

2021



Annual Report



WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY

A MESSAGE FROM Our President



BARBARA M. BROWN

President, Wavefront Centre Board of Directors

"How lucky I am to have something that makes saying goodbye so hard."

-- A. A. Milne

Dear Members and Friends,

This will be my final President's Report to you. I will have completed ten years as a Director on the Wavefront Centre board, the limit for our directorships.

We have seen so many changes over these past years – the sale of our obsolete West 7th building and the construction of our award-winning, Quebec Street head office. Many of our programs have expanded and many more new programs and services have been introduced.

Governance at Wavefront Centre has also evolved. New bylaws, mandated by the provincial government, have allowed your board to modernize its procedures – a timely initiative that could hardly have imagined the need for such changes as a direct result of our recent, harrowing pandemic.

During these past ten years, at the federal and provincial levels, governments have developed legislation directed at reducing barriers that limit the activities and economic well being of persons with disabilities. In large part these changes have been the result of advocacy work initiated by disabled persons themselves and those who advocate with them.

It has been a privilege and an honour to work on your Board of Directors and to support the work of so many people who have brought about accessibility improvements in both BC and Canada.

Thank you for your support and friendship over the years.

Barbara M. Brown, BScN, MSc.



Contents

President Message	01
Chief Executive Officer Message	02
Fundraising	04
Accessible Communication Services	06
Hearing Clinics	08
Community Outreach Services	10
Community Research	12
Marketing + Communications	13
Government + Stakeholder Relations	14
Financial Statement Highlights	16
Our Offices	17

A MESSAGE FROM

Our Chief Executive Officer


CHRISTOPHER T. SUTTON

Chief Executive Officer

Dear Supporters,

This past year continued to be a year of transformation at Wavefront Centre for Communication Accessibility. Despite everything that has been happening with the pandemic, we have persevered and demonstrated resilience. We have reimagined our program and service delivery and expanded these offerings to ensure that our communities are able to live without communication barriers. We continued our advocacy work for transportation, the built environment, accessible elections and have developed partnerships that will allow us to influence future policies that impact people with disabilities.

I am pleased that we introduced a new management structure and have built a solid team that will be instrumental in providing program oversight and executing strategic priorities. We welcomed Dr. Ruth Warick as our Director, Programs + Services, Hugh McCormack as our Director, Clinical Operations + Social Enterprise, and Sergio DeLeon as our Manager, People + Culture.

Through our new management structure and data management systems, we increased our operational support to our programs, thereby benefitting our clients and increasing our capacity for collaborations. Our Community Outreach Services consists of the Seniors' Outreach Better at Home program, the Digitization program, the Therapeutic Activation Program for Older Adults and Seniors (TAPS) for DeafBlind persons, and Employment Services. Accessible Communication Services consists of the provision of American Sign Language (ASL) Interpreting, Translation, Plain Language, Captioning and Audio Description Services. Through our Hearing Clinics in three locations, audiological services are offered. As well, we have a showroom and an online store for the purchase of communication devices. We also have units devoted to research, communications, financial operations and human resources.

As we move forward, we continue to explore how we can better serve our clients while making the environment barrier-free and our communities more accessible. I am proud of the work that our team does daily for our communities and look forward to what the future holds.

I would like to take the opportunity to thank all our loyal members and supporters, hardworking staff, and our committed board members. We look forward to your continued support in 2022 and beyond.

With my best wishes,

Christopher T. Sutton

2021

at a glance

10,773

CLIENTS SERVED

32,810

 TOTAL
APPOINTMENTS

1,156

 HEARING CLINIC
NEW CLIENTS

18,970

 ASL INTERPRETING
HOURS

3,419

 COMMUNITY
OUTREACH SERVICES
REQUESTS

6,199

 BETTER AT HOME
PROGRAM
TRANSPORTATION KM(S)

67,103

 WEBSITE &
ONLINE STORE VISITS



Fundraising

Since 1956, Wavefront Centre has served Deaf, DeafBlind and Hard of Hearing individuals, their families and the community by delivering innovative programs, products and solutions to achieve full communication accessibility.

With a long and proud history, our community has held us up and pulled us forward as we continue to grow together in making a barrier-free fully communication accessible Canada.

Wavefront Centre is grateful to its many loyal donors whose support enables us to continue our mission to break down communication barriers so that people who are Deaf, DeafBlind, Hard of Hearing and Hearing may interact freely with their communication partners.



