

THE WAVE

SUMMER 2019 NEWSLETTER



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President's Musings

OUR BOARD OF DIRECTORS

President | Barbara M. Brown

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Director | Dr. Eugene Lechelt

Director | Joy Gong

Director | Muriel Kauffmann

Appointed Director | Ellen Zheng

Appointed Director | Kim Wood

FEEDBACK

If you have any feedback, questions, or ideas, please contact Barbara M. Brown at:

President

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CONTRIBUTORS

Editor

Ruth Gessner

Contributors

Barbara M. Brown, Grace Shyng,
Yat Li, Rita Albano, David Scott

It is my privilege to write the introduction to our new and refreshed newsletter – a newsletter that is now full of colour, new designs and engaging content. What a change!

Now you ask, why the change? And I reply; it is time – time to show our life and energy, time to celebrate our strengths, time to publicize our expertise, time to broadcast our award winning services, programs and research. To put it simply, we want our members, and new readers, to discover how and why 14,000 clients a year are never wrong. We know we are the best in the business and now we want the world to know!

The Western Institute for the Deaf and Hard of Hearing has evolved into Wavefront Centre for Communication Accessibility. At the same time, we outgrew our beloved home on West 7th Avenue.

In September we will move into our new Head Office at the corner of Quebec Street and 4th Avenue. Imagine! We will very soon have 18,000 square feet of space – a space that is purpose built for our unique social and technical needs.

In our new home, built with up to the minute standards for accessibility, our members and our clients will enjoy custom designed hallways, elevators, washrooms and meeting halls. It will serve as a national model for an accessible environment that recognizes human diversity and inclusion.

I am eager to welcome you to our new home. Sometime this fall we will offer an Open House for all our members. In the meantime, please enjoy the many new features and photos in our wonderful, Summer 2019 The WAVE newsletter.

Barbara M. Brown, President

Interim Executive Director Message

Welcome to our new re-branded WAVE Newsletter that celebrates the launch of our new name: Wavefront Centre for Communication Accessibility.

Over the years, the Western Institute for the Deaf and Hard of Hearing (WIDHH) has grown to become a trusted name in our Deaf and Hard of Hearing community circles, but it was now time to create a name that would be more inclusive and representative of what we do as a charity. Since the Fall of 2018, WIDHH has undergone a consultative re-branding process. Our journey has lovingly paid off in the birth of our new name and identity, launched on July 23rd, 2019.

In advance of the launch of our brand new purpose-built facility, later this year, we are excited to share with you our new name: Wavefront Centre for Communication Accessibility.

We are very proud our new name includes elements important to our charity. The “wave” represents waving hands in Sign Language and to hearing sound waves. “front” demonstrates the leading edge work we demonstrate in our various departments. Our new name also better reflects our current vision, mission and our outlook on the future of communication accessibility. Moreover, the timing of our re-branded name aligns well with the recent passing of Bill C-81, the Accessible Canada Act, and provincial legislation on accessibility that is under development. These federal and provincial initiatives will commit to actions and strategies that will address barriers to persons with disabilities, including those who face communication barriers. This infographic below best describes the innovative and excellent fit of our new name.



Wavefront Centre exists to help everyone achieve communication accessibility, not just those who experience hearing loss and deafness, but for those hearing families, colleagues, and friends who interact with Deaf and Hard of Hearing individuals everyday. Communication barriers affect everyone, and Wavefront Centre has become a trusted leader in helping to break down these barriers for everyone.

Wavefront Centre will be at the forefront of providing consultations, services and programs to help Deaf, Hard of Hearing, and Hearing people interact freely with one another, and achieve full communication accessibility everywhere.

We invite you to visit our new website, follow us on our social media channels, and join us on our journey as we open our new Wavefront Centre facility on 2005 Quebec Street on October 7th, 2019.

Grace Shyng, Interim Executive Director

Pacific Blue Cross Supports ‘Lend an Ear’ Program

Wavefront Centre for Communication Accessibility and the Pacific Blue Cross Foundation have partnered to provide refurbished hearing aids for hundreds of low-income individuals in British Columbia.

