

ANNUAL REPORT 2022

April 1, 2021 – March 31, 2022



BC FAMILY HEARING
resource ★ society

*Celebrating 40 years
of making futures bright*





Executive Committee



Dr. Charles Laszlo
President



Dr. Graham Bryce
Vice President



Agatha Cluff
Treasurer



Rick Moore
Past President

Directors



Barbara Gee



Rosalind Ho



Alia Kallo



Doug Klassen



Ken Mulligan



Joan Popovich

**BOARD OF
DIRECTORS**

MESSAGE FROM THE PRESIDENT

Dear Friends,

It is my pleasure to present to you this Annual Report with satisfaction and with anticipation. We can look back at the hard work of 2021- 2022 as well done, and can look forward to the coming year optimistically with plans for stability and progress.

The threat of the COVID-19 pandemic is diminishing and we welcome the removal of the restrictions that have created personal stress for all of us. Knowing that we have continued the work of our Society without interruption through the last year allows us to give ourselves a small pat on our back. Further, this summer and fall we will be celebrating the 40th anniversary of the work of the BC Family Hearing Resource Society! That is something to cheer about!

This Annual Report is a 'first' since we changed the dates of our financial year to match the financial cycle of our government. To match with our new April-to-March financial year, our Annual General Meetings will now be held in the late spring or in June. We are hopeful that the Annual General Meeting this year will be the last one that we will hold via ZOOM. We look forward to future ones in person so that we can hold a party as we did in the past!

With the easing of restrictions, we are pleased to return to a more balanced mode of operation, both remotely and in person. Our staff again demonstrated adaptability and flexibility in serving the needs of our children and families the best and most effective ways possible. We are justifiably grateful to, and proud of, all the people who work for the Society.

In November we reported to you on the progress of ongoing negotiations with our main funding agency, the Ministry of Children and Family Development. In December 2021, the Ministry initiated a competition for a new service contract and we can now report that our bid for this contract was accepted. The new three-year contract will allow us to continue providing services to all our clients, to continue funding to our subcontractors, and to bring improved access to families in under-served communities. We will be working closely with Indigenous groups and health workers across our Province to understand their stories and to improve access to services for children and families for the development of their communication abilities.

As our services expand, our workload becomes heavier. This affects all people who work for the Society, including those who volunteer to help us with activities, and those who serve on our Board of Directors. We are now reaching out to parents whose children we have served in the past to come and help out as volunteers. Experienced parents can provide other parents invaluable advice and examples of what can be achieved on the long journey to effective communication ability for their children. In addition, parents with different backgrounds can help our work with varied and useful expertise. Volunteering this way is a beautiful and tremendously satisfying experience!

In closing, I would like to express my appreciation to all our families. You understood the constraints on our work, were patient and did your best to adjust. I would also want to thank our granting agencies, donors, staff, subcontractors, volunteers and others who contributed to the work and success of our Society.

Best wishes and good health to you all!

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

President - BC Family Hearing Resource Society



Dear families, community partners and stakeholders,

I am pleased to share our accomplishments, challenges, and the future of our organization. The foundation we've set 40 years ago is strong and we continue to work towards strengthening our current relationships with families and stakeholders. With a

new three-year contract with the Ministry of Children and Family Development, we are committed to working together with our subcontractors and community partners for optimal early intervention services for Deaf and Hard of Hearing (D/HH) children and their families. In September 2021, for the very first time we opened a specialized childcare for children aged 18 months to kindergarten entry, wherein children irrespective of their hearing levels can attend. Early in 2022, we partnered with the Starbright Child Development Centre in Kelowna to establish our satellite office for the Okanagan region. Our Victoria and Vancouver centres continue to grow and expand as families from these regions seek our services.

The challenges encountered in the past two years due to the pandemic were among the toughest we've faced in many years. We've had to get creative and flexible to provide equitable services to all our families across the province and the Yukon, while maintaining the health and well-being of our team members. Our expertise with technology helped us continue with service delivery. Increasing caseload sizes, while not turning down any family for services along with the difficulty in recruiting skilled and experienced professionals to work with D/HH children, was another concern. Despite these challenges, I believe that our underlying dedication and our focus on preparing for stability in the long term hasn't wavered.

In the next few years, our goals are:

- 1) to partner with various culturally rich and diverse communities, particularly the Indigenous and Asian communities, to understand their needs and practices, to improve access and to provide culturally responsive services.
- 2) to collaborate with international programs to explore and reviews models of practice and service delivery.

