

THE WAVE

SUMMER 2020 NEWSLETTER



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President's Musings

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Director Dr. Dean C. Powers

Appointed Director Kim Wood

FEEDBACK

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

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Dear community members, it is my great pleasure to introduce you to our Chief Executive Officer, Mr. Christopher T. Sutton. It is a big honour to appoint our first-ever CEO, and it is an opportunity that I am sure Christopher will relish.

As an external appointment, Christopher has had to learn about our history, board governance, policies, financial performance, and the enormous heritage Wavefront Centre enjoy as British Columbia's premier hearing health charity. He's also learned how our constituencies and stakeholders see us and the importance of our donor program. Most new CEOs get the opportunity to step back and reflect. In Christopher's case, it was nearly impossible stepping in as he did just when a terrible pandemic swept across our globe.

Christopher has brought with him his excellent reputation as an advocate for disability groups. He helped draft the Accessible Canada Act (2019) while working in Ottawa. This act builds on the Canadian Human Rights Act, focusing on the prohibition of discrimination based on disability. Within two months of his appointment as CEO, Christopher has been appointed to several federal and provincial disability committees to continue his advocacy work.

Christopher has been making decisions about priority strategies, people and control processes during a period when few or no guidelines are in place to help charities weather this health crisis. Consultants tell me that more than a few BC societies are closing because of COVID-19. WorkSafeBC visited our Wavefront Centre head office recently and gave us a top rating for minimizing the risk of exposure at our workplace and protecting the safety of our staff and clients.

Welcome onboard, Christopher!

Barbara M. Brown, Wavefront Centre President

View this newsletter in ASL

This Summer 2020 newsletter is available in ASL on our website:

wavefrontcentre.ca/newsletters



A Message From Our CEO



Greetings to all our Wavefront Centre community members!

It is both an honour and a privilege to connect with you as the newly appointed Chief Executive Officer at Wavefront Centre for Communication Accessibility. I have worked so long and so hard to gather the knowledge and experience that helped me qualify for this important role. I am so happy to be here at such a significant time for our organization and our communities.

Our world drastically changed since you received your last issue of The WAVE. As your new CEO, I arrived at Wavefront Centre on April 1, 2020 at the start of a global pandemic, an outbreak that has become one of the greatest threats of our time. We had no playbook to help us face this crisis, and I immediately began to lead our team to ensure we continued to operate and be here for our clients and the community we serve.

The pandemic has changed how Wavefront Centre will provide services to support our clients and communities. As we prepare for the future, we continue to evaluate our services and make investments to ensure that we maintain our award-winning, best in care, programs and services in the new world we live. No matter what happens, Wavefront Centre will be here to support you and your family.

In late May, we saw protests throughout Canada and across the globe – our colleagues, clients, and many others are grieving, angry and coming together because systemic racism and hate are on the rise. Racism has a profound impact on our communities, including our Deaf, DeafBlind and Hard of Hearing communities. It is critical to recognize that Black Lives Matter, a principle that Wavefront Centre strongly supports.

More recently, in the Deaf community, we have felt pain, anger, and complete shock as photos and stories have come out. Leaders in our community were exposed for engaging in activities that are against our shared values of diversity and inclusion.

Diversity and inclusion are core values at Wavefront Centre, and as an employer of choice, we are proud that our employees represent the communities we serve. Our commitment to inclusiveness remains a top priority, and any possible bias or discrimination are addressed and eliminated. We are committed to ensuring:

- Our recruitment and hiring practices exclude the risk of racial or ethnic prejudice;
- Our communication and marketing reflect the diversity of the communities we serve;
- We mandate diversity and inclusion training for our employees; and
- We continue to have an on-going dialogue about these issues and others that impact our communities.

I believe these measures will make a meaningful difference and ones that will enable us to improve and continue to lead.

