

THE WAVE

WINTER 2020 NEWSLETTER



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Chair's Message

OUR BOARD OF DIRECTORS

Chair Dr. Graham Bryce

Vice Chair Barbara M. Brown

Treasurer Chris Tam

Secretary Kim Wood

Director Dr. Dean C. Powers

Appointed Director Art Reitmayer

Appointed Director Lance Williams

Appointed Director Rosalyn Chan

FEEDBACK

If you have any feedback, questions, or ideas, please contact us at:
communications@wavefrontcentre.ca

CONTRIBUTORS

Editor

Vanessa Tobar

Contributors

Dr. Graham Bryce, Christopher T. Sutton, David Love, Rachel Kavanagh, Andrea Luna, Suvin Tam, Grace Gao, Vanessa Tobar

It is my pleasure to greet you all, for the first time as the Chair of the Wavefront Centre Board of Directors. I hope you have all been safe, kind, and calm.

This year, the Board of Directors has been able to continue with its responsibilities through video conference meetings. These meetings included the election of the 2020/2021 Board of Directors. I am pleased to introduce new appointed Board members, Rosalyn Chan, Lance Williams, and Arthur (Art) Reitmayer, as well as our returning directors, Kimberly Wood (Secretary), Chris Tam (Treasurer), Barbara Brown (Vice Chair) and, yours truly, Chair.

We are approaching a new year and anticipating new board membership. Our nominating committee is charged with determining which skill sets are needed to complement those of board members already serving. The board will recruit new members to be governance leaders.

In closing, I would like to share a notable Wavefront Centre achievement. During the planning for our new home on Quebec Street, the Rick Hansen Foundation and others were consulted about how best to build a new home that would be a model of accessibility. We not only achieved an accessible building, but one that we can proudly say has received the highest score of any building across Canada under the Rick Hansen Foundation Accessibility Certification Program!

May you enjoy safe, kind, and calm gatherings - virtual if need be - this holiday season. Seasons Greetings to you all!

Dr. Graham Bryce, Board of Directors - Chair

A Message From Our CEO



At Wavefront Centre, your health, wellness and communication accessibility have always been our top priority. It is crucial that we ensure you and your loved ones have access to the programs and services that Wavefront Centre provides to ensure that you have full accessibility.

The impacts of COVID-19 have stretched far and wide: from changing our daily routines and putting distance between ourselves and our loved ones, to additional communication barriers faced from the use of masks and protector screens. At Wavefront Centre, the pandemic has shifted how we provide you with our programs and services.

I assure you that we are following the highest standards of cleaning precautions. We are spacing out appointments, and have established virtual appointments to make certain you and our staff remain healthy and safe. We continue to monitor guidelines from Public Health Officers and we adjust our procedures as needed. We commit ourselves to being here for you throughout these challenging times.

In the last issue of The WAVE, I discussed the development of our reintegration strategy. A November survey resulted in more than 300 replies. Thank you for your engagement and participation. The Board of Directors is reviewing the plan developed from your responses to ensure we continue to deliver the same high-quality support that you expect from Wavefront Centre.

I want to take this opportunity to thank our Board of Directors for their leadership. To the staff at Wavefront Centre, thank you for your continued commitment and dedication. And to you, our readers, thank you for your unwavering support. As the world adapts to change, our commitment to providing quality and impactful programs for you remains the same.

As the holidays quickly approach, I want to take the opportunity to wish you and yours, a very safe and healthy holiday season!

Christopher T. Sutton, Chief Executive Officer

Watch in ASL

This Winter 2020 newsletter and past editions of The WAVE are available in ASL on our website:

wavefrontcentre.ca/newsletters



Volunteer Spotlight - Digital Campaign Volunteers

Over the past few months you may have noticed improvements to our website and digital space. Much of this has been thanks to the contributions of our Digital Campaign Volunteers who have been working remotely from across the country to help us improve. These volunteers worked closely with Yat Li, Head of Marketing & Communications, to enhance results on Google and improve our website accessibility.

Thanks Andrea, Suvin and Grace! We couldn't have done it without you!



Andrea Luna - Fourth Year Student at Western University

"I discovered marketing last year, in my third year, after taking a course on digital marketing. I really enjoyed it, so I decided that I would like to pursue digital marketing as a career option. When I found this volunteer opportunity and saw that it was geared towards digital marketing, I thought it was a great opportunity to get some experience, learn from someone in the field and help a great cause.

