

THE WAVE

FALL/WINTER 2019 NEWSLETTER



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President's Musings

OUR BOARD OF DIRECTORS

President Barbara M. Brown

Vice President Nora McKellin

Treasurer Dr. Eugene Lechelt

Secretary Dr. Graham Bryce

Director Chris Tam

Director Dr. Dean C. Powers

Appointed Director Kim Wood

FEEDBACK

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

President

c/o Wavefront Centre
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Vancouver, BC V5T 2Z6
president@wavefrontcentre.ca

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Yat Li

Our Board of Directors began their 2019 work by reviewing and revising the Mission Statement that has served us so well over past years. And our final document led us to a whole year of change, of refreshing and revitalizing our agency with the goal of establishing in the public's mind that communication accessibility is a pressing issue of our time.

With the help of external specialists and following wide consultations with members, staff, volunteers and the public it became clear we needed to change.

Our consultations told us that the Western Institute for the Deaf and Hard of Hearing is impactful, trustworthy, caring, responsive, knowledgeable, professional and welcoming. We needed to rebrand to better communicate who we are: the leading charity in Western Canada that cares for, connects with and advocates on behalf of all people affected by communication barriers.

And so our name evolved: Wavefront Centre for Communication Accessibility. Along with this transformation comes our new logo and colours, and our new website filled with helpful information - every page presented in text and sign language.

In September we completed our biggest change, moving into our new head office on Quebec Street and East 4th Avenue. Here we have established one of the most accessible and inclusive buildings in Canada, welcoming people without barriers whether they are physical or sensory.

The year 2019 was filled with changes that better respect what we do now and will continue to do for the future. Our mission is to serve Deaf and Hard of Hearing individuals, their families and the community by delivering innovative programs, products and solutions to achieve full communication accessibility. Visit us. Come and enjoy the freedom and self-reliance that we will help you achieve!

Happy New Year – Everyone!

Barbara M. Brown, Wavefront Centre President

Interim Executive Director Message

It's a dull gray December morning as I write this article. There are raindrops on my window, and I can hear the hum of trucks from the construction site across the street. But inside my office, I am comfortable working at my desk, with bright yet soft lights overhead, surrounded by the calming colour scheme of the walls and floor contrasted against the white furniture.

Throughout the day, staff walk in and out to meet with me and the lighting and acoustics in this room make for easy communication. The layout has been carefully planned too. I don't bang my shins as I move from my desk to my table and chairs. I communicate easily with my Deaf and Hard of Hearing colleagues across my round table. My eyes, ears, hands and feet tell me this office is comfortable. And anyone with communication, mobility, vision or aging challenges will also find my office, and the other spaces in this building, easier to work in compared to other office spaces out there. And that is what accessibility is all about. It means EVERYONE, regardless of whether one has a disability or not, is able to communicate and move freely through one's space comfortably, with little effort.

Our new facility at 2005 Quebec Street has set new benchmarks in accessibility, particularly for communication. It is as impressive of a building to behold as it is to move through and work in. It's been a whirlwind of a year as we finally closed the doors on our old home on West 7th Avenue in October. It was bittersweet – there were many wonderful memories and firsts that were established for WIDHH while we were in that building. But it was time to leave that crumbling, humble building. And now we are Wavefront Centre, with our head office on Quebec Street.

We have an updated name and look but our heart is still in the same, right place. We will always be there for you, our trusted community. As we look forward to 2020, stay in touch as we will be hosting regular public events to welcome you all into our new space, so that you too can appreciate the benefits of our accessible facility. Our services and programs of Audiology, Employment Counselling, Seniors Outreach, Interpreting, Communication Devices and Clinical Research will continue to grow now that we have foundation to do so. Stay tuned as we are planning a public open house next year!

To our generous and wonderful donors and client community – thank you for all your loyal support of Wavefront Centre! We truly would not be here without you.

On behalf of our Wavefront Centre staff, I wish everyone a safe and happy holidays.

Grace Shyng, Interim Executive Director

2019 Award of Merit Nominations Wanted

Nominations are now open for the Annual Wavefront Centre Award of Merit, to be presented at the Annual General Meeting (*exact Spring 2020 date to be announced*).

