

2019



Annual Report



WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY

Contents



President Message	01
Interim Executive Director Message	03
Annual Giving	05
Interpreting Services	07
Audiology Services	11
Counselling Services	13
Communications & Marketing	15
Communication Devices Showroom	17
Our Offices	20

A MESSAGE FROM

Our President



BARBARA M. BROWN
President

What an amazing year we have completed! Our newly revitalized vision, mission and goals became the guiding principles for the transformation that we undertook in 2019. And as we move forward, Wavefront Centre will continue to lead the way in working to eliminate communication barriers.

Our board of directors provided the policy directions that guided our management team and staff as we adapted to meet changing needs. Our new name and the move into our state of the art and fully accessible head office were apparent signs of our expanding roles.

Our Interim Executive Director, management team and staff, continued to expand our unique and caring services that impact all aspects of our lives.

We completed 2019 with so many significant accomplishments. But perhaps the most significant change of all is still underway as we usher in 2020 and search for our first Chief Executive Officer. I can hardly wait to see our achievements in the years to come.

Wishing you all peace and happiness, and I thank you for your continued support for Wavefront Centre with your generous donations. Our donors and supporters bring commitment and energy to our great organization.

A handwritten signature in white ink that reads "Brown". The signature is elegant and cursive, with a long, sweeping underline.

A MESSAGE FROM

Our Interim Executive Director



GRACE SHYNG

Interim Executive Director

2019 will go down in history as one of our most memorable and accomplished years. We steadily fundraised to support our capital building project. We launched our new name and new communication accessible website. Transformed WIDHH to Wavefront Centre for Communication Accessibility, a new identity that reflects the full breadth and depth of our services, for the diverse community we proudly serve. In the fall, we relocated to our new purpose-built facility on Quebec Street, setting new benchmarks for communication accessibility for built-spaces. Throughout all of this, our staff steadfastly maintained our quality programs in hearing health care, employment counselling, seniors outreach, clinical research, communication devices, and interpreting services.

It's been my pleasure to serve as the Interim Executive Director. We look forward to new opportunities in 2020: new executive leadership, expanded programming and accessibility recognition. With over 64 years of robust history built on trust and quality, Wavefront Centre is ready to embrace and handle it all, especially in our new home. Thank you to our staff, directors, donors and client community – past, present and future - who have and will continue to contribute to the success of Wavefront Centre.

Grace Shyng



Annual Giving

With a long and proud history of serving Deaf, DeafBlind and Hard of Hearing British Columbians, we continue to grow together with our client base. Through donations, we will be able to future proof our services, resources, devices and support for barrier-free communication.



Wavefront Centre is grateful to the many loyal donors for their thoughtful support.

\$174,884

Annual Funds

\$540,402

Capital Campaign Funds

\$3.2 million

Campaign Total



Interpreting Services

Wavefront Centre is one of the largest providers of ASL interpreting services in Western Canada. Professional ASL interpreters provide Deaf individuals with greater access to communication and bridge communication barriers.



American Sign Language (ASL) is the primary mode of communication for many Deaf Canadians.

439

Medical Emergencies

4,391

Medical Appointments

11,369

Medical Interpreting Hours

8,184

Community Interpreting Hours

230

Community Drop-In Hours



When I first was diagnosed with hearing loss in my late 40's, I was shocked. As a sports journalist, the most noise I was exposed to was roaring crowds a couple of times a week and the daily clacking of keyboards. As with many people who develop hearing loss, I was concerned that a visible hearing aid might affect the way I am perceived by others – in my case, the ability to interact with a cohort of 20-something professional athletes. With the help of Wavefront Centre, I managed to put this aside and the improved hearing I enjoyed more than made up for any real or imagined worries I had regarding my "image" with the players. I cannot thank Wavefront Centre for Communication Accessibility and my long-time audiologist Praise Chow enough.