Many individuals are not financially able to purchase hearing aids, which is why Wavefront Centre created the ‘Lend an Ear’ Program over 20 years ago. Through donations of used hearing aids, government grants, and productive income from our hearing aid sales, Wavefront Centre offers a ‘Lend an Ear’ Program which provides permanent loans of refurbished hearing aids for those who cannot afford new ones.

Grace Shyng, Interim Executive Director of WIDHH says, “With the generous donation, we will be able to provide the gift of hearing to twice as many recipients, and decrease the wait time in half”.

“We are proud to support the Wavefront Centre for Communication Accessibility ‘Lend an Ear’ Program, which provides vital care to community members in need.” says Jim Iker, Chair, Pacific Blue Cross Health Foundation Board. “The important work they are doing will have a truly positive impact on the health and wellbeing of many British Columbians for years to come, and we are excited to help this program continue to grow and change more lives for the better.”

Hearing loss is one of the most pervasive, chronic conditions facing Canadians. 1 in 10 Canadians is impacted by some degree of hearing loss.



L to R: Henry Lam, Acting Head of Audiology, Grace Shyng, Interim Executive Director, Sarah Arsenault, Pacific Blue Cross Health Foundation Board Member

Wavefront Centre is pleased to receive the generous donation from the Pacific Blue Cross Foundation, and we’re excited to expand the ‘Lend an Ear’ Program to benefit many individuals in British Columbia.

Yat Li, Communications & Marketing Manager

Videography Volunteers Wanted

Wavefront Centre is currently working on videography projects and we are looking for volunteers willing to contribute on-camera or behind the scenes assistance. This is an experience where you will gain new friends and a fresh perspective about the Deaf and Hard of Hearing community that could transform your life!

Come and join us today! <https://fs7.formsite.com/widhh/videography-volunteer-P1/index.html>

Making Waves - Breaking Barriers Capital Campaign

Let's Break Barriers TOGETHER!

We have a long and proud history of serving Deaf and Hard of Hearing British Columbians. As our client base grows, our resources, technology and facilities must grow too—that's where you come in.

The new Wavefront Centre Head Office in Mount Pleasant will be the first of its kind, setting new benchmarks for accessible communication.

But we can't do this without you!

With your donation, we will be able to provide a fully accessible, inclusive environment where individuals and their families will find an open door to the services, resources, devices, and support needed for barrier-free communication.



Donor Opportunities & Ways to Give

- Highly visible donor naming opportunities are available for those who wish to establish a permanent legacy
- Donations are tax-deductible and can be made as one-time donations or pledged over 3 to 5 years
- Donations of cash, cheque, or credit card, as well as stocks, wills and bequests are gratefully accepted

To make a one-time or recurring donation, please complete the enclosed pledge form and send it to the Wavefront Centre Capital Campaign office or call 604-736-7391 ext 228.

Are YOU in?

Thank you for helping us to Make Waves and Break Barriers!

Rita Albano, Capital Campaign Manager

We Are Eternally Grateful

We are eternally grateful to Gordon and Leslie Diamond and the Diamond Foundation for their major support of our Making Waves - Breaking Barriers Capital Campaign by naming an Audiology Testing Booth. Thank you!

Our Gratitude to the Y.P. Heung Foundation

We are thrilled to announce a \$100,000 donation from the Y.P. Heung Foundation to Wavefront Centre for Communication Accessibility Making Waves - Breaking Barriers Capital Campaign. This generous gift will support our new facility which is set to be completed this fall.



Mr. Raymond Heung, Trustee of the Y.P. Heung Foundation

Raymond Heung, Trustee of the Y.P. Heung Foundation and art aficionado, has also committed to donate a collection of rare, original photographs by renowned Vancouver photographer Fred Herzog.

