



THE WAVE

SUMMER 2022



CREATING ACCESSIBILITY

We look forward to continuing our efforts of creating accessible communities together with you.

Read about latest developments and news from us in this Summer Edition of The Wave.

WAVEFRONT CENTRE NEWSLETTER

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THE PRESIDENT'S MESSAGE

Barbara M. Brown
President, Wavefront 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. As of our AGM in late June 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 current, award winning, Quebec Street location. Many of our programs have expanded and many more new programs and services have been introduced.

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.

Newsletter Highlights

Program Updates

National Volunteer Week

It's so good to reconnect!

DeafBlind Awareness Month

New Bone Conducting
Headphones

View in ASL



This Summer 2022 edition and past editions of The WAVE are available in ASL on our website:

wavefrontcentre.ca/newsletters

If you are viewing a print copy of The WAVE newsletter, all hyperlinks can be found in the digital version of this newsletter from the following website.

www.wavefrontcentre.ca/newsletters



A MESSAGE FROM OUR CEO

Christopher T. Sutton
Chief Executive Officer

Dear Friend,

Welcome to the summer edition of "The WAVE". Like many of you, I am happy to be welcoming summer and I look forward to being able to enjoy all the beauty that BC has to offer. I am excited to attend upcoming summer festivals, enjoy longer days of sunshine and I look forward to spending time with family and friends.

Despite everything that has been happening with the pandemic, we've reimagined our program and service delivery and expanded these offerings to ensure that our communities are able to live without communication barriers. We have preserved and demonstrated the resiliency and strength of Wavefront Centre. We have developed and are engaging in partnerships that will allow us to influence future policies that impact people with disabilities. I am proud of the work that our team does on a daily basis for our communities and look forward to what the future holds.

In this edition of "The WAVE" you will read how we have been busy with various community outreach events that have highlighted National Volunteer Week, Better Speech and Hearing Month, National Accessibility Week and DeafBlind Awareness Month. We are excited that events are starting to emerge after a long two-year pause and look forward to seeing many members of the community in the months to come.

I would like to take the opportunity to thank all our loyal supporters, hard-working staff, our committed board members, and you, our membership, for your continued support. We look forward to our continued success with your support in 2022 and beyond!

Wishing you all the best,

Christopher T. Sutton
Chief Executive Officer

PROGRAM UPDATES

Serving DeafBlind Adults

Since January 2020, Wavefront Centre has been serving adults who are DeafBlind as part of our Therapeutic Activation Program for Older Adults and Seniors (TAPS) in partnership with the United Way Healthy Aging program. After a successful two-year pilot, we are excited to be expanding the program to reach adults of all ages.

Through TAPS, we provide intervenor services that enable DeafBlind persons to participate in life outside the home whether going shopping, dealing with financial matters, or attending an educational or community event. As well, our program is unique in being led by a DeafBlind Program Coordinator, Ryan Ollis (pictured right), who understands the DeafBlind community's needs and is a strong advocate for them. [Learn more.](#)



Reducing Social Isolation in an Internet Age

The use of the internet and social media has increased during the pandemic. Persons without virtual skills risk being left behind.

Wavefront Centre has developed workshops for Deaf, DeafBlind and Hard of Hearing seniors (55+) to introduce them to communication devices and apps. Through the workshops, participants increase their skills for communicating on the internet. They become more connected to others and their community.

If you would like to participate or volunteer as a trainer, please contact our Community Outreach Services Department. Our thanks to the United Way and the Government of Canada's New Horizons for Seniors Program for funding our program. [Learn more.](#)



Bridge Program for Graduates of Interpreter Education Programs

Wavefront Centre is a long-time supporter of interpreter education programs, providing valuable practicum placements for students to develop their skills. Wavefront Centre is introducing a new mentorship program for student graduates from interpreter education programs by providing them with opportunities for continued mentorship to build their confidence and skills to ensure work readiness.

