

2024

ANNUAL REPORT

April 1, 2023 – March 31, 2024



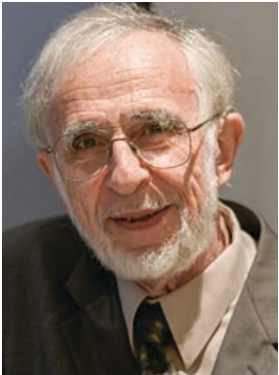
BC FAMILY HEARING
RESOURCE SOCIETY





BOARD OF DIRECTORS

Executive Committee



Dr. Charles Laszlo
President



Dr. Graham Bryce
Vice President



Agatha Cluff
Treasurer



Rick Moore
Past President

Directors



Dr. Paola Colozzo



Bree Dall



Rosalind Ho



Ruzzelle Gasmen



Alia Kallo



Doug Klassen



Dr. Anton Miller



Ken Mulligan



Joan Popovich

Management Team



Dr. Noreen Simmons
Executive Director
Speech Language Pathologist



Charmaine Francis
Childcare Manager,
Program Coordinator,
Speech Language Pathologist



Teresa Kazemir
Program Coordinator,
Speech Language Pathologist



Dr. Jennifer Gow
Research Coordinator,
Family Support Parent
Coordinator



Linda Spencer
Surrey Early Speech and
Language Supervisor,
Speech Language Pathologist



Cathy Cruickshank
Finance & Accounting
Administrator



Patricia Solivio
Administrative Coordinator

Early Interventionists



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



Carolyn Hawrish
Auditory Verbal Therapist /
Listening and Spoken Language Specialist



Vanessa Khu
Speech Language Pathologist



Sarah Lau
Speech Language Pathologist



Courtney Lawrence
Speech Language Pathologist



Amanda Lemay
Speech Language Pathologist



Stefanie Macaro
Speech Language Pathologist



Candace Moss
Speech Language Pathologist



Dr. Katherine Mumford
Speech Language Pathologist



Heather Reid
Speech Language Pathologist

Sign Language Consultants, Early Childhood Educators,
Deaf and Hard of Hearing Role Models



Annie Kudjerski
ASL Team Supervisor,
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



Linda Schulte
Sign Language Consultant
Deaf & Hard of Hearing Role Model

Communication Stars Specialized Childcare



Morgan Glover
Early Childhood Educator



Lisa Lo
Early Childhood Educator



Julia Szefer
Early Childhood Educator
Sign Language Consultant



Shanna O'Coin
Early Childhood Educator



Farrah Virani
Early Childhood Educator



Andrew Mulligan
Early Childhood Educator
Assistant



Justin Reuser
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



Mindy Dhillon
Speech Language Pathologist



Suna Karamani
Speech Language Pathologist



Noor Kaur
Program Assistant



MESSAGE FROM THE PRESIDENT

Dear Friends,

I am pleased to introduce this Annual Report as a summary of our activities during the 2023-2024 period. As you can see reading it, we are doing well. We now serve more children and locations and, with increased funding from the Ministry of Children and Family Development, we were able to make improvements. These encompass service delivery, new professional and administrative staff, and a competitive salary structure that recognizes professional experience and length of service with us.

We are proud that our services continue to be highly valued by our families and respected by others working in the field. It also gives us great satisfaction that the mosaic of our families and children, our staff, our granting agencies, our donors, our university and professional partners, and our many friends fit together to form our exciting and progressive organization.

While facts and figures in this Annual Report are useful information, they don't say much about the growing importance of the "background" work that is done by our Board of Directors. This work is done away from the service delivery and day-to-day work of our Centres.

Our Directors are volunteers with varied backgrounds, experience and expertise. All Directors have personal involvement and knowledge of deafness or hearing differences and its effect on young children. Some Directors are deaf or hard of hearing themselves. The scope of experience and commitment of our Board is a unique resource for us.