The pandemic has changed how we interact with one another, how we access goods and services, how we work, and how we can come together as a community. Stay tuned to announcements about upcoming community forums I plan to host throughout the summer, allowing us to meet online, until it is safe to do so in person.

Until then, keep safe, be well, and take care of one another.

Christopher T. Sutton, Chief Executive Officer

COVID-19: Updates

In mid-March Wavefront Centre, as with most organizations, was forced to temporarily limit its services in an effort to decrease in-person contact and do our part in flattening the curve. We were however, able to continue to offer much needed essential services to our community. This included urgent and emergency audiology services, virtual visits and grocery shopping assistance for seniors, ASL interpreting and more.

As we gradually resume regular operations, we want you – our community -- to know that the health and safety of our staff and clients remains our priority. As of June 1, 2020, our offices have resumed regular operating hours, with some modifications to our health and safety guidelines.

Some of our new guidelines include:

- Service by appointment only
- Limiting office and room capacities
- Practicing physical distancing
- Enhanced cleaning protocols, including regular disinfecting and sanitizing of high touch surfaces.

If you would like to learn more about our complete COVID-19 Operational Plan, please visit our website:

<https://www.wavefrontcentre.ca/wavefront-centres-response-to-covid-19-faq/>



Subscribe to our E-newsletter

Help us reduce our environmental footprint and receive this newsletter directly to your e-mail inbox. You can also sign up to stay up-to-date on the Wavefront Centre programs and initiatives that mean the most to you.

Visit our website to subscribe to The WAVE and other Wavefront Centre news:

[wavefrontcentre.ca/subscribe](https://www.wavefrontcentre.ca/subscribe)

Thank YOU!

This year has brought unexpected changes and challenges for us all. At Wavefront Centre, we recognize that we truly are, all in this together, and we would like to thank each and everyone of you for your patience, generosity, and support. Thank you!



"Thank you so much for being a part of this amazing organization and for all the support you give us."

-David Love, Campaign Manager

"I want to thank all the health care workers, police, fire responders, emergency responders, and everyone else for their amazing work through the COVID-19 pandemic."

- Ryan Ollis, DeafBlind Program Coordinator

"Thank you for all of your support at Wavefront Centre and I hope you're staying happy and healthy. Take good care of yourself!"

- Ruth Gessner, Executive Assistant & Facility Manager

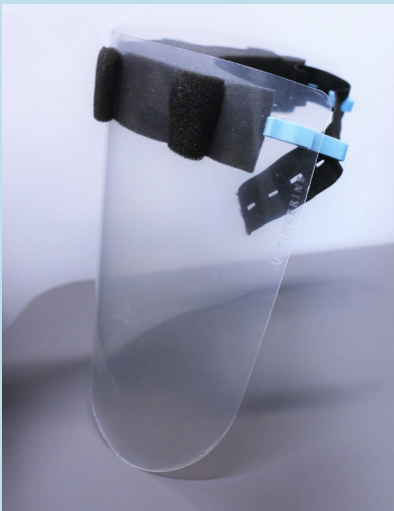
View the full message from our staff on our Wavefront Centre YouTube channel:

<https://youtu.be/tCWeyq3lutU>

Our Partnerships

Tinkerine

In April, Wavefront Centre announced a formal partnership with Tinkerine to address the critical need for a well-designed face shield as Personal Protective Equipment (PPE) during the COVID-19 pandemic for the Deaf and Hard of Hearing communities. Over 250 face shields have been purchased for self-use and for donation to our community members.



"Thank you, Wavefront Centre, for the face shield you gave me. I got it in the mail today. This is very helpful because I do not need to remove the face shield to communicate with my family compared to the facemask. The face shield allows the visibility of facial expressions and lip movements for speech perception. I can communicate well with my family. My heartfelt gratitude to the management of Wavefront Centre for Communication Accessibility! You are always there for me when I need communication accessibility."

