



Western Institute for
THE DEAF AND HARD OF HEARING

The **Wave**

WINTER 2018 NEWSLETTER



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President's Musings

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My message comes at the end of a busy year for WIDHH and I will take a few minutes to review some of our significant events for 2018, events that are helping us prepare for the transition to our new Centre of Excellence sometime in the fall of 2019.

I begin by saying a fond farewell and heartfelt thank you to Susan Masters, our long time Executive Director who retired in July. Grace Shyng, previously Head of Audiology, took over as Interim Executive Director at the first of February.

Early this year we took advantage of our new ability to appoint directors to bring greater inclusivity and diversity to our board. At the staffing level, we have added positions for new roles that focus on the changing hearing health needs of our clients. Our communication devices showroom has been renovated and vitalized; our online communication devices website has been completely redeveloped for ease of use.

We have introduced new programs to better meet the needs of our Deaf and Hard of Hearing seniors. In the New Year, we will introduce Canada's first, Better at Home program for Deaf-Blind seniors living in the lower mainland. And finally, through the financial support of WorkSafe BC, we have established a research program that, for the present, will apply clinical research methods in the study of work place hearing loss.

Finally, a few words about our Centre of Excellence; the board and senior managers have worked for the past few years to research the need for, and plan the construction of new premises. We have been aided in this work by a body of expert consultants who are helping us plan Western Canada's most accessible centre for the support and treatment of Deaf and Hard of Hearing, health and social problems.

Our funding for all these changes comes from our fees for service, grants and donations from clients, members, supportive manufacturers and the general public. Our vision is to help create a society where Deaf, Hard of Hearing and Hearing people can interact freely without communication barriers. Help us help you. Make a donation using one of the ways offered here in our year-end newsletter.

Have a very Happy Christmas and Peaceful and Joyful New Year!

Barbara M. Brown, WIDHH President

Interim Executive Director Message

As the end of 2018 approaches, I am touched by how much has happened in this past year. A particular milestone was the February signing of our Purchase and Sale agreement for our new home on Quebec and 4th. The building envelope will be done by the end of January 2019. Our tenant improvements will be completed by August 2019. We expect to move in by September 2019. In addition to our new Centre of Excellence, we have many other things to look forward to in 2019 including expanded and additional programming in all departments, as well as enhanced online and remote services.



WIDHH will also be undergoing a rebranding in 2019: a new look, brand, identity and feel that will transform WIDHH into something fresh and rejuvenated. Relish the moment and the hard work it has taken for us to get to where we are today – it's been a 62-year journey! Things are going to rev up in 2019!

A big thanks to our community for your long-standing support. WIDHH exists for you and because of you!

Grace Shyng, Interim Executive Director

Thank You for Your Ongoing Support!

As the year draws to a close, we would like to extend a special thanks to all those who have provided their support to WIDHH. Your gift helps thousands of people who come to the Western Institute for the Deaf and Hard of Hearing looking for support in overcoming communication barriers.

Your donations throughout the year, enabled WIDHH to ensure 89 seniors are less isolated through friendly visits, 72 low-income individuals received a refurbished hearing aid through our Lend an Ear program, 50 low income individuals were provided with income tax services and the Deaf Community has benefitted from 7,072 hours of Community Interpreting Services to aid in their work, educational, and personal lives.



Please, give generously today to help ensure that all members of our community have the opportunity to fully celebrate to this special time of year with the ones they love most. Look for the enclosed donation form to make your gift.

Thank you for your generosity!

Recognition for WIDHH Audiologist

Sandra Baker, one of our senior Audiologists and the Clinic Manager for our Tri-Cities satellite office, has received international and national accolades for her contributions to the profession of audiology!

In April of 2018, Sandra's research project on hearing aid verification received distinctive mention at the American Academy of Audiology conference. This is Audiology's biggest conference North America. Then in September, clinical faculty from the UBC School of Audiology and Speech trekked out to our Tri-Cities office to present to Sandra the Noelle Lamb Award for Excellence in Clinical Education (Audiology). Sandra was recognized for her ability to tailor her guidance to match the learning style of each student, to foster confidence and encourage critical thinking, all the while caring for her clients. Sandra consistently receives exceptional student feedback and we look forward to her continued influence on future Audiologists. The award was presented at a delightful little ceremony attended by our Audiology staff, colleagues and her family.



Also in September, Sandra was awarded the 2018 Speech & Hearing BC's Audiologist of the Year! Speech & Hearing BC is the professional association that represent the interests and needs of the speech-language pathologists and audiologist of BC. Sandra received her award in front of her peers at the Awards Luncheon at the annual Speech & Hearing BC Conference. Sandra was recognized for her contributions to the growth of the professions of Audiology and Speech-Language Pathology exemplifying the vision or mission of the professions for client outcomes and care.

A big congratulations to Sandra for her outstanding work for professional and client community! Well done. WIDHH is very proud to have Sandra on our team!

A New Executive Director Blog... Coming Soon!