My favourite part of this volunteer role has got been seeing the results from all the hard work we put in. I remember a few weeks back after we made the hearing clinic campaign and ads, we saw the report for impressions and clicks and it made me really happy to have seen such an improvement. I also get really excited seeing the new website designs and updates, especially when comments that we made were included. I have truly learned so much, and I am very grateful for that."

Suvin Tam - Speech Language Pathologist - Recent Graduate in Toronto, ON

I found out about Wavefront Centre by chance as I was looking through volunteering opportunities on a government website in the midst of the lockdown.

Over the past few months, I have helped with a few different projects, including creating and monitoring website surveys to understand people's experience using Wavefront Centre's website (yes, I am the creator of those annoying pop-up surveys on the website #sorrynotsorry - we really do read through all of your feedback and use it to improve the website!)

My favourite part about volunteering has been meeting and working with Yat and my fellow volunteers, Grace and Andrea! Even though we didn't know each other before this, I feel like we've developed a close bond and I hope our friendships will continue long after our volunteering is over.

Grace Gao - Speech Language Pathology Student at UBC

I had heard many wonderful things about Wavefront Centre both in my program and directly from the people it has helped, and was thrilled to join the team. I've always been interested in marketing and was happy for the opportunity to learn about digital campaigning.

My favourite part was working together to find creative solutions to reach our goals. In that sense, this is a lot like what we do as clinicians -identifying an area to work on, breaking it down to smaller, concrete steps, and creatively using all the tools at our disposal to achieve our goals with the big picture in mind. I will take away the deeper insight I gained into digital marketing and the friendships we made! Thanks for a great experience!

Wavefront Centre Gets Gold!

Wavefront Centre for Communication Accessibility recently received a 96% score on the Rick Hansen Foundation Accessibility Certification™ (RHFAC). This means our Mount Pleasant office at 2005 Quebec Street, Vancouver, is rated the most accessible building in the country under this program! We are extremely proud of this achievement and we continue to strive for full accessibility.

“Wavefront Centre has raised the bar for accessibility building standards across Canada through this outstanding achievement, and we are delighted to celebrate with them. We encourage other organizations to look at Wavefront Centre for inspiration in reviewing the meaningful accessibility of their buildings, and begin the journey towards creating a more inclusive future for everyone.”

– Rick Hansen, Founder, Rick Hansen Foundation



Rounded corners for improved sightlines, and wider corridors so people can walk side by side and face each other when signing or speaking.



Built-in features designed to reduce echoes and improve sound absorption, include ceiling tiles, wall panels, and acoustic baffles.



Door and wayfinding signs are high contrast and in braille.



Highest RHFAC rated building in Canada!

What is Rick Hansen Foundation Accessibility Certification?

RHFAC is a national rating system that measures and certifies the level of meaningful access of buildings and sites, based on the holistic experience of people with varying disabilities that affect their mobility, vision, and hearing. To date, over 1,300 sites across Canada have been rated through the program.

About DeafBlind Intervenorors

Rachel Kavanagh - DeafBlind Intervenor at Wavefront Centre

Wavefront Centre's Therapeutic Activation Program (TAPS) aims to empower DeafBlind seniors and older adults through services that support connection, independence, and access in their communities. Part of these services include access to a DeafBlind Intervenor. **But what is an intervenor and what do they do?**

For DeafBlind intervenors, communication accessibility is a core component of the training and services that support DeafBlind individuals. **As an intervenor, communication accessibility means understanding individual communication needs, preferences, and adaptations.** Adaptations range from tactile or adapted versions of common communication methods such as tactile sign language, large print, or two hand manual. People who experience both vision and hearing loss are very diverse; individuals differ in their communication methods, as well as other challenges or disabilities they have, how their vision and hearing loss impacts them, and how they identify themselves. Professionally trained intervenors can support people in every stage of life, from birth to death; the intervenor role is contextual, individualized, and in many ways co-created with the DeafBlind person themselves.