Telus Mobility

Also in April, Wavefront Center was the recipient of smartphones donated by Telus Mobility For Good COVID-19 Emergency Response program. Our community members received smartphones with \$0 rate plans to enable vital connections during the pandemic. Clients were able to connect to our team and participate in our virtual community sessions through Zoom.

"I used to contact Wavefront Centre for Communication Accessibility by fax. I was surprised that the smartphone was provided at no cost for a temporary period during the COVID-19 pandemic. I have learned how to use it with support from Wavefront Centre so I can communicate with Medical Interpreting services for my medical appointments and ask for any help when I need it anytime. Thank you, Telus and Wavefront Centre for Communication Accessibility!"



Planning Ahead

Over the past few months many of us have considered what truly matters – our family, our health and our community. We are proud to be part of your community and rely on your financial support to meet the needs of those we serve in the Deaf and Hard of Hearing communities. We are grateful to receive your support, both at our audiology clinics and through your donations.

As many of us have taken time to review our own, and our family's financial planning during these challenging days, I have received a few enquiries about including Wavefront Centre in financial plans. One long-time friend of Wavefront Centre said he was not wealthy but wanted to leave a bequest for Wavefront Centre so that he could help those who, like him, benefit so much from Wavefront Centre's services and support.

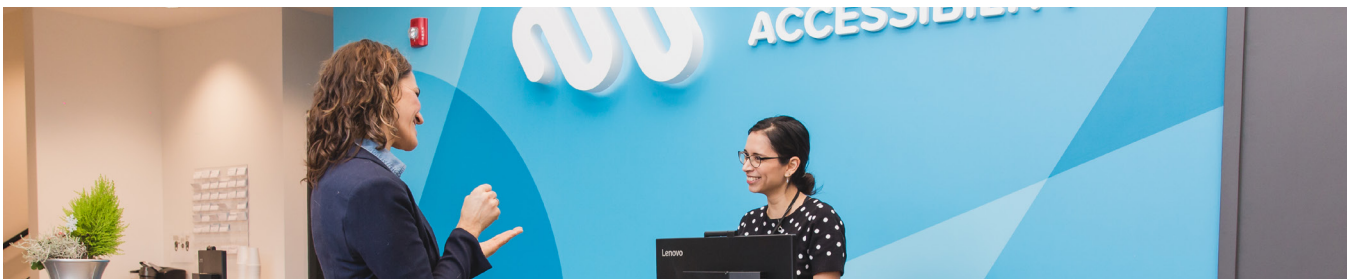
A bequest is a simple way to donate to Wavefront Centre, either with a specific dollar amount or percentage of your estate. Estate tax savings may be quite significant and you get to decide which causes that you cherish will receive support. Another way of including Wavefront Centre in your planning can be naming us as a partial beneficiary of a life insurance policy.

As you've read in these pages, Wavefront Centre remained open for urgent audiology clients and increased senior outreach, counselling and community translation services during the early days of this pandemic. Now, as the province opens-up, we too are increasing service-levels – both in-person and virtually.

When it's time to review your financial plans, I invite you to speak with your financial or legal advisor about how to ensure your core values are known. We ask that you consider Wavefront Centre, an organization many of you have respected for decades, in your planning. Please contact me for suggested bequest wording to share with your financial or legal advisor, or for further information. We can help ensure your donation will be used as you intend and provide recognition, or keep this gift anonymous. It is up to you. In good health,

David Love, CFRE, Campaign Manager
604-736-7391 ext. 414

Become a Member Today!



Wavefront Centre for Communication Accessibility is committed to addressing concerns about accessibility and quality of life for Deaf and Hard of Hearing individuals in BC. Become a member and help us grow! Benefits of membership include discounts on workshops and classes, as well as voting privileges at our annual general meetings (AGM).

To apply for membership, please fill out and return the enclosed form.



**WAVEFRONT CENTRE FOR
COMMUNICATION ACCESSIBILITY**

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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 who 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, Vanessa Tobar, at vanessa.tobar@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**

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