As always, I'm very grateful to our dedicated staff, Board of Directors, several stakeholders, community partners and many volunteers who have contributed to our success. I'm especially thankful to the Ministry of Children and Family Development for their confidence in our organization and enabling us to continue the work that we're doing. I'm also thankful to the BC Early Hearing Program, many foundations, corporations and individual donors who have continued to support us during the pandemic. I am proud of what we've achieved and confident in the direction we are moving as we strive for an even better future for the families we serve.

Sincerely,

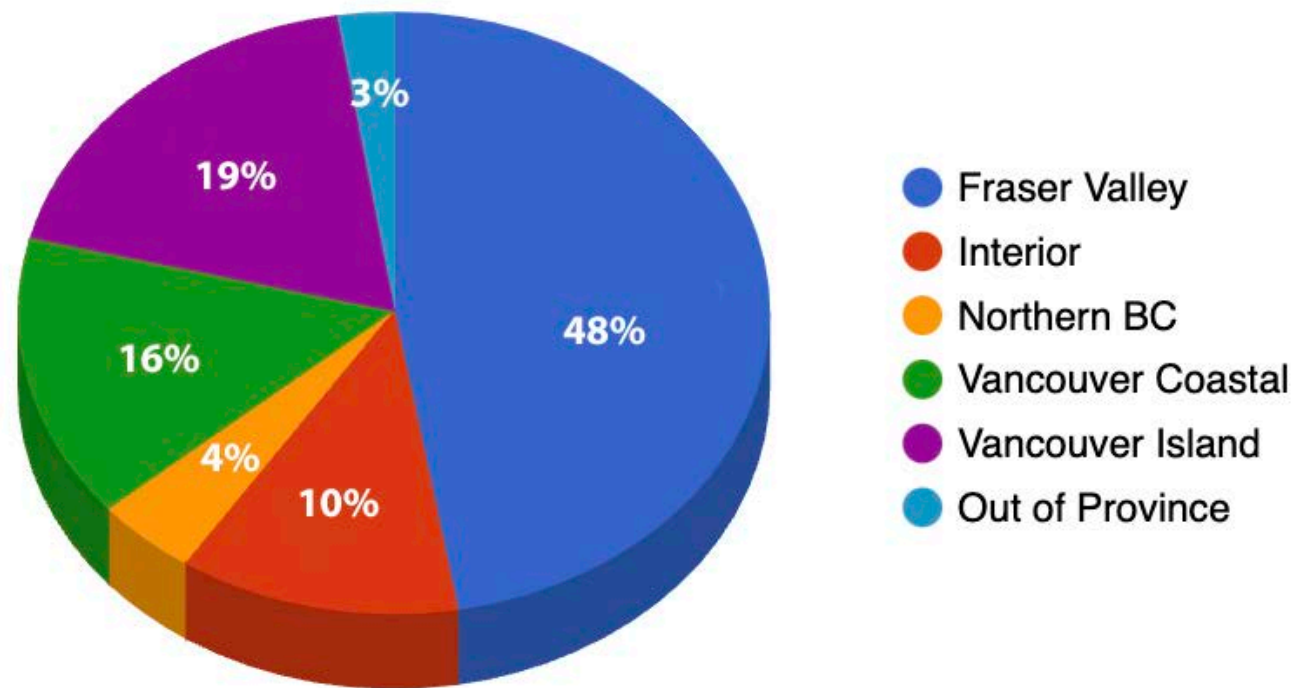
Noreen R. Simmons, Ph.D., RSLP

Executive Director

MESSAGE FROM THE EXECUTIVE DIRECTOR

APRIL 1, 2021 -
MARCH 31, 2022

BC Family Hearing: Deaf and Hard of Hearing clients



PROVINCIAL CLIENTS

Fraser Valley	229
Interior	48
Northern	21
Vancouver Coastal	74
Vancouver Island	90
TOTAL	462