The purpose of the award is to recognize outstanding individuals, groups, or organizations that have made a difference in the lives of Deaf and/or Hard of Hearing individuals in British Columbia and whose work was performed on a volunteer basis, not as part of their paid employment. Please write a brief (250 word) biographical account of the nominee and why you have nominated them.

Look for the enclosed nomination form or contact us and a nomination form can be sent to you. All completed and signed nomination forms must be delivered either by fax, email, mail or dropped off in person to Wavefront Centre no later than 5:00pm on March 5th, 2020.

Wavefront Centre for Communication Accessibility
2005 Quebec Street, Vancouver, BC, V5T 2Z6
Fax: 604-736-4381 or Email: info@wavefrontcentre.ca

Welcome to the New Wavefront Centre



Our 60+ year old head office building in Kitsilano was no longer able to accommodate the accessibility, clinical nor technological needs of our growing client base. We made the most of old location for six decades. We survived rain storms, floods, snow days, leaky roofs, hot weather and just recently, falling trees.

Through strong board governance, years of planning, and the leadership of Chris Newton, Chair of our Capital Campaign, we opened our new head office to the public on October 7th, 2019. This new centre meets the needs of our rapidly growing client base and proudly serves as a national model for accessible communication for all!

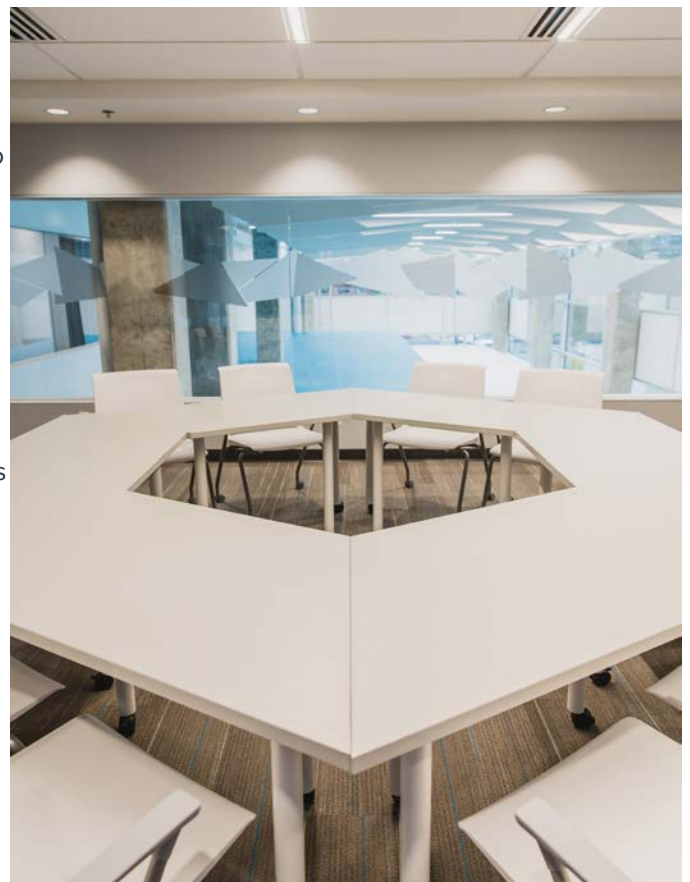
Centrally located in Vancouver's Mount Pleasant neighbourhood, our new 18,000 sqft, Wavefront Centre is a model of innovation and inclusion – we've gone the extra mile to ensure a seamless transition for our existing clients, while increasing the capacity for new ones. Our new purpose-built four-story building is suitably equipped to ensure Deaf, DeafBlind, and Hard of Hearing individuals have an accessible space to connect, build community and benefit from our vital services.

Working in collaboration with the Rick Hansen Foundation, MGBA Architecture + Interior Design, as well as several engineering consultants, we utilized universal design principles and Deaf Space guidelines to set a new standard of excellence in accessibly built environments. Wavefront Centre will ensure people can interact freely regardless of hearing, vision, mobility or age-related challenges.

The new centre will allow us to work towards our vision of a society where all people can interact freely without communication barriers.

