to strengthen the community of deaf and hard of hearing children and families.

As you review this report, you'll see your impact in action. Here's to another year of making a difference together!

A WORD FROM THE DIRECTOR



Sincerely,

A handwritten signature in white ink that reads "Noreen R. Simmons". The signature is written in a cursive style and is underlined.

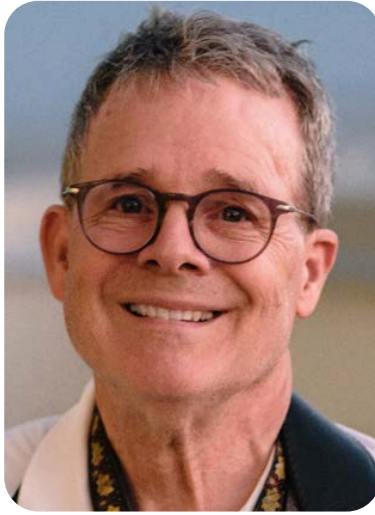
DR. NOREEN SIMMONS
Executive Director

THE BOARD OF DIRECTORS

EXECUTIVE COMMITTEE



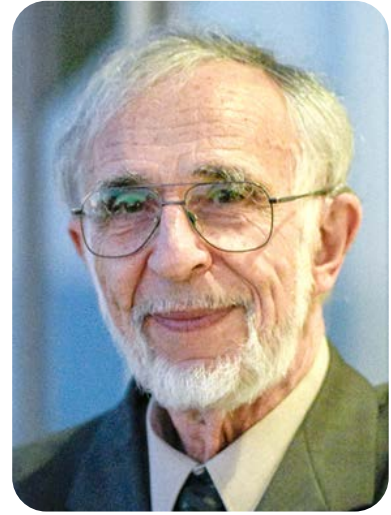
RICK MOORE
President



DR. GRAHAM BRYCE
Vice President



AGATHA CLUFF
Treasurer



DR. CHARLES LASZLO
Past President

DIRECTORS



DOUG KLASSEN



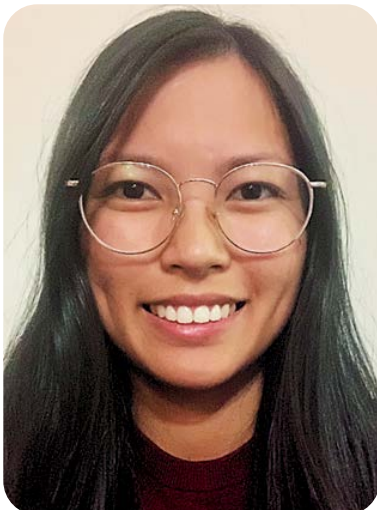
JOAN POPOVICH



ROSALIND HO



DR. ANTON MILLER



RUZELLE GASMEN



DR. PAOLA COLOZZO



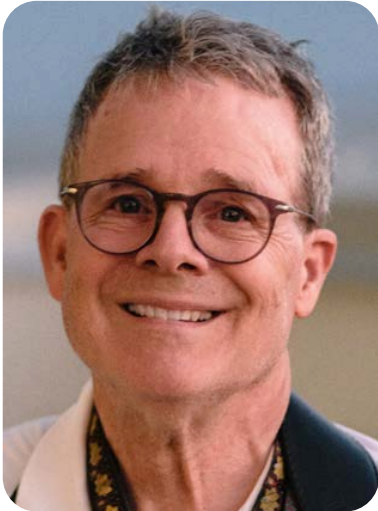
KEN MULLIGAN



BREE DALL

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. Graham Bryce is our longest serving Board Director, having served a total of 34 years! As the Chair of the capital campaign, he worked tirelessly to ensure funds were in place to build our world-class soundproof facility. He is a passionate advocate for the deaf and hard of hearing community, and brings professional expertise from his career as an ENT surgeon.

Doug Klassen joined the Board of BCFHRS in 2015 after a “little pressure from my family” and has served the Board for 10 years. His many years of experience raising a Deaf child and being an active part of the Deaf community has brought valuable insight to the Board.



Rosalind Ho has served on the Board for 14 years. As an alumna of the BCFHRS program herself, Rosalind is able to give back to our society and our families through her work as a Board member. She is also actively involved with the Canadian Hard of Hearing Association (CHHA) Vancouver branch.