“Wavefront Centre is delighted to receive these major gifts from the Y.P. Heung Foundation. Mr. Heung and members of his Board of Advisors have toured the new Head Office and become familiar with the many communication barriers that our programs and services help relieve. These gifts will help us expand our client services while exposing us all to Vancouver’s beauty through Fred Herzog, street photos. On behalf of our Board of Director’s I extend our sincere thanks for these important gifts”, says Barbara Brown, Wavefront Centre Board of Directors President.

“Though the new building is still under construction, I foresee it being a wonderful place for all those using the facilities of the Wavefront Centre. In particular, I am very pleased that Mr. Fred Herzog, a famous local photographer, has given his permission to have the building’s atrium named after him. In honour of Mr. Herzog, the Y.P. Heung Foundation will acquire several of his photographs to be displayed not only in the atrium, but in other areas of the building as well, so that all visitors will have a chance to appreciate the beauty of Vancouver in the 50’s and 60’s, as captured by this acclaimed photographer”, says Raymond Heung.

Everyone at Wavefront Centre is deeply grateful for this generous gift which now brings our capital campaign funds raised to over \$3.4 million towards our \$8 million goal.

Rita Albano, Capital Campaign Manager

A Special Thank You

Wavefront Centre for Communication Accessibility would like to extend a special thank you to Harbour Air and to Coast Hotels for their donations for our event door prize.

We appreciate your generosity in donating a return trip for two to Victoria as well as hotel accommodations.



We would also like to congratulate Nora McKellin, the winner of this door prize.

What's in a Name?

The Western Institute for the Deaf and Hard of Hearing (WIDHH) grew to become a trusted name in our Deaf and Hard of Hearing community circles, but beyond this, WIDHH had limited public recognition. The word “Institute” in our name was deemed “dated” by many in our community, and it no longer represented the strength and breadth of our current services. Furthermore, the labels of “Deaf and Hard of Hearing” no longer reflected the entire community we now served, which included the Deaf, the DeafBlind, the Late Deafened, the Oral Deaf, the Hard of Hearing, and the Hearing.

With these realizations, the Board took the initiative to embark on a re-branding process. It was time for a fresh brand.

In the Fall of 2018, Harc Creative was hired to help WIDHH develop a new name and identity. Through his highly creative and approachable style, studio principal Parker McLean consulted with members from the WIDHH board, staff, and community to learn more about what WIDHH meant to us and to our community. Beginning in September 2018, many public and private consultations took place to further refine the new name and logo. Our long and detailed journey has lovingly paid off in the birth of our new name and identity, launched on July 23, 2019.



Wavefront Centre exists to help everyone achieve communication accessibility, not just those who experience hearing loss and deafness, but for those hearing families, colleagues, and friends who interact with the Deaf and Hard of Hearing everyday. Communication barriers affect everyone, and Wavefront Centre has become a trusted leader in helping to break down these barriers.

Our new name represents what we do now, and what we will continue to do for the future.

We Are Moving!

Since 1969, the Head Office of Wavefront Centre has been operating out of a rambling old building near Kitsilano beach, at 2125 West 7th Avenue. Over the years, the building has been showing its age and is no longer able to accommodate the accessibility, clinical or technological needs of our growing client base.

Through strong board governance, years of planning, and the leadership of Chris Newton, Chair of our Capital Campaign, we are excited to open a new purpose-built facility. **Our planned opening date is set for October 7th, 2019.**

Centrally located in Vancouver's Mount Pleasant neighbourhood, at 2005 Quebec Street, our new 18,000sqft, Wavefront Centre will be a model of innovation and inclusion. Our new four-story facility will be equipped to ensure Deaf, DeafBlind, and Hard of Hearing individuals have an accessible space to connect, build community and access our vital services.

STAY TUNED! Wavefront Centre is proudly leading an endeavour that will set new benchmarks for communication accessibility.