WIDHH Interim Executive Director Grace Shyng is working on a new blog for the season. In this month's feature Grace will talk about how the world is changing in regards to accessibility.

The blog can be found here: www.widhh.com/information-library/executive-director-blog

WIDHH Appoints a Campaign Chair

The board of directors for the Western Institute for the Deaf and Hard of Hearing (WIDHH) is pleased to announce that Mr. Chris Newton, Vice President of Commercial Sales for Cushman & Wakefield, has been named Chairman of its Capital Campaign.

Mr. Newton will lead a distinguished team of campaign cabinet members towards the goal of raising \$8 million to complete the funding required for WIDHH's \$16 million new headquarters entitled a "Centre of Excellence".



"I am pleased to join this important campaign and to continue with the hard work that has been completed to date to fulfill the vision of WIDHH and this leading Centre of Excellence", states Chris Newton.

Chris Newton, a Vice President of Commercial Sales and Leasing is a seasoned sales executive, with 20 years of professional experience, including the last 11 years with real estate firm Cushman & Wakefield ULC in Vancouver, BC.

Born and raised in Metro Vancouver, Chris' career spans numerous fields and industries, including manufacturing, high technology and real estate. As a long time soccer coach for his two boys, Chris understands the importance of contributing to our social fabric; he has enjoyed and proudly served as a volunteer with other organizations including the Alzheimer's Society. In his spare time, Chris enjoys skiing and spending time with his wife and two sons on their various adventures.

The campaign, which is still in its early stages, is slated to be launched to the public in 2019. WIDHH's vision is to build a state-of-the-art facility – a Centre of Excellence - with 18,000 square feet of community, clinical, and program space to serve Deaf and Hard of Hearing individuals in BC.

This new purpose-built facility, which will be located at 2005 Quebec Street, will allow WIDHH to offer critical services in a space that is safe, accessible, and suitably equipped to ensure Deaf and Hard of Hearing individuals have a central gathering place to connect, build community, and access vital WIDHH programs and services. WIDHH's new home will be an innovative, easily accessible, one-of-a-kind facility in BC, visually and acoustically designed to meet Deaf and Hard of Hearing needs.

Dr. Charles Laszlo Receives Honorary Alumni Award

WIDHH's own Award of Merit Recipient (2010), Dr. Charles Laszlo was recently recognized by the University of British Columbia for his remarkable contributions to the field as an educator, researcher and inventor.

A professor emeritus of Electrical and Computer Engineering at UBC, Dr. Laszlo is a pioneer of biomedical engineering in Canada. Hard of hearing since his twenties, he has taken on several volunteer leadership roles to enhance accessibility and inclusiveness for those with hearing loss and co-founded numerous companies specializing in the development of electronic hearing aids. Dr. Laszlo led the creation of the Faculty of Applied Science's Biomedical Engineering program.

Congratulations Dr. Laszlo!

Welcome to Yat Li, CDS Program Lead

In November 2018, Yat Li was hired as WIDHH's new Communication Program Devices Lead. Grace Shyng, Interim Executive Director, recently sat down with Yat to learn more about his life story and his journey to become the strong self-advocate he is today.

Yat was born in Hong Kong. At age 5, he emigrated to Canada with his parents and grew up in the Coquitlam area, and went on to earn a Bachelor's degree in Communications and Media Studies from Simon Fraser University.

Yat was born with bilateral atresia, a condition in which the outer ears and external canals are not fully formed. As a result, Yat has a profound conductive mixed hearing loss and cannot wear conventional hearing aids. When he was 1 ½ years old, Yat was fitted with a body-worn bone conduction hearing aid, a device which transmits the vibration from sound waves through the temporal bone in the skull to the inner ear. At age 12, Yat received his first implanted Bone Anchored Hearing Aid (BAHA) at BC Children's Hospital.

Because Yat was not born with fully formed ears, Yat would wear prosthetic ears that were either glued on or affixed with magnetic clips. This was problematic as the ears were too big for his head and would often fall off, or get knocked off. Yat endured a lot of bullying and teasing in his school years. It was a very frustrating time for him, but he soldiered on and worked hard to be successful in school. A few years ago, Yat had his minimally formed outer ears fully removed and was fitted with custom designed prosthetic ears.

Upon obtaining his degree from SFU, Yat worked in client relations and digital marketing management in the hospitality and travel industry. Fluent in 3 languages (English, Cantonese and Mandarin), Yat has been recognized by his employers for his dedicated work ethic and productive contributions. But Yat always felt a piece of his life remain unfulfilled, and that piece was filled in June of this year. That is when Yat met Bowen Tang, from the CHHA Youth Group. Yat fondly describes this connection to the network as immediate and life-changing. Growing up, he was never encouraged to connect with others who had hearing loss and so many times, his hearing issues were not talked about. He was so ecstatic to meet a group of young enthusiastic people who didn't want to hide behind their hearing losses either.