The Bridge Program, developed by the Accessible Communication Services department of Wavefront Centre, allows recent graduates of interpreter education programs to participate in mentored and non-mentored assignments in community interpreting settings. If you are interested in learning more about this unique opportunity, contact us at bridge@wavefrontcentre.ca.

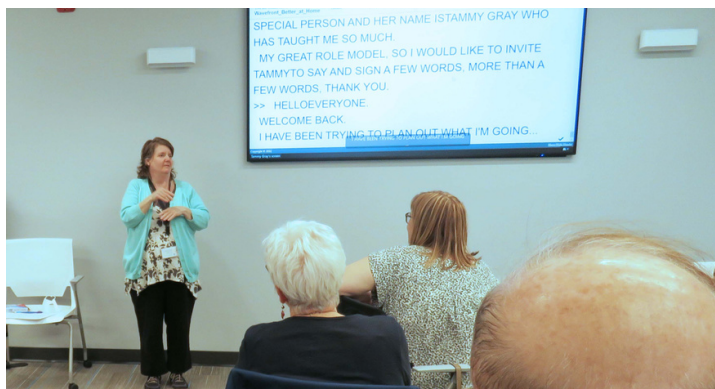


STORIES FROM OUR COMMUNITY

National Volunteer Week (April 24-30)

The National Volunteer Week theme for 2022 was **Volunteering Is Empathy In Action**. Volunteering builds communities where people feel happier, healthier, and more welcome – creating a stronger, more connected Canada. To celebrate the National Volunteer Week, our Community Outreach Services team hosted an appreciation event with our volunteers whose empathy, compassion and generosity connect Deaf, DeafBlind and Hard of Hearing seniors to their communities. Huge thanks to our wonderful volunteers for their contribution year-round!

“The reason I volunteer is to give back.”
Ritva, Wavefront Centre’s Better at Home
program volunteer





During the World Hearing Day, clients of Wavefront Centre shared with us how they protect their hearing health:

“

I was born with a mild/moderate hearing loss. Over my lifetime it has progressed significantly and is now severe/profound.

When watching television, I prefer to turn on mute and use closed captioning. Turning the volume to the level I would require would distort the audio and also be quite painful. My hearing loss is sensorineural and not caused by loud noises. I know about headphones that protect people from loud noises but can't really think of other ways to protect hearing other than using closed captioning.

– Adrienne Fitch, client of Wavefront Centre's Employment Services



Photo of Adrienne Fitch

”

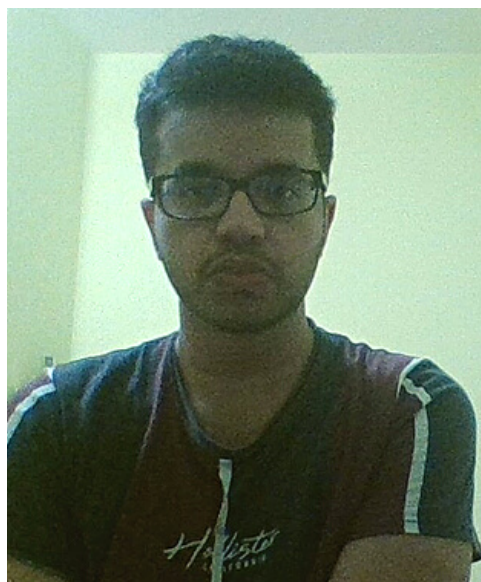


Photo of Aadil Alromeshi

“

The level of my hearing loss is roughly moderate to severe. Thankfully, I do not get affected too excessively from loud noises as I can diminish the effects of loud background noise through my hearing aid settings. Although I must say, I have this detrimental habit of blasting loud music from my headphones which I try to avoid nowadays and keep it somewhat slightly lower to be on the safe side.

It is surely vital that people always stay cautious and aware in consistently checking up on our hearing levels and ensuring to the best of our ability in nurturing our sensitive ears while we can.