The Board's role is to exercise oversight over how our organization does things, to assist administration with advice, to monitor challenges of the present and to plan over the long term. This is called strategic planning, and it is a major responsibility of our Board of Directors.

Our Board does crucial work in refining our mission, examining our vision, and upholding our values. Over the past year, the Board has initiated a review of our achievements, begun to gather information and explore paths that our organization may want to proceed with over the next decade. Strategic planning is about the big picture, and it is hard work. We expect the Board to gather ideas from staff, family, members of the children we serve and supporters. The process will include engagement of independent external professional expertise as needed.

Turning to the present, this Annual General Meeting marks the end of my role as the President of our organization. For this reason, I wish to end my remarks with a personal note.

As President since 2016, I worked with Directors, the Board's Executive Committee and through the office of our Executive Director, Dr. Noreen Simmons. I have been fortunate to enjoy their support, expertise, enthusiasm, and assistance.

The years of my term were filled with many challenges, and I am proud to say that we met them with determination and often with success. In this, I owe thanks to every person in our organization for their willingness to adapt to changing conditions, for the sacrifices they made, and for carrying on our mission of serving our families and children.

I also want to thank our membership for giving me the opportunity to serve. Seeing the personal victories of our many children and families has been an endless source of joy for me through the years and will remain a cherished memory.

Charles A. Laszlo, CM, OBC, Ph.D., P.Eng., (retired)
President



MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear families and community partners,

2023 was another exceptional year. I'd like to begin by expressing my gratitude to our funders - Provincial Deaf and Hard of Hearing Services – Ministry of Children and Family Development, BC Early Hearing Program – Provincial Health Services Association, the Vancouver Elks and Burnaby Elks, the Caldor Foundation, and many individual donors for their financial support. Your faith in our mission and invaluable contributions were instrumental in helping us deliver impactful programs and services to children and families across British Columbia and the Yukon.

Of the many exceptional activities of 2023 - 2024, a few stand out:

Delivering individual and group intervention and American Sign Language programs and services across the entire province was a huge achievement. We made 34 outreach trips and provided services to 39 outreach communities. I'd like to express my gratitude towards our outreach staff who went above and beyond to travel to rural and remote communities to deliver services with commitment and passion.

Our Early Interventionists, Sign Language Consultants, Family Support Parents, Early Childhood Educators (ECE), ECE Assistants and our administrative staff work in sync to develop, refine and implement groups, workshops (for families as well as professionals), operate the specialized bilingual childcare, and facilitate events and activities with community partners across BC. All this coordination occurs to ensure every child has early and timely access to services in order to maximize their language potential. A summary of a few activities is included in this Annual Report.

In addition to delivery of services, we have two projects currently in progress:

1. conducting family-gatherings with Indigenous families to understand their views on improving service delivery, and
2. survey investigations on perspectives of professionals and families on culturally safe intervention services for deaf and/or hard of hearing children in BC.

BCFHRS Board has taken up the challenge of long-term planning for the Society. Through strategic initiatives and thoughtful leadership of the Board, we are confident about the future of the Society. Over the past several years I have had the privilege to work with Dr. Charles Laszlo and am grateful for his visionary leadership and invaluable contribution. Thank you, Dr. Laszlo for your outstanding service and inspiring leadership.

This past year, we had two long term staff, Dyan Spear, Early Interventionist and Cathy Luther, Family Support Parent, who retired after more than 30 years of service to the Society. They worked tirelessly and with perseverance like no other! They have left us with big shoes to fill. We wish them a happy retirement.

I have the honor of working with an exceptional team of staff. With their unwavering commitment and passion, we learn together and have grown to build a strong foundation. I am excited to continue the work with incredible people and to create an inclusive and accessible society for deaf and/or hard of hearing children and families.