The key benefits to our community include:

- Increased number of audiology testing / counselling rooms to reduce appointment wait times
- Virtual Care: New remote Audiology, Interpreting and Counselling to help isolated individuals across BC.
- State of the art showroom featuring assistive listening and alerting devices for home and office
- World class hearing health research program aimed at producing outcomes that can be adopted readily by clinicians
- Expansion of outreach services to seniors to increase social connections and reduce isolation
- Free communication accessible phone booths so individuals can access Video Relay Service (VRS) and amplified phone services
- Truly accessible, large spaces for our community groups to meet and connect



Visually accessible Boardroom on the second floor.

The Wavefront Centre for Communication Accessibility is a BC based, multi-service, registered charity that exists to reduce hearing-related communication barriers by providing access and inclusion for the Deaf and Hard of Hearing. The only centre of its kind in Western Canada, Wavefront Centre provides a full range of programs and services “under one roof”.

Our new building will proudly serve as a national model for an accessible environment that recognizes human diversity and inclusion.

Accessible Building Features include:

- Curved corridor corners to enable clear sightlines to approaching individuals
- Improved lighting to elevate visual communication cues
- Large-area assistive listening system in meeting rooms
- Visual and auditory alerting, security and wayfinding system
- Visual displays in meeting rooms to project captioning and interpreting services
- Accessible washrooms with fixtures and counters optimized for wheelchairs and those with mobility issues
- Wider corridors to not only accommodate wheelchairs but also to provide adequate space for sign language users as they travel through hallways
- Acoustically optimized walls, ceilings and flooring to control room reverberation, sound transfer and background noise
- Strategic installation of electrical and mechanical systems to reduce the effects of electromagnetic interference on assistive listening equipment



Along with curved corners the corridors are wider to accommodate wheelchairs and sign language users as they travel through the hallways



“As I have aged, I have come to rely on the expertise of Wavefront Centre for Communication Accessibility. I am very grateful for their professionalism, courteous service, and palpable concern for their clients. I am also aware that Wavefront Centre provides hearing support, programs and education to many who, unlike some of us, cannot on their own afford to seek and receive the help they require. For that reason, I urge everyone who is able to make a donation to Wavefront Centre’s current campaign. We need this vitally important institution and, with our aging population, will need it even more in the foreseeable future.”

- Gabor Maté M.D., Author and Speaker

How Wavefront Transformed My Life

When I first came to Wavefront several years ago, I had been unable to hear in my right ear for about 30 years. I had lost my hearing in my early 30's. Over the years, I developed a hearing impairment in my other ear as well.

My audiologist Praise Chow was tireless and creative in working with me to find a solution. She helped me adjust to a CROS aid. This is a device that transmits the sound from my deaf (right) ear to my better ear while improving the ability of my right ear to comprehend sound.

I was making a career change later on and experienced problems understanding speakers in round-table settings. Praise again helped me to get a microphone device which speakers can use and which transmits sound directly into my aid. This vastly improved my ability to hear.

Thanks to my aids, I am now fully employed as an arbitrator with the Government of BC. My ability to work was made possible by Praise and Wavefront Centre; I am a lawyer by training and a university law professor.

Praise was endlessly patient and understanding. She really helped me adjust to my hearing loss and to seek out the best solutions. Otherwise, I would just be one more deaf 67-year old who really doesn't know what's going on.

Susan



Call for Board of Directors Nominations

The Wavefront Centre Nomination Committee is now accepting nominations for the Wavefront Centre Board of Directors. There are seven available elected positions being sought for nomination to the Board of Directors. Any Wavefront Member in good standing with energy and vision serving the Deaf and Hard of Hearing Community is encouraged to stand for election. We also invite members to nominate individuals to serve on the Board of Directors.

1. All nominations must be in writing using the form established by the society.
2. All persons nominated for the Board of Directors must be a Member in good standing.
3. All nominations must be signed by the nominee, (the person being nominated), and one other Member in good standing.
4. Nominations must be submitted in advance of an election, in accordance with such deadlines as may be established by the Board.
5. Nomination forms must contain a statement of interest in serving on the Wavefront Centre Board of Directors (250 words) along with a headshot.