– Aadil Alromeshi, client of Wavefront Centre's Employment Services

”

To hear for life, listen with care!

Adopt these simple safe listening behaviors:

1. Keep the volume down: set your device's volume level to no more than 60% of maximum. Use well-fitted, and noise cancelling headphones.
2. Protect your ears from loud sounds: wear earplugs in noisy places. Move away from sources of sounds, such as loudspeakers.
3. Limit time spent engaged in noisy activities: in a noisy place, take regular breaks in a quiet area. Limit daily use of personal audio devices.
4. Monitor listening levels: use apps to monitor your sound exposure. Choose devices with built-in safe listening features.

[Learn More](#)

Accessible Building Features Inspire Community Stakeholders

Wavefront Centre's Quebec Street facility has been used as a case study numerous times by professionals in design, architecture and accessibility fields.

It has been our pleasure to provide tours of the building and show off the accessible features to partners and stakeholders ever since we moved our head office to this new facility in 2019.

This May, Dr. Ruth Warick, Director of Programs + Services, provided a building tour for Ms. Stephanie Cadieux, Chief Accessibility Officer, Office of the Chief Accessibility Officer, Employment and Social Development Canada/Government of Canada; Mr. Philip Rizcallah, CEO of Accessibility Standards Canada and Dr. Joe McLaughlin, Board Member for Accessibility Standards Canada. (from left to right in the photo)



DID YOU KNOW?

Wavefront Centre's Quebec Street facility has achieved the highest national accessibility rating to date under the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program.

Examples of our accessible building features:

- Acoustically optimized walls, ceilings and flooring
- Assistive listening system in meeting rooms
- Improved lighting to elevate visual communication cues
- Curved corridor corners to enable clear sightlines
- Wider corridors to provide adequate space
- Visual and auditory alerting, security and wayfinding system
- Large visual displays to project captioning and interpreting
- Accessible washrooms
- Installation of electrical and mechanical systems to reduce the effects of electromagnetic interference on induction loop systems
- and more!

[Click here](#) to learn more about our Certified Gold facility or book a tour.



COMMUNITY OUTREACH



WEBINAR SERIES WITH VCH DEAF WELL-BEING PROGRAM

To support the well-being of Deaf adults, Vancouver Coastal Health Deaf Well-Being Program and Wavefront Centre are offering webinars such as how to work with family doctors. Stay tuned for an upcoming webinar!

[Learn More](#)

EMPLOYMENT COUNSELLING WORKSHOP SERIES

To empower our community members with tools that enhance their journey to employment, Wavefront Centre provides quarterly employment workshops covering a wide range of topics.

Whether you are currently employed or seeking employment, join our webinars to learn more about how you can equip yourself with new tools for the workplace.

[Learn More](#)



FREE INCOME TAX 2022

Wavefront Centre hosted its annual income tax night in March. Our fantastic accountants and volunteers assisted eligible Deaf, DeafBlind and Hard of Hearing clients with completing their income tax returns. They generously donated their time and expertise.

WORLD HEARING DAY 2022

To study the attention that is given to the importance and means of hearing loss prevention, Wavefront Centre, together with CHHA British Columbia Chapter and Vancouver Branch, initiated an online survey to learn the insights from our community. Some of our clients also shared their personal stories with us (see page 05).

On March 3, we hosted a webinar on safe listening. International and local panel of speakers discussed some of the latest developments on safe listening standards and shared specific strategies for individuals to protect their hearing.

[Learn More](#)



NATIONAL INTERPRETER APPRECIATION DAY

On May 4 and everyday, we appreciate our Sign Language Interpreters who provide accessible communication. The work you do is important and valued by Wavefront Centre and our Deaf, DeafBlind and Hard of Hearing communities!

NEXT GENERATION 911 FOCUS GROUP STUDY

Have you ever had to contact 911? Your help is needed to improve 911 services for Deaf, DeafBlind and Hard of Hearing communities.