OUT OF PROVINCE CLIENTS

Whitehorse (Yukon)	12
TOTAL	12

GRAND TOTAL 474

474
TOTAL
CLIENTS



4585
ONLINE
SESSIONS

3447
INTERVENTION SESSIONS

1138
SIGN LANGUAGE SESSIONS

20,916
TOTAL
CLIENT HOURS

144 NEW
REFERRALS

73 GRADUATES

601 ASL
INTERPRETING
HOURS

311 LANGUAGE
INTERPRETING
HOURS



**SURREY
EARLY SPEECH
AND LANGUAGE
PROGRAM
(SESLP)**

787 TOTAL
CLIENTS

3679 CLIENT
HOURS

305 NEW
REFERRALS

340 GRADUATES

OUR 2021-2022 DONORS

Gold Star Donors (\$25,000+)

Caldor Foundation

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

Elks & Royal Purple Fund for Children

Dr. Joan Ford

REconnect Foundation

Rotary Club of Vancouver Hearing Foundation

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

A.C.T./UCT Kelowna West Council #1003

Adera Foundation Society

Ashcroft Royal Purple Lodge #263

BC Royal Purple Association

Jane Bellamy

Burnaby Elks Lodge #497

Canadian Royal Purple Port Coquitlam Lodge #10

Canadian Royal Purple Society Prince George #48

Chilliwack Elks Lodge #48

Elizabeth Firer-Gillespie

Mike Hundal

John & Diane MacRae Pass-Through Fund

Joseph Laleggia

Langley Elks Lodge #259

Lillooet Royal Purple Lodge #274

Carla Macaulay

Lisa & Ron Moody

North Kamloops Royal Purple Lodge #277

Provincial Employees Community Services Fund

Royal Purple Smithers Lodge #47

Salmon Arm Elks Lodge #455

Salmon Arm Royal Purple Lodge #279

Kelsey Sherriff

Speech-Language & Audiology Canada (Research Grant)

Vancouver City Savings Credit Union

Westside Elks #592

White Rock Elks #431

And our many generous Bright Star Donors (\$1 - \$499)

Ongoing Monthly Donors

Karen Armitage

Lisa Cable

Beebe Cline

Robert & Fern Dunlop

Cindy Ghashghaee

Monique & Ronald Gill-Preer

Sally Hurst

Kiku Iwamoto

Alia Kallo

Teresa Kazemir

Emma Liffen

Rick Moore

Ken Mulligan

Anita Park

Properties Plus Ltd.

Stacie Wood

Donations marking Life Events

In Memory of Warren Barker

In Memory of Ellen Louise Ekstrom

Emma & Darlene's Birthdays (through Paypal)

Sydney's Birthday (through Paypal)

In-Kind Donors

Christopher Lay

Annette Yu

We operate in partnership with:

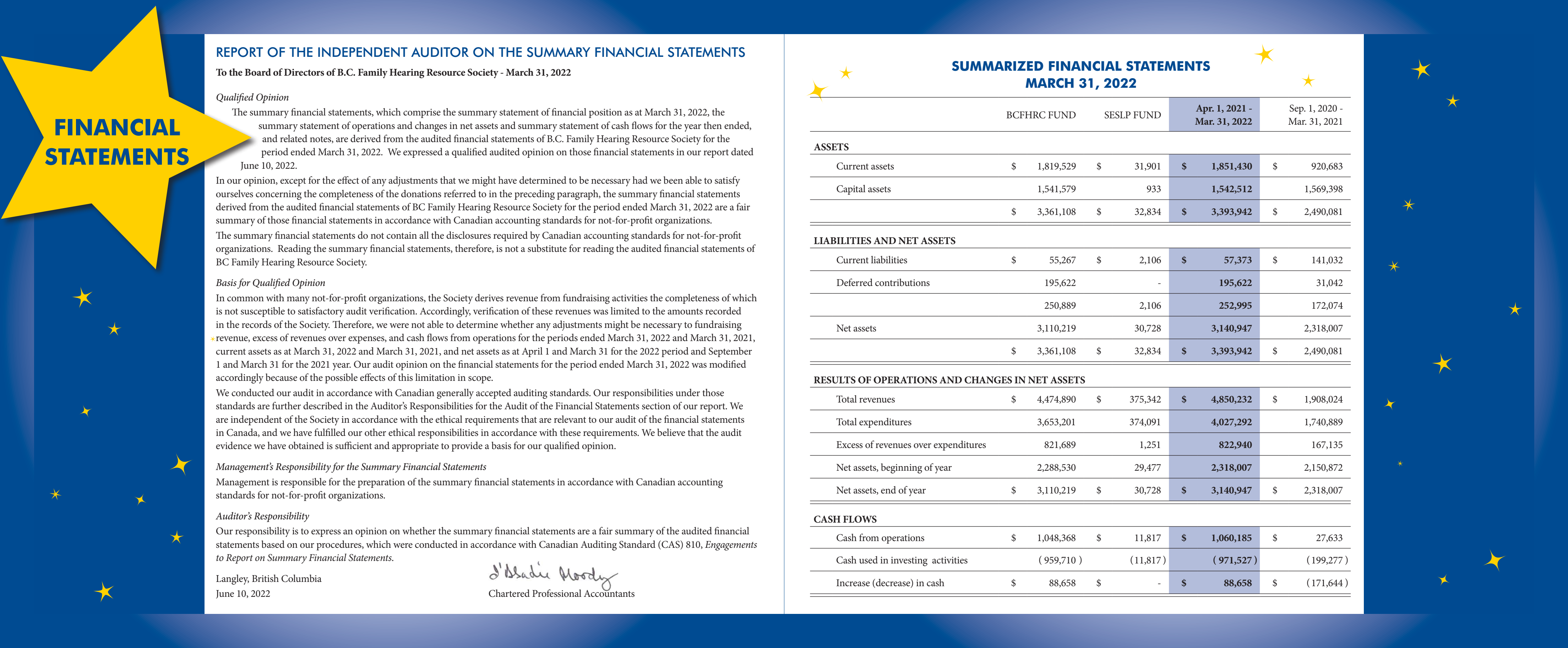
- MCFD – Ministry of Children & Family Development, Government of BC
- BC Early Hearing Program – Provincial Health Services Authority