RESIGNING

Bree Dall has served 4 years and will be resigning from the Board. She is also a past alumna of BCFHRS and is currently involved as an Accessibility Advisor with Okanagan-UBC.



STAFF

MANAGEMENT TEAM



DR. NOREEN SIMMONS
Executive Director,
Speech Language Pathologist



CHARMAINE FRANCIS
Program Coordinator,
Speech Language Pathologist



TERESA KAZEMIR
Program Coordinator,
Speech Language Pathologist



DR. JEN GOW
Research Coordinator,
Family Support Parent Coordinator



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



CATHY CRUICKSHANK
Finance & Accounting
Administrator



PATRICIA SOLIVIO
Administrative Coordinator



JANA BARKOWSKY
Speech Language Pathologist



HEIDI BEATTIE
Speech Language Pathologist



VALERIE BEDRY
Speech Language Pathologist



ASHLEY CHAND
Speech Language Pathologist



RINA DULKU
Speech Language Pathologist



JAIME GARDNER
Speech Language Pathologist

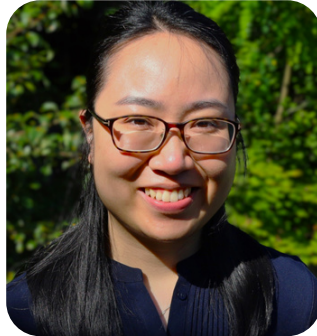


ZARA GAUTHIER
Speech Language Pathologist

EARLY INTERVENTIONISTS



CAROLYN HAWRISH
Listening and Spoken
Language Specialist



FION FUNG
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



STEFANIE MACARO
Speech Language Pathologist



DR. KAT MUMFORD
Speech Language Pathologist



CANDACE MOSS
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



CONNIE LO
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



KAYLA MALITO
Sign Language Consultant,
Deaf & Hard of Hearing Role Model



LINDA SCHULTE
Sign Language Consultant,
Deaf & Hard of Hearing Role Model

COMMUNICATION STARS SPECIALIZED CHILDCARE



SHANNA O'COIN
Childcare Team Lead,
Early Childhood Educator



JULIA SZEFER
Early Childhood Educator,
Sign Language Consultant



LISA LO
Early Childhood Educator



DANIELLE DORN
Early Childhood Educator Assistant



JUSTIN REUSER
Early Childhood Educator Assistant



NINA WARD
Early Childhood Educator Assistant

FAMILY SUPPORT PARENTS



ADRIANA HOWSE
Family Support Parent



GENEVIEVE HOHNADEL
Family Support Parent

ADMINISTRATIVE TEAM



CINDY ADAMS
Program Assistant



CATHERINE ALEPANTE
Finance & Accounting Assistant



DARREN BELLAMY
Program Assistant



ANNA CORBETT
Program Assistant



PATTY YOUNG
Program Assistant

SURREY EARLY SPEECH AND LANGUAGE PROGRAM



SUNA KARAMANI
Speech Language Pathologist



NOOR KAUR
Program Assistant

MISSION, VISION, AND VALUES

MISSION

The BC Family Hearing Resource Society strives to help every child reach his or her fullest communication 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 children who are deaf and hard of hearing and their families, a pioneer in the use of technology, and a training and research centre for professionals in the field.

VALUES

Family Centered

- The relationship of parents and early interventionists is one of an equal partnership.
- We consider the needs and strengths of the entire family, not just the child.
- We respect and support the decisions parents make.

Informed Choice

- We provide full and unbiased information to families.
- We support the communication options parents choose.

Evidence Based Practice

- Make decisions based on research, our own clinical experience and input from families.
- We are continuously evolving, open-minded.

Respect for Diversity

- We serve individuals and families with diverse ethnic and cultural backgrounds.