In partnership with the Neil Squire Society, Wavefront Centre is exploring how new methods of communications affect the way you communicate with 911. If you are interested in participating in a focus group and share your thoughts, click the button below to learn more.

[Learn More](#)

DEAFBLIND AWARENESS MONTH

June is DeafBlind Awareness Month. Deafblindness is a disability where there is a combination of hearing loss and vision loss, ranging from mild to severe. DeafBlind individuals are diverse and have specific needs based on age, onset, and type of deafblindness.

DeafBlind individuals experience challenges with communication, access to information and mobility. As such, they are more likely to experience social isolation. Wavefront Centre has set up a program, including the provision of intervenor services, to fill a gap in lack of services for the unique communication and accessibility needs of DeafBlind adults and seniors.

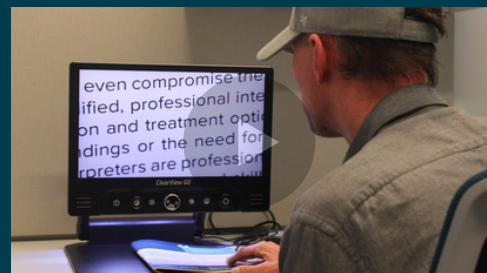


Watch the videos below to learn more about the DeafBlind community. The more you know, the more inclusive you can become!

DeafBlind Awareness Month:



Accessibility for the DeafBlind:



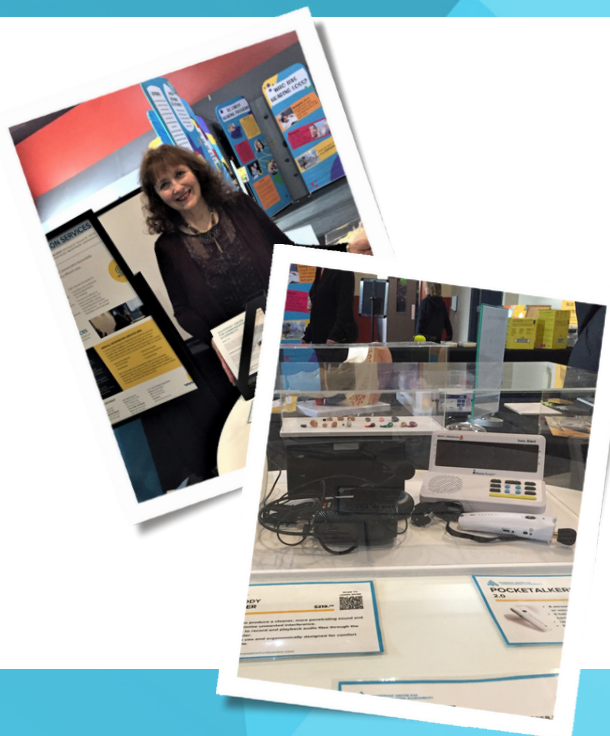
TAPS program at Wavefront Centre:



Meeting a DeafBlind person:



It's so good to reconnect!



The Way We Hear It! A Community Engagement Exhibition

@Okanagan Science Centre | May 2022

During Better Speech and Hearing Month, Wavefront Centre displayed our services, programs and communication devices at the "The Way We Hear It! A Community Engagement Exhibition" at the Okanagan Science Centre!

This exhibition was organized by the Canadian Hard of Hearing Association – British Columbia Chapter (CHHA-BC), consisting of interactive, hands-on experiences and information displays to increase public awareness about hearing loss including the auditory system, treatments and living well strategies.

Abilities Expo

@Roundhouse Community Centre | May 25, 2022

The ConnecTra Society's annual flagship event, the Abilities Expo, returned this year! Wavefront Centre attended with many other innovative exhibitors at the Roundhouse Community Centre. We hope you had a chance to come by on the day. We were so glad to be able to start reconnecting with our community in person again!