\$798,103

FUNDS RAISED



301

DONORS

2021 Donors*

Alan Imrie	Gordon Johnston	Paul Kjekstad
Alan Statham	Grace Maciver	Paul Wu
Albert Lee	Grace Shyng	Pauline Primeau
Alec Deas	Grace Tsang	Peggy Ng
Alfred Burt	Harvey Field	Peter Meredith
Allan Jensen	Heather Nickason	Phil Bond
Alma Blackburn	Helen Cho	Provincial Employees Community Service Fund
Andrew Black	Henry Lam	Raymond Wargo
Angela Steininger	Ian McLean	Rhonda Keown
Annette Gardiner	Ian Shaw	Richard Cotton
Anona Thorne	Inna Pimentel	Richard Smith
Atiya Mahmood	James Brailey	Rita Parakh
Axel Biehl	Jane Flick	Robert Bowes
Azim Kassamali	Jean Hurst	Robert Fawcett
Barbara Porter	Jean Norlund	Robert Frampton
Barry • Mary Koehler	Jeanne Moses	Robert Montgomery
Bernadette O'Connor	Jenna Jordison	Roberta Roach
Bernice Yan	Jerzy Pawlik	Ruert Lee
Beryl Rathbone	Jim Jamieson	Ruth Blackburn
Beverley Goodwin	John • Gillian Innes	Ruth Warick
Beverley McKenna	John Hamson-Thorpe	Ruzzelle Gasmen
Beverley Stewart	John Visser	Ryan Aung
Bonnie Wong	Joseph Yeung	Sandra Evelyn
Bradford • Chris Bentley	Joy Woodsworth	Sandra Greenwood
Brian Hetherington	June Burnham	Sandra McKellar
Brian Oikawa	Justin • Susan Krzanowski	Sarah Ringdahl
C • M Private Giving Fund	Ke Xiang Yin	Satinder Powers Support Society
Cameron Gray	Ken Birdsall	Sean Macalister
Carl Heino	Ken Kajiwarra	Shirley Pearson
Catharina Acerra	Kerry Anne Sheehan	Shirley Wong
Charles Fontaine	Kevin Doherty	Siame Smith
Charles O'Donnell	Lars Larson	Simard Kaye
Cheryl Balanko	Laurence Brown	Socorro Pena
Cheryl Winter	Leonor Vlug	Sollynd Weatherall
Christian • Julia Duff	Leslie Thring	Susan Irwin
Christopher T. Sutton	Lilia Prado	Susan Martel
Clayton Copping	Linda Obiri-Darko	Susan Masters
Daniel Crawford	Lois Vicens	Suso Gyax
Daniel McKinnon	Loreen Frost	Suzanne Woolley
Darrell Siebring	Mahendra Rathod	Terry • Barbara Meyers
Darshan Kaur	Marcella Bernardo	The Arnold • Anita Silber Family Foundation
David • Carol Johnston	Marcia Hawes	Thomas Braasch
David Jung	Marcus Waddington	Tom Higgs
David Rogers	Margaret Downey	Tracy Hettle
Deborah Jessiman	Margaret Hardman	Vancouver Foundation
Deborah Shao	Margaret Paris	Veronika Sans
Dennis Kneebone	Margaret Smith	Violet Butler
Dennis Yen	Marilyn Dahl	Vivian Omori
Derek • Pat Phillips	Marjorie Drevto	Warnham Estates Ltd.
Destiny Doherty	Marshall Letcher	Wawanesa Insurance
Dexter Chu	Martha Kertesz	Wendy Barringer
Diane Stewart	Mary Hargreaves	Wendy Knight
Donald Robertson	Mary Schmok	Wilda Johnston
Doug Finley	Mary Turner	William Clendinning
Douglas • Janette Geidt	Maureen Meisner	William Mugford
Douglas Cousineau	Maureen Solmundson	William Willson
Edward Enns	Mervin Meyer	XL Flooring Co. Ltd.
Elaine Forsey	Michael • Dana Randerson	Yat Li
Elen Rankin	Michael Tibbles	Yi Nou Liang
Elizabeth Macdonnell	Miguel Nagel	Yolande LaFleur
Elizabeth Sliker	Milton • Jackie Toft	Yu Liu
Ella Tanner	Mirjana Bohinc	Yu Shan Chen
Eric • Lillian Lusk	Monique Shebbeare Law Corporation	YVR Vancouver International Airport
Ernesto Cadag	Murray Dauk	Zane • Jaye Kerzner
Estate of Pamela Reynold	Myrtle Tregunna	
Eva Kwan	Nancy Chung	
Faery Lady Psycic Inc.	Nancy Herring	
Fergus Hathorn	Neal • Rosalind Adams	
Gary Chow	Ngah Lee	
Gary Ellis	Nicholas Liley	
George Bryce	Nina Antoniuk	
George Innes	Noor • Fidalji Meghji	
Gerd Nitzek	Odium Brown Limited	
Gilbert Semai	Patricia McCuaig	
Gillian Cramer	Patricia Moschenross	

thank you

*While every effort is made to ensure that the list of donors is complete and accurate, we apologize for any errors or omissions.