Caring, Compassion and Empathy

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

MOMENTUM FOR CHANGE

STRATEGIC INITIATIVES FOR THE FUTURE

Infrastructure and Physical Space Optimization

- Facilities enhancement
- Location & accessibility

Community Connection & Collaboration

- Interagency collaboration
- Alumni engagement

Service Evolution & Integration

- Service hub
- Program enhancement

Digital Presence & Communication

- Digital accessibility
- Brand evolution

Organization Sustainability

- Financial development
- Staffing and professional development

Geographic Expansion & Location Strategy

- Victoria office relocation
- Okanagan office establishment
- Focus on central locations for accessibility
- Consistent service delivery across satellite offices

SERVICE PROVISION

518 Children Served by BCFHRS

- Birth up to 3 years: 198
- 3 Years to School Age: 320



33,061

Total Hours of
Service Delivery by
BCFHRS

685 Children Served by SESLP

- Surrey North: 586
- Surrey South: 99



3,956

Total Hours of
Service Delivery by
SESLP

REFERRALS

BCFHRS Referrals

Region	Male	Female	Total
Lower Mainland	53	49	102
Outreach	12	17	29
<u>TOTAL</u>	65	66	131

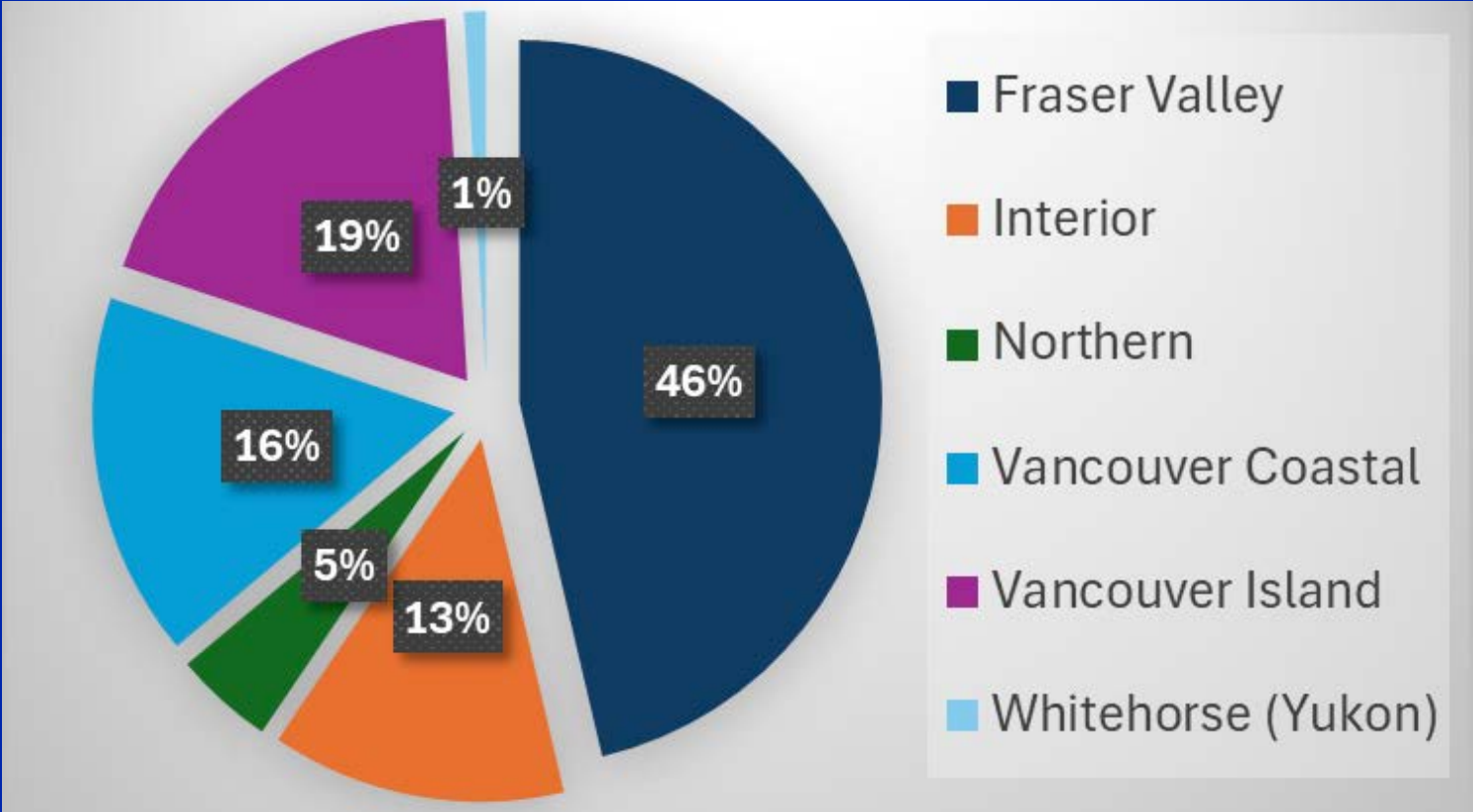


SESLP Referrals

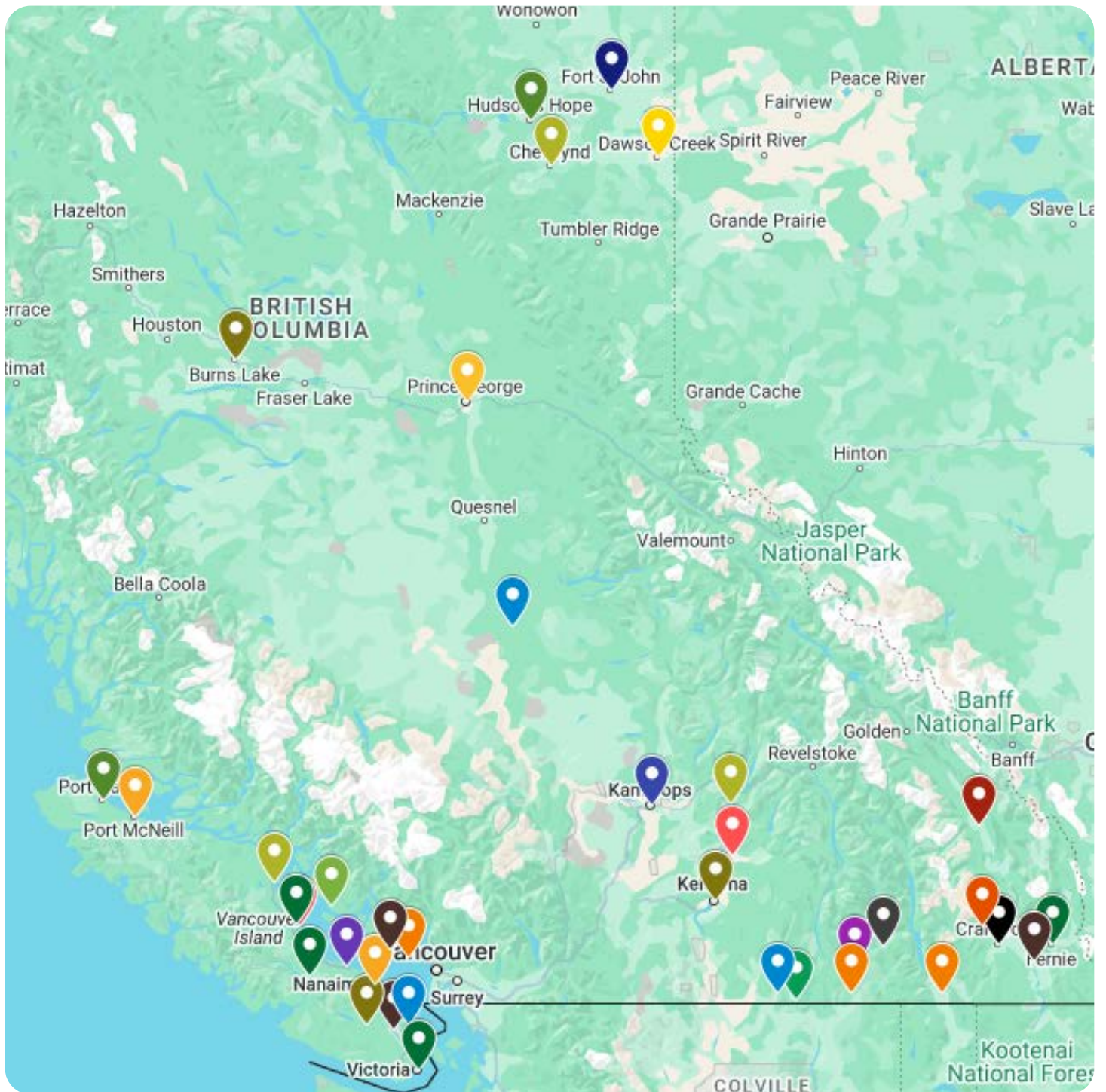
- Total Referrals: 292
- Average wait time: 15 months
- Average age at referral: 2 years & 5 months



CLIENT DISTRIBUTION BY GEOGRAPHIC REGION



Provincial Client Region	Totals
Fraser Valley	240
Interior	68
Northern	23
Vancouver Coastal	84
Vancouver Island	98
Whitehorse (Yukon)	5
518 Total Clients	



OUTREACH AT A GLANCE

BCFHRS staff travelled on 46 trips to 36 different communities across the province to provide Outreach services.

