



THE WAVE

WINTER 2023



BUILDING AWARENESS

We value everyone at Wavefront Centre and their contribution to making a difference and removing communication barriers.

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

WAVEFRONT CENTRE NEWSLETTER

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A MESSAGE FROM OUR CHAIR

Lance Williams
Chair, Wavefront Centre Board of Directors



Dear Members and Friends,

After the turmoil globally over the last several years, the members of the Board of Directors, like most of you, is looking forward to 2023 and, hopefully, a return to something more normal.

During the COVID pandemic, Wavefront Centre, as an essential service, continued to provide vital services. However, social distancing and other restrictions meant reduced revenues and posed some operational and organizational challenges. Thankfully, these issues have been largely resolved and Wavefront Centre is well-positioned to take on the future. Christopher Sutton, our CEO, has hired several operational directors to improve operations and the delivery of services.

Several years of COVID had an impact on our finances. It became clear that continuing to own the 2005 Quebec Street building was not feasible. This led to the most significant decision of 2022 to sell the building and enter into a long-term lease back arrangement to ensure that Wavefront Centre can benefit from the serviceable life of this unique, accessible building without the risks of ownership. The sale of the building has also freed up capital for Wavefront Centre to focus on its core mission and activities.

In this new year, the Board is focused on several initiatives consistent with our work to ensure that we continue to strengthen Wavefront Centre going forward. 2023 will be a transformative year for Wavefront, and we thank all of you for contributing to its continued growth and success!

Sincerely,

Lance Williams

Newsletter Highlights

Program Updates

Accessibility Standards
Committees

Workshops

World Hearing Day Webinar

Iluv Smart Shaker

View in ASL



This Winter 2023 edition and past editions of The WAVE are available in ASL on our website:

wavefrontcentre.ca/newsletters



A MESSAGE FROM OUR CEO

Christopher T. Sutton
Chief Executive Officer

Dear Members and Friends,

Welcome to a new edition of the WAVE Newsletter! I am so pleased that this issue highlights many of our accomplishments from 2022 in serving the diverse needs of our clients. Throughout this edition you will read how we expanded our impact, created new partnerships, and gained more exposure on the national stage. We put ourselves on a sustainable path, modernized many of our systems and processes, and expanded services to better serve our clients. We accomplished this and much more as we navigated the uncertainties of the impact of the global pandemic with resilience and persistence.

There was much to celebrate in 2022 at Wavefront Centre, and I am confident that 2023 will continue to be a transformational year. We will be undertaking strategic planning and reviewing where our focus should be as an organization going forward. We want to be confident that we can continue to have the most impact and make the right investments to ensure we can better serve our clients for many years 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 2023 and beyond!

Sincerely,

Christopher T. Sutton

**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

PROGRAM UPDATES

Better at Home Program

Wavefront Centre's Better at Home Program recognized and celebrated its amazing seniors on October 27th. The event was held the same month that the United Nations recognizes older persons, saluting their contributions and experiences which enrich the fabric of society. In 2022, in particular, the UN acknowledged the significant role older women play in global challenges and contributing to their solutions with resilience and fortitude.

The celebration, held at Wavefront Centre for Communication Accessibility, was attended by 30 seniors. The event included playing Pictionary and lunch; two seniors won a tablet and all participants received a gift bag.

Christopher T. Sutton, CEO of Wavefront Centre, thanked seniors for their contributions, stating that they have improved the well-being of themselves and others. Julie Lampitt & Mary Hargreaves presented on how they looked up to their ancestors who had been their role models throughout their lives.

Tamara Televco expressed her appreciation to Wavefront Centre's Better at Home Program. "Everyone here promotes inclusivity and assists seniors who have communication barriers. We should have more of such events for seniors," she said.



Bridge Mentoring ASL English Programs for Graduates

As students graduate from sign language interpreter education programs, they often miss opportunities for continued mentorship to build their confidence and skills to ensure work readiness. To address the gap from school to work, Wavefront Centre developed the Bridge Mentoring Program, launched in the summer of 2022.

Eleven recent graduates from Douglas College participated in the program supervised by staff interpreters Suzie Giroux and Cindy Haner. They engaged in mentored and non-mentored assignments in community interpreting over a four-to-six-month period. Assignments were followed by debriefing sessions and progress meetings with agency staff and seasoned interpreters, discussing concerns, progress, and goals.

The program will continue for its second year this summer. Having learned many valuable lessons from the inaugural group of mentees and mentors, we will be reducing the number of participants to a maximum of four. This will allow us to provide more focused attention and give more time to participants. Interested persons should email bridge@wavefrontcentre.ca, providing a resume and expression of interest.



ASL CLASSES FOR WAVEFRONT CENTRE STAFF

“**Learning a few basic signs was something I was keen to do and so when Wavefront Centre offered classes in American Sign Language I immediately signed up.**” Connor ”

The above sentiment by Connor Stewart was shared by colleagues who joined him for eight ASL classes offered on the premises of Wavefront Centre. With instructor Chandler Baer, participants went through the alphabet, numbers and key words. Throughout the fall, they could be seen practising "My name is.." or "Pleased to meet you" with fellow staff members and clients.

"The class was an excellent introduction to American Sign Language, so much so that it inspired me to continue on with learning more ASL!" stated Sara Kim who has already signed up for more classes like several of her previous classmates.