Accessible Communication Services

Our Accessible Communication Services provides a wide range of service offerings to meet the diverse communication needs of our communities.



17,371
TOTAL
APPOINTMENTS

Services include the provision of Sign Language Interpretation, ASL Translation, Captioning and Plain Language. In 2021, we expanded our services and offered Audio Description to better meet the growing needs of our clients.



18,527
INTERPRETING
HOURS



389
CAPTIONING
APPOINTMENTS

We launched a new online booking system for interpreting services which enables better management of assignments.



9
PLAIN
LANGUAGE
TRANSLATION

A new contract for the delivery of medical interpreting services throughout the province by staff and freelance registered interpreters was rolled out.



Wavefront Centre is a place I can always count on. From services for new hearing aids, molds, or job search counselling and funding services. Even when I didn't know I needed help, they knew. If I could get this kind of service when I try to upgrade my phone or argue a bill, I'd be a happy woman!

It's not just the quality of service but the people that is what makes this place special... The PEOPLE.

Together, the people and the services provided have allowed me to live as a viable human being who just happens to be Deaf/Hard of Hearing.

CRYSTAL BRAMWELL, CLIENT OF WAVEFRONT CENTRE





Hearing Clinics

2021 continued to be a challenging year with the spread of COVID-19 variants. By remaining compliant with the Public Health Orders, all three Hearing Clinics remained open despite the challenges faced.



12,589
TOTAL
APPOINTMENTS

We continued to grow our Lend an Ear program and also saw the return of audiology students from UBC for internships.



8,794
CLIENTS
SERVED

We transitioned to a new client management system, the first step in taking Wavefront Centre paperless.



48
LEND AN EAR
CLIENTS

Our dedicated clinicians continued to learn from our clients in terms of how to best serve them. We are inspired every day by our clients' encouraging feedback and success stories.



4,175
ONLINE
VISITS



It was a pleasure to participate in a project that will assist in public awareness about the fantastic work that Wavefront Centre does to meet challenges and enrich the lives of the Hard of Hearing and Deaf in BC.

As a recipient of the Lend an Ear Program, I am so very grateful for the friendly, expert advice, care and technical solution for my hearing loss. My life is much fuller for the ability Wavefront Centre provided me to engage with people again.

VALERIE HARRISON, CLIENT OF WAVEFRONT CENTRE





Community Outreach Services

Through our Better at Home Seniors' Outreach program, volunteers and staff continued to reduce the isolation of our seniors by providing an in-person or virtual friendly visit, help with getting groceries and transportation to essential medical appointments.



3,419
TOTAL
SERVICE
REQUESTS

We entered into the second year of our pilot Therapeutic Activation Program to support the independence, connection, and access of DeafBlind participants by providing intervenor services.



138
JOBS/VOLUNTEER &
ACCOMMODATIONS
SECURED

A new program was developed to offer workshops on devices and apps to increase client's skills in an Internet Age.



766
DEAFBLIND
INTERVENOR
HOURS

Employment counselling, placement and on-the-job training services continued to be offered to individuals. As well, we offered workplace accessibility assessment and workplace sensitivity training, and other programs, for employers.



6,199
SENIORS
OUTREACH
TRANSPORTATION
KM'S



841
VOLUNTEER
HOURS

Funders of the Community Outreach Program:

- Disability Alliance BC Society
- Government of Canada's New Horizons for Seniors Program
- Open Door Group
- United Way of the Lower Mainland
- Vancouver Foundation