We acknowledge the financial assistance of the Province of British Columbia.

Thank you to our founders and long-time supporters:

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

THANK YOU!



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, 2022

Qualified Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2022, 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 period ended March 31, 2022. We expressed a qualified audited opinion on those financial statements in our report dated June 10, 2022.

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 period ended March 31, 2022 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 periods ended March 31, 2022 and March 31, 2021, current assets as at March 31, 2022 and March 31, 2021, and net assets as at April 1 and March 31 for the 2022 period and September 1 and March 31 for the 2021 year. Our audit opinion on the financial statements for the period ended March 31, 2022 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 10, 2022

D'Bladie Moody
Chartered Professional Accountants

SUMMARIZED FINANCIAL STATEMENTS
MARCH 31, 2022

	BCFHRC FUND		SESLP FUND		Apr. 1, 2021 - Mar. 31, 2022	Sep. 1, 2020 - Mar. 31, 2021
ASSETS						
Current assets	\$	1,819,529	\$	31,901	\$ 1,851,430	\$ 920,683
Capital assets		1,541,579		933	1,542,512	1,569,398
	\$	3,361,108	\$	32,834	\$ 3,393,942	\$ 2,490,081
LIABILITIES AND NET ASSETS						
Current liabilities	\$	55,267	\$	2,106	\$ 57,373	\$ 141,032
Deferred contributions		195,622		-	195,622	31,042
		250,889		2,106	252,995	172,074
Net assets		3,110,219		30,728	3,140,947	2,318,007
	\$	3,361,108	\$	32,834	\$ 3,393,942	\$ 2,490,081
RESULTS OF OPERATIONS AND CHANGES IN NET ASSETS						
Total revenues	\$	4,474,890	\$	375,342	\$ 4,850,232	\$ 1,908,024
Total expenditures		3,653,201		374,091	4,027,292	1,740,889
Excess of revenues over expenditures		821,689		1,251	822,940	167,135
Net assets, beginning of year		2,288,530		29,477	2,318,007	2,150,872
Net assets, end of year	\$	3,110,219	\$	30,728	\$ 3,140,947	\$ 2,318,007
CASH FLOWS						
Cash from operations	\$	1,048,368	\$	11,817	\$ 1,060,185	\$ 27,633
Cash used in investing activities		(959,710)		(11,817)	(971,527)	(199,277)
Increase (decrease) in cash	\$	88,658	\$	-	\$ 88,658	\$ (171,644)



BC FAMILY HEARING

r e s o u r c e s o c i e t y

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)
e-mail: info@bcfamilyhearing.com

VICTORIA CENTRE

#320 -702 Fort Street
Victoria, BC V8W 1H2
(778) 265-8909
(778) 265-8908 (Fax)
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)
e-mail: info@seslp.org
web: www.seslp.org

www.bcfamilyhearing.com

Charitable Registration No. 13300-0182-RR0001