Noreen R. Simmons, Ph.D., RSLP
Executive Director
Speech Language Pathologist

BC FAMILY HEARING RESOURCE CENTRE



7 MONTHS
AVERAGE AGE AT REFERRAL



26,451
TOTAL HOURS
OF SERVICE DELIVERY



38
LANGUAGES USED
OTHER THAN ENGLISH
(PUNJABI, ARABIC, MANDARIN – TOP 3)

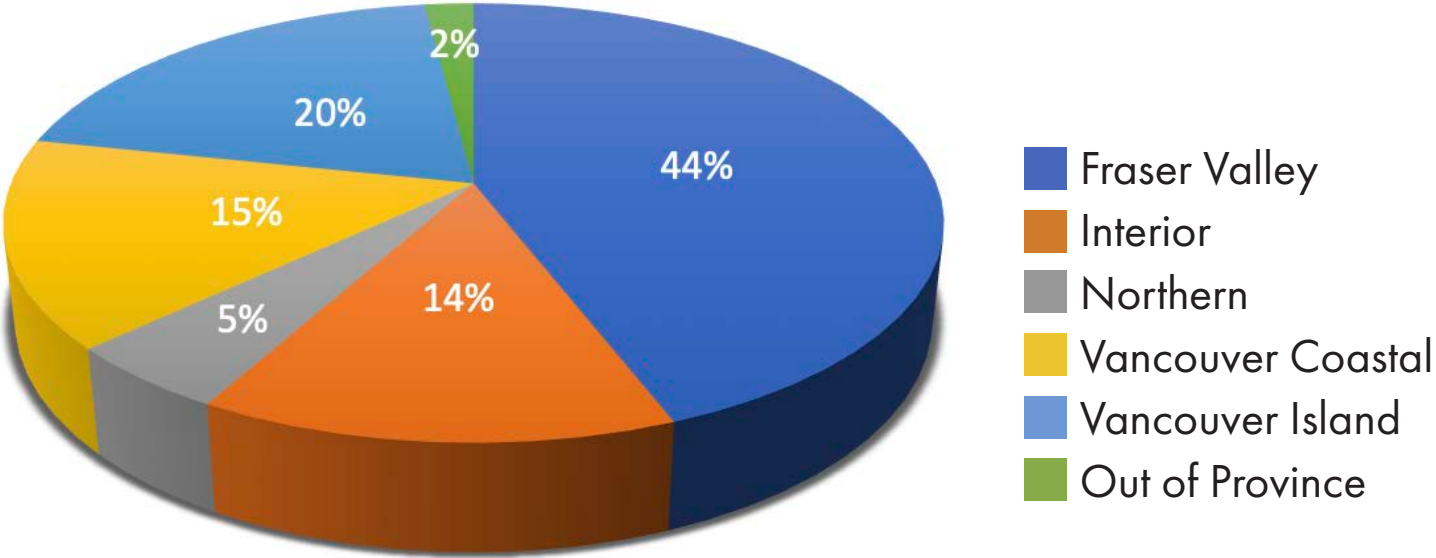
503 CHILDREN SERVED
• BIRTH UP TO 3 YEARS: 196
• 3 YEARS TO SCHOOL AGE: 307



40 FAMILIES
USE AMERICAN SIGN LANGUAGE
& ANOTHER LANGUAGE



APRIL 1, 2023 - MARCH 31, 2024
BC Family Hearing: Deaf and Hard of Hearing clients



503
TOTAL CLIENTS

PROVINCIAL CLIENTS	
Fraser Valley	222
Interior	70
Northern	25
Vancouver Coastal	77
Vancouver Island	99
TOTAL	493
OUT OF PROVINCE CLIENTS	
Yukon	9
Alberta	1
TOTAL	10
GRAND TOTAL	503



SESLP
(SURREY EARLY SPEECH AND
LANGUAGE PROGRAM)

631
TOTAL CLIENTS

SURREY NORTH:
561 CLIENTS

SURREY SOUTH:
70 CLIENTS

202
TOTAL REFERRALS

2 YEARS & 7 MONTHS
AVERAGE AGE AT REFERRAL



We operate in partnership with:

- MCFD – Ministry of Children & Family Development, 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+)

- Burnaby Elks Lodge #497
- Caldor Foundation
- South Vancouver Elks Lodge #55



Silver Star Donors (\$10,000 - \$24,999)

- Elks & Royal Purple Fund for Children



Bronze Star Donors (\$500 - \$9,999)

Individuals

- Beebe Cline
- Mr. and Mrs. Joseph & Carla La Leggia
- Leon Lau
- Carla MacAulay
- Mr. and Mrs. Ken and Jamie Mulligan
- Anita Park
- Harry Sekhon

Organizations

- A.C.T./UCT Kelowna West Council #1003
- Adera Foundation Society
- Aldergrove Elks Lodge #66
- BC Royal Purple Association
- Canadian Royal Purple Society Prince George Lodge #48
- Chilliwack Elks Lodge #48
- Keremeos Royal Purple Lodge #83
- Langley Elks Lodge #259
- Nicola Wealth
- North Kamloops Royal Purple Lodge #277
- Properties Plus Ltd.
- REconnect Foundation
- Royal Purple Smithers Lodge #47
- Salmon Arm Elks Lodge #455
- Salmon Arm Royal Purple Lodge #279
- Taylor Miller Law Group
- Westside Elks Lodge #592
- White Rock Elks Lodge #431
- Williams Lake Royal Purple Lodge #126

Recurring Donors (Monthly/Quarterly)

- Lisa Cable
- Fern Dunlop
- Monique Gill-Preer
- Sally Hurst
- Kiku Iwamoto
- Teresa Kazemir
- Rick Moore

Donations Marking Life Events

- North Kamloops Royal Purple Lodge #277 in memory of Yvonne Brown
- Taylor Miller Law Group in memory of Audrey Lila Linn
- John and Joanne McKitrick in memory of Doriana Temolo