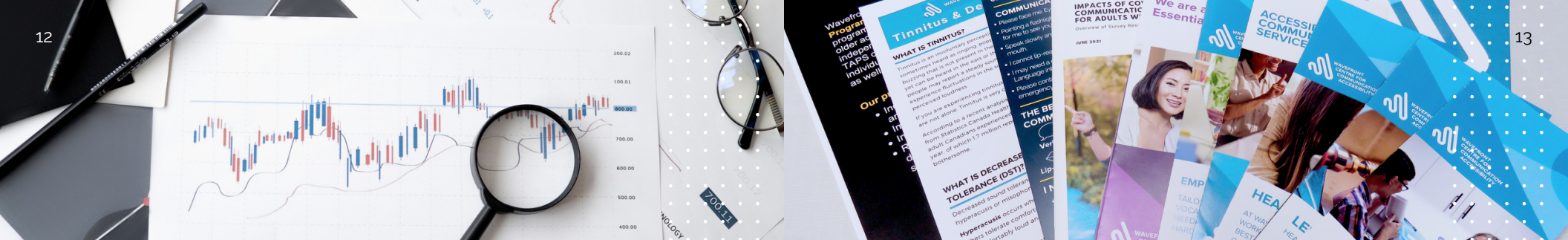


When I came into Wavefront Centre for Communication Accessibility to have my hearing tested, I also spoke to an Employment Placement Specialist at Wavefront Centre to find out what opportunities there are for those who are Hard of Hearing. It was a big step for me as I've never felt comfortable disclosing my hearing loss to anybody, let alone an employer.

Thank you, Wavefront Centre, for not only providing the best hearing services in the city, but for also providing wonderful support for those with hearing loss.

REBECCA BLISSETT, CLIENT OF WAVEFRONT CENTRE





Community Research

Dr. Brenda Poon was appointed the Senior Research Fellow, heading up our Community Research Program to foster community-based research with a focus on communication accessibility.

A national survey about the impact of the COVID-19 pandemic was undertaken and a report published. The project was undertaken in collaboration with the Canadian Hard of Hearing Association and the University of British Columbia. Results were published in the **Cognitive Research: Principles and Implications Journal** as well as shared through a public webinar and the media.

A second project focuses on primary care providers as they play a significant role in promoting and referring patients for hearing health care. A grant was received from the Vancouver Foundation with additional match funding provided by Michael Smith Health Research BC for a three-year research project, being undertaken with the University of British Columbia.



Marketing + Communications

In 2021, we continued to expand our partnerships to increase awareness and education to break down barriers to communication.

Working in partnership with the Canadian Hard of Hearing Association (CHHA), we produced a series of on-demand webinars for our community members to continue to navigate through COVID-19 pandemic. With CHHA BC Chapter, we partnered to produce Hearing Access Health Guides, one geared for professionals and one for consumers.

In collaboration with the Vancouver Police Department, we produced a visor card to reduce communication barriers on the road between police officers and people who are Deaf, DeafBlind and Hard of Hearing.



3,991
SOCIAL MEDIA
FOLLOWERS



62,928
WEBSITE
HITS



4,318
NEWSLETTER
SUBSCRIBERS



Government + Stakeholder Relations

In 2021, we continued working with partners and government officials to promote accessibility in all aspects of life and in the development of standards and regulations for federal and provincial accessibility legislation. Two examples of our advocate work pertained to advocating for accessible information on the COVID-19 pandemic and for access to voting stations.

We continued to expand our profile as the go-to experts on communication accessibility issues with government and other organizations throughout Canada and abroad. As well, our staff sit on numerous committees to ensure our communities are represented, including:

- Accessibility Standards Canada
- Canadian Standards Association Group
- Elections Canada - Accessibility Advisory Committee
- Government of Canada - 50/30 Challenge
- Hearing Health Care Alliance of Canada
- NAIT- Captioning and Court Reporting Advisory Committee
- Neil Squire Society
- Ontario College of Art & Design University's Equitable Digital Systems project
- The Pan-Canadian Disability Alliance
- SFU and UBC Project Towards Barrier-Free Communities



I came to Wavefront Centre severely marginalized. I was diagnosed with a 50% hearing loss, knew no ASL, had no hearing aids, and was underemployed. I first met an Employment Placement Specialist at Wavefront Centre who helped me get funding for my hearing aids, validated me and made me feel safe. She helped me through all the administrative hoops of applying for WorkBC for hearing aids.

I cried when I heard my breathing for the first time. The Audiologist at Wavefront Centre explained how my ears work and told me about the hearing aid technology and how it worked so that I could understand.

My work started picking up. I went from being severely underemployed to employed. My anxiety is less, and my depression is less to the point that I don't think I have it anymore.