Look for the enclosed nomination form. All completed and signed nomination forms must be delivered either by fax, email, mail or dropped off in person to Wavefront Centre no later than 5:00pm on February 28, 2020. Nominees will be presented at the Annual General Meeting in the Spring of 2020, exact date to be announced.

Nora McKellin, Nomination Committee Chair

c/o Wavefront Centre for Communication Accessibility, 2005 Quebec Street, Vancouver, BC, V5T 2Z6

Fax: 604-736-4381 or Email: info@wavefrontcentre.ca

Thank You for Your Support



Your donations enabled Wavefront Centre for Communication Accessibility to help:

247 seniors become less isolated through friendly visits. This is a 177% increase from 2018!

62 low-income individuals receive income tax services.

36 low-income individuals receive a refurbished behind-the-ear hearing aid through our Lend an Ear program.

The Deaf Community receive over 6,000 hours of Community Interpreting Services to aid in their work, education, and personal lives.

Please give generously today to help ensure that all members of our community can fully celebrate this special time of the year with loved ones. Look for the enclosed donation form to make your gift. You may also do so online at www.wavefrontcentre.ca.

Thank you for your generosity!

"When I first came to Wavefront Centre several years ago, I had been unable to hear in my right ear for about 30 years. My audiologist at Wavefront Centre helped me to adjust to a hearing loss and to seek out the best solutions. Otherwise, I would just be one more deaf 67-year old who really doesn't know what's going on"

- Susan

Free Income Tax Night

Wavefront Centre will host its Annual Free Income Tax Night (exact 2020 date to be announced). Appointment times will be available between 3pm and 9pm.

Deaf and Hard of Hearing individuals, on a low fixed income who need assistance to fill out their income tax forms, are invited to come to our Annual Income Tax Night. There will be volunteer accountants from the firm of Tompkins, Wozny, Miller & Co. as well as the Wavefront Centre Accounting Staff and ASL Interpreters.

Get Prepared: You will need a T4 Slip (shows income for 2019), a copy of your 2018 income tax form, information slips from banks, and RRSP slips. Also, please bring your receipts for medicine, prescriptions, hearing aids, TTY or other signalling equipment purchased in 2019. These purchases may be counted as a medical expense on your tax return.

To Qualify: You must be Deaf, DeafBlind, Deafened or Hard of Hearing. You must earn less than \$35,000 per year (no business taxes). Appointments are booked per person, so please let us know how many taxes you will bring when you add your name to the waiting list.



Please call, email, or fax us to add your name to the waiting list today!

Phone: 604-736-7391 or TTY: 604-736-2527 or Fax: 604-736-4381 or Email: info@wavefrontcentre.ca



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willowinfo@wavefrontcentre.ca

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Port Coquitlam, BC V3B 5Y9

Phone 604-942-7397

TTY 604-942-7380

Fax 604-942-7395

tricityinfo@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



**BRITISH
COLUMBIA**

Supported by the Province of British Columbia



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Fax 604-736-4381
wavefrontcentre.ca

2005 Quebec Street
Vancouver, BC, V5T 2Z6

BECOME A MEMBER TODAY!

Since 1956, Wavefront Centre for Communication Accessibility 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*

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 for Communication Accessibility")

Credit Card: Visa MasterCard American Express

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.



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MAKE A DIFFERENCE IN YOUR COMMUNITY!

Since 1956, Wavefront Centre for Communication Accessibility has been passionately committed to addressing concerns about accessibility and quality of life for Deaf and Hard of Hearing individuals in BC.

Make a one-time donation or a monthly donation to support vital programs in our community. Your gift will allow Deaf and Hard of Hearing individuals to access the Wavefront Centre’s services in Audiology, Counselling, Seniors Outreach, Interpreting and Communication Devices.

YES! I WANT TO SUPPORT THE WAVEFRONT CENTRE!

- \$50 per month (ongoing) \$20 per month (ongoing) \$10 per month (ongoing)
- Other: \$_____ per month for _____ months
- One-Time Donation of: \$100 \$50 \$20 Other \$_____

All donations over \$20 will automatically receive a charitable tax receipt.