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Port Coquitlam, BC V3B 5Y9

Phone 604-942-7397
TTY 604-942-7380
Fax 604-942-7395
tricitieinfo@wavefrontcentre.ca

SUPPORT GROUPS & SERVICES

CANADIAN HARD OF HEARING ASSOCIATION (CHHA) – VANCOUVER BRANCH

A consumer-based organization formed by and for hard of hearing Canadians. CHHA's goal is to increase public awareness of hearing loss and to help Canadians with hearing loss fully integrate into Canadian society.

chhavancouver@gmail.com | www.chhavancouver.ca

GREATER VANCOUVER ASSOCIATION OF THE DEAF (GVAD)

A consumer-advocate group on behalf of the Deaf Community.

gvadoffice@gmail.com | www.deafbc.ca

CANADIAN HARD OF HEARING ASSOCIATION (CHHA) – BC CHAPTER

A consumers' organization for the hard of hearing, with national, regional and provincial structures dedicated to the assistance of hard of hearing Canadians.

info@chha-bc.org | www.chha-bc.org

FAMILY NETWORK FOR DEAF CHILDREN (FNDC)

A parent run, non-profit, charitable organization supporting families with deaf and hard of hearing children & youth that use sign language or are interested in learning Sign Language.

fndc@fndc.ca | www.fndc.ca

BC BALANCE AND DIZZINESS DISORDERS SOCIETY (BADD)

To support, inspire and educate those affected by balance and dizziness disorders.

info@balanceanddizziness.org | www.balanceanddizziness.org

THE WAVE

The WAVE is published quarterly, to submit an article please contact the Editor, Ruth Gessner, at **ruth.gessner@wavefrontcentre.ca**

Wavefront Centre for Communication Accessibility is the operating name for Western Institute for the Deaf and Hard of Hearing, a registered charitable organization. Charitable Registration Number #108200098RR0001



July 2019

Dear Subscriber,

We are at a moment of change for the Western Institute for the Deaf and Hard of Hearing.

Over the years, WIDHH has grown to become a trusted name in our Deaf and Hard of Hearing community circles, but it is now time to create a name that would be more inclusive and representative of what we do as a charity for our community. Since the Fall of 2018, WIDHH has been undergoing a consultative rebranding process. Our long and detailed journey has paid off in the birth of our new name and identity, launched on July 23, 2019.

Wavefront Centre for Communication Accessibility

Through our innovative platform of services in various areas: audiology, employment counselling, seniors outreach, communication devices, interpreting and clinical research, Wavefront Centre is changing the communication landscape for individuals who experience barriers in any sphere of their lives: work, school, home, and community.

Wavefront Centre will be at the forefront at providing consultations, services and programs to help Deaf, Hard of Hearing and Hearing interact freely with one another, and achieve full communication accessibility everywhere.

We invite you to visit our new website, follow us on our social media channels, and join us on our journey as we open the new Wavefront Centre facility on 2005 Quebec Street, Vancouver BC, in October.

Our current Head Office location on 2125 West 7th Avenue will close for business on September 20, 2019, and will re-open at our new location on Monday October 7th, 2019. Please note this relocation only affects our Head Office location. During this transition, our satellite offices at Willow Street and Tri-Cities will remain open.

For more information on our rebrand, please visit: wavefrontcentre.ca/about-us/our-rebrand/
To watch the ASL version of this letter, please visit: wavefrontcentre.ca/a-moment-of-change

Sincerely,

Grace Shyng, M.Sc., Aud (C), RAUD, RHIP
Interim Executive Director
Wavefront Centre for Communication Accessibility



WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

I'm IN! I want to support MAKING WAVES – BREAKING BARRIERS Capital Campaign!

Please complete this pledge form and mail to address on back of this card.

Name _____

Address _____

City _____ Province _____ Postal Code _____

Tel/Cell/VRS _____ Email _____

I wish to pledge my donation as follows:

\$ _____ per year, over ____ year(s) for a total donation of \$ _____

OR

\$ _____ as a one-time payment

I wish to honour my pledge: Monthly Quarterly Annually

Payments to begin: Month _____ Day _____ Year _____

Cheque (payable to "Wavefront Centre")

OR Payment by credit card: Visa MasterCard Amex

Credit Card _____ Expiry Date ____ / ____ CVD _____

I authorize Wavefront Centre to charge my credit card for the above amount.