Favourite Movie: *The Dark Knight*, by Christopher Nolan

Favourite Food: Spaghetti and Meatballs

Favourite Book: *How to Win Friends and Influence People*, by Dale Carnegie

What inspires him: connecting with his clients and learning about their successes

From this connection, Yat was inspired to create a platform to promote and raise public awareness about hearing loss. Recently, he launched Acoustic Wear (www.acousticwear.com), his entrepreneurial labour of love that promotes hearing health and hearing loss awareness through clothing and public events.

Yat was connected to WIDHH shortly afterwards and the rest, as they say, is history. Since starting in November, Yat has already made significant improvements to our online and in-store services for our Communication Devices Program (check out our revamped online store: www.shopwidhh.com). Yat has a strong aptitude for marketing and business development, is an excellent communicator and an engaging public speaker. He is looking forward to helping WIDHH raise more awareness of communication accessibility and further develop our programs. We're so pleased to have Yat as part of WIDHH's growing team!

Online Store | SHOPWIDHH.com

I'm very happy to announce the launch of our brand new online shop, SHOPWIDHH.com. The online shop allows you to review the products that you need with ease. Each product contains product details, video tutorials, and pricing. With the new online shop, we made sure to implement accessibility options, permitting users to increase the font size and even interacting with our online artificial intelligence helper to help you select the right product for you!

We understand that sometimes you have a busy schedule and physically coming to the showroom may be a hassle. We're pleased to offer shipping services to all clients! Whether you live next door, in the Interior or on the Island, our team is delighted to ship your desired products to you. If you're out East, that's fine too! We'll ship to wherever you are.

Our shop now has in-store pickup options. When you purchase from our online store, you can choose to pick up your product at one of our three WIDHH locations – Tri-Cities, Willow or Arbutus (Head Office).

We're accepting feedback on our website and would love to make your online shopping experience with us a delightful one. If you have any comments or feedback, feel free to click on the feedback button on the SHOPWIDHH.com homepage. Alternatively, you can email us at devices@widhh.com to reach us.

Until the end of January 2019, the online shop is in a phase that we call "soft launch". During this time, we're implementing strategic digital marketing practices, data analysis and digital features which will enhance the way you interact with us.

Thank you for your patience as we roll out the online shop. Please feel free to share this with your friends and family. Happy Holidays and may you have a great start to your new year!

HELP ME SELECT A PRODUCT

ALARM CLOCKS AMPLIFIED TELEPHONES HOME ALERTING LISTENING & TV DEVICES ACCESSORIES ON SALE ALL PRODUCTS

SCHEDULE AN APPOINTMENT

ALARM CLOCKS

SHOP NOW

SHOP OUR BEST SELLERS: IN STORE PICKUP AVAILABLE

Ditto Notification Wristband \$56.99

Clarity Alto Corded Phone \$189.95

iLuv mySight Camera \$299.95

Serene CentralAlert CA-360 Notification System \$259.95

Remembering Ken Loehr



We are sad to say good-bye to Ken Loehr, a long time WIDHH staff member and friend.

Ken worked at WIDHH for over 27 years in our Communication Devices Department and retired in 2012. Ken recently passed away from illness. He will be greatly missed by everyone he knew and met. Ken was kind and caring, he had a loyal following of WIDHH clients and he had a wonderful sense of humour. Ken especially loved to scare the WIDHH staff with ghost stories about our old building. At our Christmas parties, he would dress up as Santa Claus and listen to our kids' wishes as they sat on his lap. He was an endearing fellow and we will all greatly miss him. Our deepest condolences go out to his wife Shirley Kenealey and his family.

Support Groups & Services

Head Office (at Arbutus)

2125 West 7th Avenue
 Vancouver, BC V6K 1X9
 604-736-7391phone
 604-736-2527tty
 604-736-4381fax
 info@widhh.come-mail

Willow Office (at Broadway)

#514 - 2525 Willow Street
 Vancouver, BC V5Z 3N8
 778-329-0870phone
 778-329-0874tty
 778-329-0875fax
 willowinfo@widhh.come-mail

Tri-Cities Office (at Westwood)

#210 - 2755 Lougheed Highway
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 to submit an article.*

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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



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www.widhh.com

Make a Difference in Your Community!

Since 1956, the Western Institute for the Deaf and Hard of Hearing (WIDHH) 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 WIDHH's services in Audiology, Counselling, Interpreting, and Communication Devices.

YES! I WANT TO SUPPORT WIDHH!

- \$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: _____

Corporate Donor Organization 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 "WIDHH")
 Credit Card: Visa MasterCard

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 WIDHH 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: _____



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Become a Member Today!

Since 1956, the Western Institute for the Deaf and Hard of Hearing (WIDHH) has been passionately committed to addressing concerns about accessibility and quality of life for Deaf and Hard of Hearing individuals in BC. WIDHH 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 WIDHH MEMBER.

\$100 Lifetime Membership \$15 Annual Membership*

Individual 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 "WIDHH") 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

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