JIM JAMIESON



Audiology Services

Our three hearing clinic locations are the only non-profit hearing aid clinics in all of BC. In addition to hearing assessments and sales of new hearing aids, we also provide refurbished hearing aids to low-income individuals through the Lend an Ear program.



Wavefront Centre Hearing Aid Clinics provide more than just hearing tests and hearing aid services.

1,227

New Clients

14,270

Appointments

38

Lend an Ear

1,216

Drop-In Clients Served



Counselling Services

Deaf, DeafBlind and Hard of Hearing individuals continue to face daily challenges with exclusion from employment, education and social settings due to communication barriers. We provide employment counselling and seniors outreach services to support the well-being of this community.



Our services are tailored to meet the specific needs of the communities we serve.

160

Jobs Recovered

182

ASL & Equipment Accommodations Provided

33

Clients Placed into Jobs/Volunteer Roles

1,975

Seniors Outreach Volunteer Hours

15,147

Seniors Outreach Transportation Km's



Communications & Marketing

In its inaugural year, the Communications & Marketing team exists to support Wavefront Centre in curating and amplifying stories and testimonials. The department manages the annual strategic marketing plan. This includes overseeing promotional campaigns, executing the launch of key campaigns, public relations, and much more.



Connection through communication is why the Wavefront Centre for Communication Accessibility was created.

1,859

Facebook Followers

665

Twitter Followers

11,573

Website Hits

3,753

Newsletter Subscriber

152

Presentations/Health Fairs



Communication Devices

The Communication Devices Showroom, located at our Mount Pleasant office is the only place in British Columbia that displays a large range of devices and provides one-on-one consultations to assist individuals in becoming comfortable with their devices.



Communication devices for work and at home ensure you stay connected to your surroundings and environment.

167

Sales

1,470

Number of Online Visits

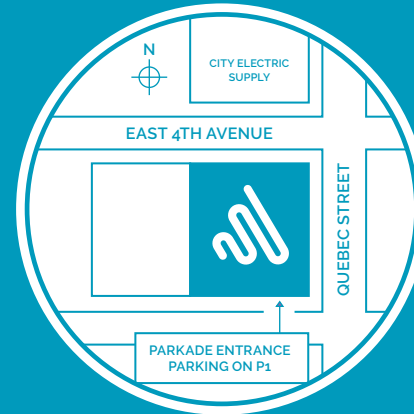
10

Outreach/Service Calls



CRYSTAL BRAMWELL

This is a place I can always count on. From services for new hearing aids, ear molds, job search counselling or funding services, Wavefront Centre was there for me in spades! Even when I didn't know I needed help, they knew. It's not just the quality of service, but it's the people that make this place special, hands down.



HEAD OFFICE

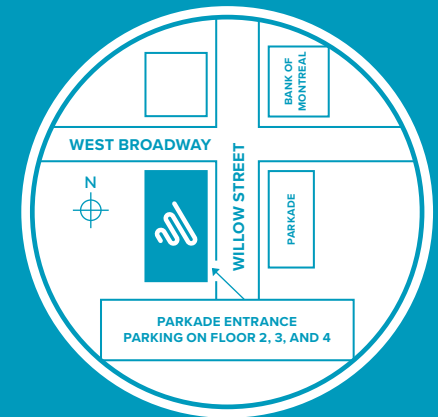
2005 Quebec Street,
Vancouver, BC V5T 2Z6

Phone 604-736-7391
TTY 604-736-2527
info@wavefrontcentre.ca

WILLOW OFFICE

#514 – 2525 Willow Street
Vancouver, BC V5Z 3N8

Phone 778-329-0870
TTY 778-329-0874
willowinfo@wavefrontcentre.ca



TRI-CITIES OFFICE

#210 – 2755 Lougheed Hwy
Port Coquitlam, BC V3B 5Y9

Phone 604-942-7397
TTY 604-942-7380
tricitieinfo@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