**CANADIAN
CONGRESS
ON DISABILITY
INCLUSION**

MAY 26-27 | 2022

Canadian Congress on Disability Inclusion

@Virtual | May 26-27

To kick off National AccessAbility Week 2022, Wavefront Centre hosted virtual booths in the first annual Canadian Congress on Disability Inclusion event! Through the display of our innovative programs, services and exciting career opportunities, we were able to make virtual connections with organizations and individuals across the country! Together with all the other attendees, we also enjoyed the panel discussions and inclusive performances.

[Connect With Us Now](#)

Creating Equitable Digital Systems



Wavefront Centre for Communication Accessibility is a partner in the Future of Work: Equitable Digital Systems (EDS) project of the Ontario College of Art and Design University (OCAD). As part of the project, participants take part in workshops, held simultaneously in person and virtually.

Participants shared their experiences using devices (computers, tablets, and cell phones) and technological applications for the workplace. These shared experiences are being considered in making recommendations to Accessibility Standards Canada on how to prevent accessibility barriers from information and communication systems in the workplace, specifically in organizations regulated by the Accessible Canada Act (Bill C-81).

Better Speech and Hearing Month

To kick off the Better Speech and Hearing Month, Wavefront Centre hosted our first-ever hybrid event for the "HEAR & BEYOND - Live Skillfully with Hearing Loss" book launch on May 3.

We were thrilled the authors, **Shari Eberts** and **Gael Hannan**, attended in-person (Shari came from New York to do so!) and shared their personal journey about living with hearing loss and writing the book with us. They were inspirational with their insightful and humorous anecdotes.

To learn more about their book and/or to buy a copy, [click here](#).



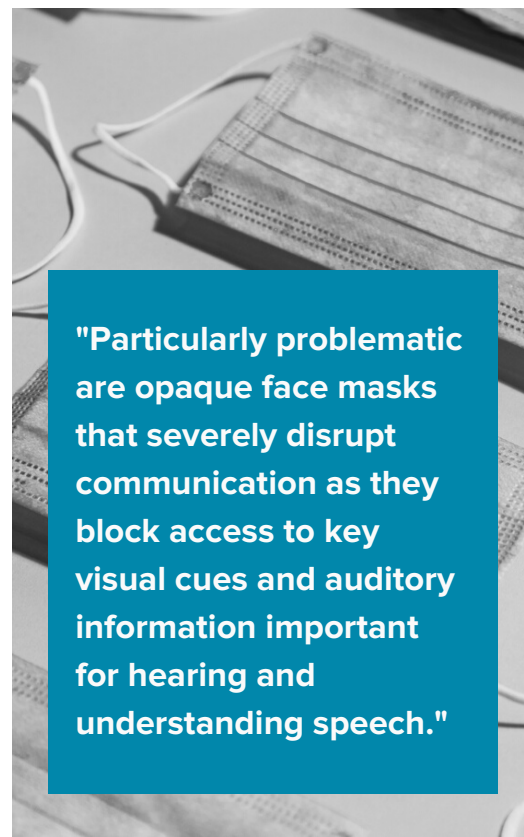
COMMUNITY RESEARCH

Communication with face masks during the COVID-19 pandemic for adults with hearing loss

Following our national survey last year on impacts of COVID-19 on communication accessibility for adults with hearing loss, in collaboration with the Canadian Hard of Hearing Association and University of British Columbia, Wavefront Centre's Community Research division co-authored an article in an academic journal that further reveals the impacts on communication with face masks for adults with hearing loss during the COVID-19 pandemic.

"Our study findings highlighted that although people with hearing loss or deafness view face masks as essential health and safety measures to protect against SARS-CoV-2 infection, consistent use also makes communication very difficult, frustrating, and stressful on a daily basis, especially for those with greater severity of hearing loss," Dr. Brenda T. Poon and Dr. Lorient M. Jenstad stated in the article. "Clear or transparent face masks may offer one potential solution; however, the success of this measure in facilitating communication and social interaction relies on mask quality improvement, more widespread availability, and broader societal use."