Cardholder Signature _____

For the purpose of donor recognition, please acknowledge this gift in the name(s) of:

OR I/We wish to remain anonymous

Your Signature _____

By providing contact information, you agree to receive correspondence from Wavefront Centre.

For more information, please contact Rita Albano at rita.albano@wavefrontcentre.ca

OR David Scott at david.scott@wavefrontcentre.ca or call **604-736-7391 ext. 228**

Charitable Registration Number 108200098RR001.

PLEASE COMPLETE THIS PLEDGE CARD AND RETURN TO

Capital Campaign Office
Wavefront Centre for Communication Accessibility
2125 West 7th Avenue
Vancouver, B.C. V6K 1X9

THE TAX BENEFITS OF CHARITABLE GIVING

The total combined federal and BC provincial tax credit for charitable donations is computed as 20.06% of the first \$200 of donations claimed and 43.7% (or 47.7% in some cases) of the balance over \$200, up to 75% of the individual's annual net income.

**Note: Donors are advised to consult with their financial advisor.*

SCHEDULE OF DONATION TAX CREDIT AMOUNTS – BC (2017)

| DONATION AMOUNT | COMBINED FEDERAL & PROVINCIAL TAX SAVINGS | NET COST TO DONOR |
|-----------------|---|-------------------|
| \$500 | \$171.22 | \$328.78 |
| \$1,000 | \$390.80 | \$609.20 |
| \$2,000 | \$826.72 | \$1,173.28 |
| \$5,000 | \$2,137.72 | \$2,862.28 |
| \$10,000 | \$4,322.72 | \$5,677.28 |

SUGGESTED GIFT PLANS (PLEGGED OVER 5 YEARS)

| MONTHLY PAYMENT | ANNUAL PAYMENT | TOTAL DONATION |
|-----------------|----------------|----------------|
| \$8.33 | \$100 | \$500 |
| \$16.66 | \$200 | \$1,000 |
| \$33.33 | \$400 | \$2,000 |
| \$83.33 | \$1000 | \$5,000 |
| \$166.66 | \$2000 | \$10,000 |

Charitable Registration Number 108200098RR001.



Phone 604-736-7391
TTY 604-736-2527

Fax 604-736-4381
wavefrontcentre.ca

2125 West 7th Avenue
Vancouver, BC, V6K 1X9

BECOME A MEMBER TODAY!

Since 1956, the Wavefront Centre for Accessible Communication (WCCA) has been passionately committed to addressing concerns about accessibility and quality of life for Deaf and Hard of Hearing individuals in BC. The Wavefront Centre was created by community members to address their needs. Become a Member today and help us grow! Benefits of membership include our quarterly newsletter, member prices for workshops, voting privileges at our annual meetings, and more.

YES! I WANT TO BECOME A WAVEFRONT CENTRE MEMBER.

\$100 Lifetime Membership \$15 Annual Membership*

Individual Donor Name: _____

Address: _____ City: _____ Postal Code: _____

Phone/TTY: _____ E-mail: _____

I prefer: A printed newsletter mailed to my address above An e-newsletter sent to my email inbox above

Payment Method

My cheque is enclosed (payable to "Wavefront Centre")

Credit Card: Visa MasterCard

Credit Card #: _____ Expiry Date: ____ / ____ CVD: _____

Name on Card (if different than above): _____

Signature: _____ Date: _____

Membership Eligibility

In accordance with the requirements of the Bylaws and the Society Act a person may be eligible to be accepted as a Member if they are:

1. nineteen (19) years of age or older Yes No

2. is ordinarily a resident in British Columbia; and Yes No

3. is interested in advancing the purposes and supporting the activities of the Society. Yes No

**Your application will be reviewed by the Board of Directors at the next scheduled meeting.
You will be notified of the outcome of your application by mail.**

* Annual Members can join anytime and will expire 31 days after the next Annual General Meeting.