Individual Donor Name: _____

Business 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 for Communication Accessibility”)
- Credit Card: Visa MasterCard American Express
- Credit Card #: _____ Expiry Date: ____ / ____ CVD: _____
- Name on Card (if different than above): _____
- What day of the month should we process your donation? _____

By signing below, I am giving my consent for Wavefront Centre to make pre-authorized withdrawals (if I am a monthly donor) from my account or credit card. I may revoke my authorization at any time, subject to providing notice of 30 days.

Signature: _____ Date: _____



AWARD OF MERIT
Nomination Form

The purpose of the award is to recognize outstanding individuals, groups or organizations that have made a difference in the lived of Deaf and/or Hard of Hearing individuals in British Columbia and whose work was performed on a volunteer basis, not as part of their paid employment.

Past Wavefront Award of Merit Recipients:

- 2005: A.J. Brown, Dr. Graham Bryce and Dr. Susan van Gulp
2006: Dr. Janet Jamieson and Rev. Wayne Bottlinger
2007: Linda Tobias, Lynne Shepard and Robert Alexander Barr
2008: Cecelia Klassen and Leanne Rumley
2009: Dr. Maureen M. Donald and Eddy Morton
2010: BC Deaf Community, Vancouver 2010 ICED Organizing Committee, David Still, Dr. Charles Laszlo, Henry Vlug and Hugh Heatherington
2011: Dr. Brian Westerberg and Mary Hargreaves
2012: Leenor Vlug and Catherine Siegler
2013: Leslee K. Scott and Ronald Fee
2014: Maureen Clarke, Dr. Marilyn O. Dahl and Peggy Fee
2015: Hester Hussey and Dan LeCours
2016: Shirley Coomber and BC VRS Committee
2017: Dr. Ruth Warick, Marla Gilsig and Landon Krentz
2018: CHHA Vancouver Branch Walk2Hear Committee and Susan Masters

Please write a brief (500 words) biographical account of the nominee and why you have nominated them.

Multiple horizontal lines provided for writing the biographical account.

Nominated by: _____ (Please Print Name)

Signed _____ Date _____

All completed and signed nomination forms must be delivered either by fax, email, mail or dropped off in person to Wavefront Centre no later than 5:00pm on March 5th, 2020.

Wavefront Centre for Communication Accessibility
2005 Quebec Street, Vancouver, BC, V5T 2Z6
Fax: 604-736-4381 or Email: info@wavefrontcentre.ca

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BOARD OF DIRECTORS

Nomination Form

I am a Member in Good Standing of Wavefront Centre for Communication Accessibility: I hereby indicate my willingness to serve as a member of the Board of Directors of the Wavefront Centre. If elected, I will serve to the best of my ability and abide by the Constitution and Bylaws of Wavefront Centre.

First Name	_____	Last Name	_____
Address	_____		
City/Province	_____	PostalCode	_____
Email	_____	Phone	_____
Signature	_____	Date	_____

Qualifications of Directors: Pursuant to the Society Act, a Person may not be nominated, elected or appointed to serve as a Director if he or she:

- a) is less than nineteen (19) years of age;
- b) has been found by any court, in Canada or elsewhere, to be incapable of managing his or her own affairs;
- c) is an undischarged bankrupt; or
- d) has been convicted of a prescribed offence within the prescribed period, for which no pardon has been granted, in accordance with the Act.

In addition to the foregoing, a Person may not be nominated, elected or appointed to serve as a Director if he or she:

- e) is not a Member; or
- f) is an employee of the Society or a contractor to the Society for services with an arrogate value of \$10,000 or more; or
- g) is the spouse or immediate family member of a person referred to in (f) above.

Nominators: A Member may nominate him or herself, and the nomination must be signed by the Member nominated and one (1) other Member in good standing.

1. _____ (Please Print Name) I am a Member in good standing of Wavefront.

Signed _____ Date _____

2. _____ (Please Print Name) I am a Member in good standing of Wavefront.

Signed _____ Date _____

Please attach a statement of interest in serving on the Wavefront Board of Directors (250 words) along with a headshot; jpeg of headshot can be emailed to info@wavefrontcentre.ca