OUR 2024-2025 DONORS

We operate in partnership with:

- MCFD - Ministry of Children & Family Development, Government of BC
- MoE&C - Ministry of Education & 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



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

- Elks & Royal Purple Fund for Children



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

Individuals

- Joseph and Carla La Leggias
- Carla MacAulay
- Lisa Moody
- Ken Mulligan
- Anita Park
- Harry Sekhon
- Kathleen Trenker

Organizations

- A.C.T/UCT Kelowna West Council
- Adera Foundation Society
- Ashcroft Royal Purple Lodge #263
- Canadian Royal Purple Port Coquitlam Lodge #10
- Canadian Royal Purple Prince George Lodge #48
- Chilliwack Elks Lodge #48
- Cloverdale Elks Lodge #335
- Keremeos Royal Purple Lodge #83
- Langley Elks Lodge #259
- Mission Elks Lodge #30
- Nicola Wealth
- North Kamloops Royal Purple Lodge #277
- Properties Plus Ltd.
- Salmon Arm Elks Lodge #455
- Salmon Arm Royal Purple Lodge #279
- White Rock Elks #431



RECURRING DONORS (MONTHLY/QUARTERLY)

- Fern Dunlop
- Monique Gill-Preer
- Peter Humphries
- Sally Hurst
- Kiku Iwamoto
- Teresa Kazemir
- Raymond Kwok
- Aria Shi En Lin
- Rick Moore



DONATIONS MARKING LIFE EVENTS

- John and Joanne McKitrick in memory of George Garrett

THANK-YOU TO OUR FOUNDERS AND LONG-TIME SUPPORTERS:

- Elks & Canadian Royal Purple lodges, both in BC and across Canada

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, 2025, 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, 2025. We expressed a qualified audited opinion on those financial statements in our report dated June 5, 2025.

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 B.C. Family Hearing Resource Society for the year ended March 31, 2025 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 B.C. 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, 2025 and March 31, 2024, current assets as at March 31, 2025 and March 31, 2024, and net assets as at April 1 and March 31 for both the 2025 and 2024 years. Our audit opinion on the financial statements for the year ended March 31, 2025 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.

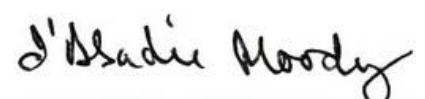
Management's Responsibility for the Summary Financial Statements

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*.

Langley, British Columbia
June 5, 2025



Chartered Professional Accountants

SUMMARIZED FINANCIAL STATEMENTS

B.C. FAMILY HEARING RESOURCE SOCIETY

SUMMARIZED FINANCIAL STATEMENTS

MARCH 31, 2025

	BCFHRC FUND		SESLP FUND		2025		2024	
ASSETS								
Current assets	\$	3,125,452	\$	33,029	\$	3,158,481	\$	3,099,549
Capital assets		1,367,080		197		1,367,277		1,422,370
	\$	4,492,532	\$	33,226	\$	4,525,758	\$	4,521,919
LIABILITIES AND NET ASSETS								
Current liabilities	\$	95,878	\$	2,178	\$	98,056	\$	81,070
Deferred contributions		434,904				434,904		372,147
		530,782		2,178		532,960		453,217
Net assets		3,961,750		31,048		3,992,798		4,068,702
	\$	4,492,532	\$	33,226	\$	4,525,758	\$	4,521,919
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS								
Total revenues	\$	5,589,194	\$	547,936	\$	6,137,130	\$	6,002,633
Total expenditures		5,680,347		532,687		6,213,034		5,632,989
Excess of revenues over expenditures		(91,153)		15,249		(75,904)		369,644
Net assets, beginning of year		4,052,903		15,799		4,068,702		3,699,058
Net assets, end of year	\$	3,961,750	\$	31,048	\$	3,992,798	\$	4,068,702
CASH FLOWS								
Cash from operations	\$	66,324	\$	15,534	\$	81,858	\$	659,888
Cash used in investing activities		(236,004)		(15,534)		(251,538)		(853,679)
(Decrease) increase in cash	\$	(169,680)	\$		\$	(169,680)	\$	(193,791)



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