Beyond simply making conversations accessible, **intervenors work holistically to make entire environments accessible**; this can include any auditory, visual, or tactile information that the DeafBlind person is interested in knowing. While not everyone who is DeafBlind needs or wants to use intervenor



services, for many it provides a degree of support which reduces the dependence on friends and family. Intervenorors essentially “do life” with people who are DeafBlind. We go where people need to access visual and auditory information: in their homes, at stores, banks, social events, medical appointments, and recreational events. **The DeafBlind person should be empowered to decide for themselves what they need and what they want.** In dynamic environments like a store, it is impossible to relay all of the visual and auditory information; it takes a collaborative approach to convey the most important information clearly.

These services are generally essential for DeafBlind people, and with the challenges of COVID-19, the need to be in touch or close contact is even more essential to providing accessibility. The role of the intervenor is particularly useful in this current age of one-way aisles and line ups marked with tape on the ground, plexiglass, and masks, all of which create even more barriers in communication and navigation. In addition to the other essential services that Wavefront Centre provides, **supporting the DeafBlind community through the TAPS program and intervenor services is an important and much needed step to improving accessibility here in BC.**

Learn more: wavefrontcentre.ca/taps

Donate to TAPS: wavefrontcentre.ca/donate and choose “DeafBlind Program”

Expressing Gratitude

Our routines have shifted. Baking is definitely continuing in my kitchen, but not in preparation for getting together with family and friends. Staying home this Holiday Season, we hope, will help flatten the curve.

This December is a time to focus on caring for each other and finding new ways to express our gratitude. Here at Wavefront Centre there is much to be grateful for during these challenging times. My dedicated colleagues are always finding new ways to adapt and ensure our clients receive the services and support that have been our trademark for nearly 65 years. Our clients abide by health-orders when they visit one of our 3 locations. I know many in the Deaf and Hard of Hearing community are also taking care of each other. Each act of kindness means so much.



At Wavefront Centre, we are grateful for all who have, and continue to support us financially. This month many of you will receive our holiday appeal, which shares the story of one of our clients, Babette. Our donor and volunteer supported Better at Home program offered much-needed assistance, which made Babette's days brighter. I invite you to donate this holiday season and consider the convenience and impact of joining our monthly-giving program. We have many loyal monthly donors and are so grateful for their continued support throughout the year.

Wavefront Centre creates impact in our communities through outreach to seniors, our new programming for neighbours who are DeafBlind, and by continuing to find new ways to stay connected and create communication accessibility for all.

Thank you for your friendship and for being part of our community. Wishing you and your family a safe and healthy Holiday Season.

David Love, CFRE, Campaign Manager
give@wavefrontcentre.ca | wavefrontcentre.ca/donate

Face Mask Clear, Now Available!

You can now order clear face masks from our partner, Tinkerine. A portion of all proceeds from the sale of Face Mask Clear goes to support Wavefront Centre programs and services.



Order Online: wavefrontcentre.ca/masks

2020 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 2021 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 31st, 2021.

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

Call for Board of Directors Nominations

The Wavefront Centre Nomination Committee is now accepting nominations for the Board of Directors. There are four available elected positions being sought for nomination to the Board of Directors. Any Wavefront Centre 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 Wavefront Centre 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 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 March 31st, 2021. Nominees will be presented at the Annual General Meeting in the Spring of 2021, exact date to be announced.

Barbara M. Brown, Nomination Committee Chair
c/o Wavefront Centre for Communication Accessibility
2005 Quebec Street, Vancouver, BC, V5T 2Z6
Fax: 604-736-4381



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 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.

Past Wavefront Award of Merit Recipients:

2005: A.J. Brown, Dr. Graham Bryce and Dr. Susan van Gurp
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: Leanne 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.

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 31, 2021.

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

Willow Office #514 – 2525 Willow Street, Vancouver, BC V5Z 3N8 **Phone** 778-329-0870 **TTY** 778-329-0874 **Fax** 778-329-0875

Tri-Cities Office #210 – 2755 Lougheed Highway, Port Coquitlam, BC V3B 5Y9 **Phone** 604-942-7397 **TTY** 604-942-7380 **Fax** 604-942-7395

Charitable Registration Number 10820 0098 RR0001



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	_____	Postal Code	_____
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 aggregate 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



MOUNT PLEASANT

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Vancouver, BC V5T 2Z6

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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 group which advocates on behalf of the Deaf Community.

gvadoffice@gmail.com www.deafbc.ca

CANADIAN HARD OF HEARING ASSOCIATION (CHHA) – BC CHAPTER

A consumer-based 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)

A not-for-profit society dedicated 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



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