HEIDI, CLIENT OF WAVEFRONT CENTRE



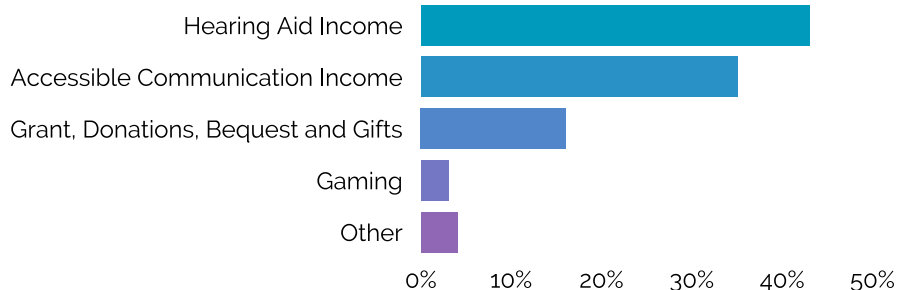
FINANCIAL STATEMENT HIGHLIGHTS

FOR THE YEAR ENDING DECEMBER 31, 2021

STATEMENT OF OPERATIONS

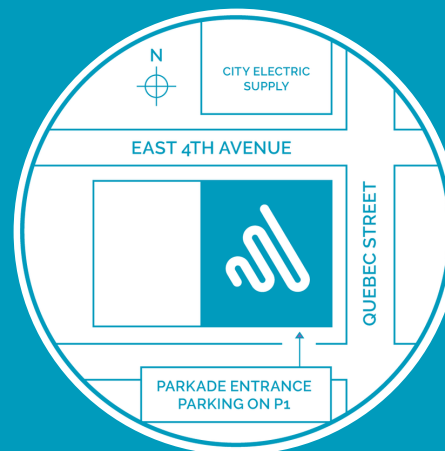
	2021	2020
Net Revenues	5,130,952	4,469,051
Expenses	5,345,435	4,829,296
Revenue under expenses before	(214,483)	(360,245)
Amortization	(585,136)	(262,119)
Revenue under expenses	(799,619)	(622,364)

REVENUE BREAKDOWN



FINANCIAL POSITION

	2021	2020
Total current assets	2,740,870	3,574,758
Investments	0	102,508
Capital assets	16,704,527	17,104,356
TOTAL ASSETS	19,445,397	20,781,622
Total current liabilities	9,446,166	9,861,209
Deferred contributions	2,657,069	2,738,632
TOTAL LIABILITIES	12,103,235	12,599,841
NET ASSETS	7,342,162	8,181,781



MOUNT PLEASANT

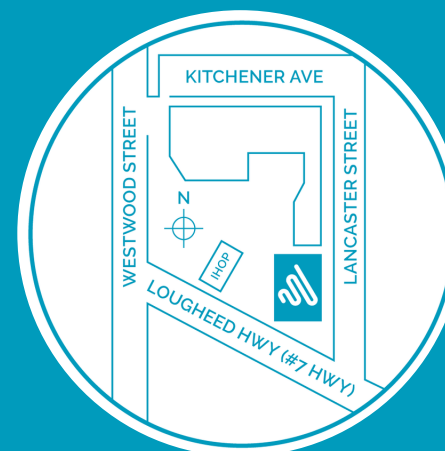
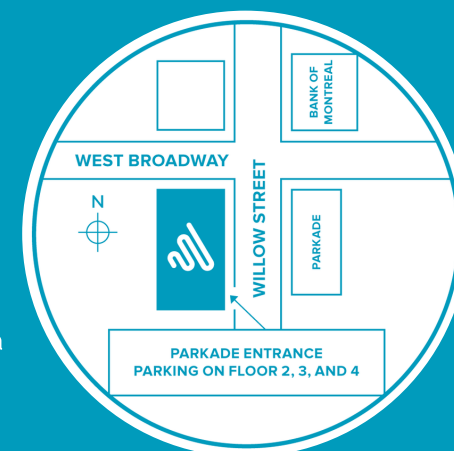
2005 Quebec Street,
Vancouver, BC V5T 2Z6

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

FAIRVIEW

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

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



TRI-CITIES

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

Phone 604-942-7397
TTY 604-942-7380
tricitieinfo@wavefrontcentre.ca



Established in 1956 and trusted for over 66 years, Wavefront Centre for Communication Accessibility is a BC based, charitable not-for-profit organization operating as a social enterprise. Wavefront Centre delivers innovative services in Audiology and Communication Devices, Counselling, Seniors Outreach, and Accessible Communication Services that assist people who are Deaf, DeafBlind and Hard of Hearing achieve full communication accessibility.



www.wavefrontcentre.ca