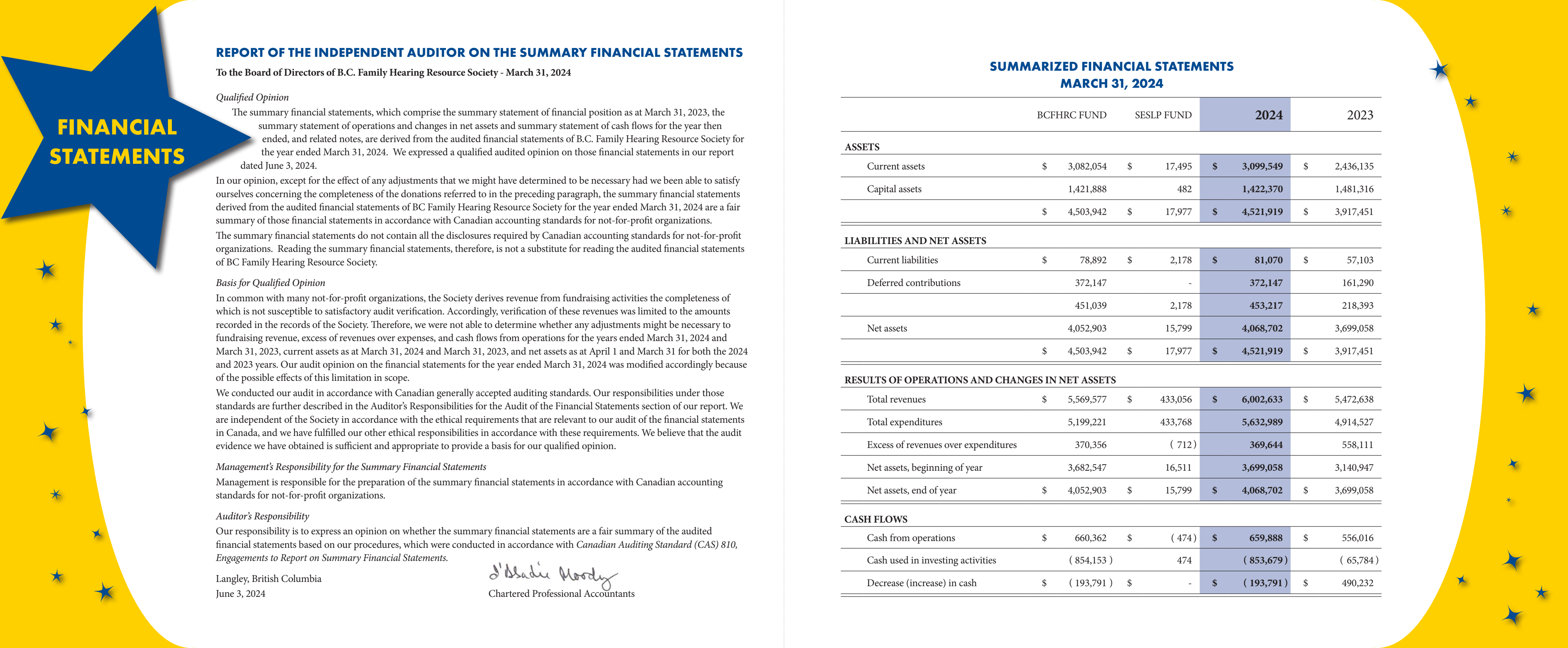
In-Kind Donors

- Harley Eagle

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 - March 31, 2024

Qualified Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2023, 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, 2024. We expressed a qualified audited opinion on those financial statements in our report dated June 3, 2024.

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, 2024 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, 2024 and March 31, 2023, current assets as at March 31, 2024 and March 31, 2023, and net assets as at April 1 and March 31 for both the 2024 and 2023 years. Our audit opinion on the financial statements for the year ended March 31, 2024 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 3, 2024

D'Bladie Moody

Chartered Professional Accountants

SUMMARIZED FINANCIAL STATEMENTS
MARCH 31, 2024

	BCFHRC FUND	SESLP FUND	2024	2023
ASSETS				
Current assets	\$ 3,082,054	\$ 17,495	\$ 3,099,549	\$ 2,436,135
Capital assets	1,421,888	482	1,422,370	1,481,316
	\$ 4,503,942	\$ 17,977	\$ 4,521,919	\$ 3,917,451
LIABILITIES AND NET ASSETS				
Current liabilities	\$ 78,892	\$ 2,178	\$ 81,070	\$ 57,103
Deferred contributions	372,147	-	372,147	161,290
	451,039	2,178	453,217	218,393
Net assets	4,052,903	15,799	4,068,702	3,699,058
	\$ 4,503,942	\$ 17,977	\$ 4,521,919	\$ 3,917,451
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS				
Total revenues	\$ 5,569,577	\$ 433,056	\$ 6,002,633	\$ 5,472,638
Total expenditures	5,199,221	433,768	5,632,989	4,914,527
Excess of revenues over expenditures	370,356	(712)	369,644	558,111
Net assets, beginning of year	3,682,547	16,511	3,699,058	3,140,947
Net assets, end of year	\$ 4,052,903	\$ 15,799	\$ 4,068,702	\$ 3,699,058
CASH FLOWS				
Cash from operations	\$ 660,362	\$ (474)	\$ 659,888	\$ 556,016
Cash used in investing activities	(854,153)	474	(853,679)	(65,784)
Decrease (increase) in cash	\$ (193,791)	\$ -	\$ (193,791)	\$ 490,232





SURREY CENTRE

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

**SURREY EARLY SPEECH &
LANGUAGE PROGRAM**

#205 - 10330 152nd Street
Surrey, BC V3R 4G8
(604) 498-1833
(604) 498-0085 (Fax)
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web: www.seslp.org

www.bcfamilyhearing.com

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