[Click here](#) to access the full article.



BREAKING BARRIERS RESEARCH PROJECT



Primary care providers play a significant role in promoting and referring patients for hearing health care.

Wavefront Centre, in partnership with the University of British Columbia, is conducting a three-year research project to identify strategies to help primary care providers address their patients' hearing care concerns and need for service.

Currently, a survey of primary health care providers is underway to learn of their attitudes and practices related to hearing health. Through the project, strategies will be identified and tested and content identified for the education curriculum for primary health care providers. The project is an important part of the research mission of Wavefront Centre.

[Read More](#)



WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY

HEARING CLINICS

At Wavefront Centre, we work with you to find the best solution to meet your communication needs.



HEARING
ASSESSMENT



TINNITUS
TREATMENT



HEARING AID
SERVICE



CERUMEN
MANAGEMENT



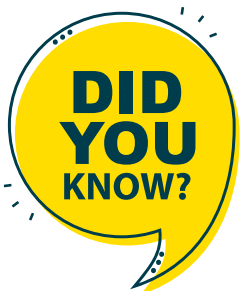
COMMUNICATION
DEVICES

[BOOK AN
APPOINTMENT TODAY](#)



Wavefront Centre has hearing clinics in Mount Pleasant, Fairview, and Tri-Cities. Clinic Services includes hearing assessments, fitting of hearing aids, provision of communication devices, cerumen management, tinnitus treatment and more.

Each individual's hearing health care needs is unique. Our philosophy is to work closely with clients to develop a rehabilitation program that best fits their individual hearing loss, needs, lifestyle, support network, and budget.



**1 IN 5 PEOPLE
WORLDWIDE LIVE
WITH HEARING LOSS***

[Book a Hearing Test Now](#)

Source: World report on hearing by World Health Organization

NEW

Bone Conduction Headphones

NOW AVAILABLE
AT WAVEFRONT CENTRE



OpenRun Pro – Shokz Headphones
(Bluetooth)



MADE FOR SPORTS!

8 Benefits of Bone Conduction Headphones

- Increased Situational Awareness
- Comfortable fit
- Reduces the risk of hearing loss
- No ear wax or infection
- Useful for people with tinnitus
- No sweat or heating problems
- Unique audio experience

OpenComm – Shokz Headphones
(Bluetooth)



**ALL-DAY
COMFORT!**

SHOP NOW



Email devices@wavefrontcentre.ca

Web shopwavefrontcentre.com



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COMMUNITY PARTNERS

BALANCE & DIZZINESS CANADA

A not-for-profit society dedicated to support, inspire and educate those affected by balance and dizziness disorders and to develop awareness of the issues surrounding these disorders.

info@balanceanddizziness.org

www.balanceanddizziness.org

BC FAMILY HEARING RESOURCE SOCIETY

The largest not-for-profit organization in British Columbia serving children who are Deaf and Hard of Hearing, aged birth to school-entry.

info@bcfamilyhearing.com

www.bcfamilyhearing.com

CANADIAN HARD OF HEARING ASSOCIATION (CHHA) - BRITISH COLUMBIA 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

CHILDREN'S HEARING & SPEECH CENTRE OF BC (CHSC)

A family-focused clinical and educational centre that teaches children with hearing loss to listen and talk, giving them the skills and confidence they need to achieve their fullest potential

info@childrenshearing.ca

www.childrenshearing.ca

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

GREATER VANCOUVER ASSOCIATION OF THE DEAF (GVAD)

A consumer group which advocates on behalf of the Deaf Community.

gvadoffice@gmail.com

www.deafbc.ca

THE WAVE

The WAVE is published quarterly. To submit an article please contact the editor at communications@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



Supported by the Province of British Columbia



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.



@wavefrontcentre

www.wavefrontcentre.ca