ASL Instructor Chandler Baer teaches a few signs



Accessibility Standards Committees

We are pleased that Christopher T. Sutton has been appointed as Chair of the Accessible Service Delivery Standard Technical Committee and Dr. Ruth Warick as a member of the Employment Accessibility Standard Technical Committee of the Province. Both Committees will develop standards related to the implementation of the Accessible British Columbia Act passed into law in June 2021. These committees will assist the Provincial Accessibility Committee to develop recommendations on a proposed accessibility standard to identify, remove, and prevent barriers in relation to the focus of their committee.

"We know that there will be much hard work ahead and view this as an opportunity to ensure for the representation of the concerns of Deaf, DeafBlind and Hard of Hearing persons, alongside of being mindful that the legislation must serve all British Columbians," stated Dr. Warick, Director of Programs + Services for Wavefront Centre.

Mr. Sutton, CEO of Wavefront Centre, stated, "We are very excited to be part of this process to ensure that we are able to build accessible communities for all across BC. This is a core value to ensure we meet our mission in making communication accessible and communities, barrier free."



Christopher Sutton
Accessible Service Delivery Standard Chair

[Learn More](#)

“We are very excited to be part of this process to ensure that we are able to build accessible communities for all across BC. This is a core value to ensure we meet our mission in making communication accessible and communities, barrier free.”



Dr. Ruth Warick
Employment Accessibility Standard Committee Member

"I have a strong passion for advocacy and seeking to improve accessibility that can help include everyone and the DeafBlind community."

Ryan Ollis, DeafBlind Program Coordinator

Wavefront Centre's Ryan Ollis has been involved in several committees to provide his expertise and lived experiences for DeafBlind individuals. Ryan offers valuable input for National DeafBlind Awareness Month. He is currently working on developing a communication manual for hotel staff for the upcoming DeafBlind International Conference taking place in Ottawa July 22-28th.

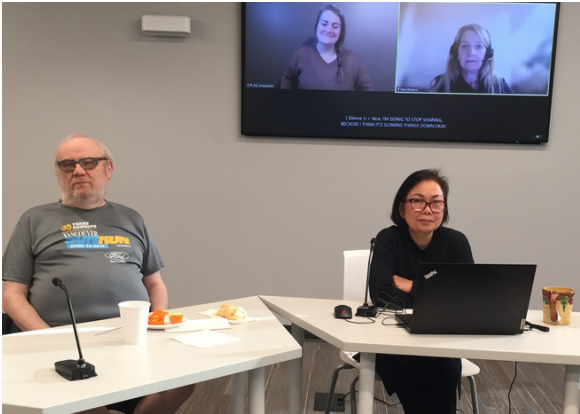
In addition Ryan participates in meetings with Canada Transport Agency (CTA) and Accessibility Standards Canada, wayfinding and signal committee since 2022.

"I am thankful that I had the opportunity to participate on this committee because I feel it is vital to have a DeafBlind representation in this kind of commitment to improve accessibility further. Many times people assume that what they have provided is accessible to everyone," says Ryan. I bring awareness for the need to improve the built environment and transportation and navigate access for the Deaf and DeafBlind community.



Preventing Access Barriers in the Workplace

A series of workshops held by the Ontario College of Arts and Design University (OCAD) with Wavefront Centre concluded at the end of 2022. Through the workshops, Deaf, DeafBlind and Hard of Hearing participants shared their experiences and ideas for making the workplace more communication accessible for them. The recommendations will become part of a document for 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).



Enjoying the park

A get-together for DeafBlind participants was held on August 17, 2022 at Rocky Point in Port Moody. The event was a social opportunity to enjoy the park, play games such as Bingo, and connect together the 27 attendees. Those participating included DeafBlind persons, intervenors, registered sign language interpreters and six students from Douglas College's interpreting program. The students volunteered their services, thereby gaining experience in interacting with DeafBlind participants and increasing their confidence level in providing assistance. Ryan Ollis, Program Coordinator for Wavefront Centre, was the master of ceremonies for the event.



UPCOMING EVENTS

WEBINAR

Hearing Care For All



MARCH 7, 2023
6:00 - 7:30 PM PST

Hosted by:

Wavefront Centre for Communication Accessibility
Canadian Hard of Hearing Association, British Columbia Chapter and Vancouver Branch

Panelists:



**Christopher
Sutton**
Chief Executive
Officer, Wavefront
Centre



**Gael
Hannan**
Consumer Advocate
and Vice-President,
CHHA BC Chapter



**Hugh
McCormack**
Director, Clinical
Operations + Social
Enterprise, Wavefront
Centre



**Dr. Brenda
Poon**
Senior Research
Fellow, Wavefront
Centre



Dr. Ruth Warick
Director, Programs +
Services, Wavefront
Centre

Moderator:

Register at:

www.wavefrontcentre.ca/whd2023

#hearingcare



Register by March 6th

World Hearing Day 2023 will highlight the importance of integrating ear and hearing care within primary care, as an essential component of universal health coverage

Key messages

- Ear and hearing problems are among the most common problems encountered in the community.
- Over 60% of these can be identified and addressed at the primary level of care.
- Integration of ear and hearing care into primary care services is possible through training and capacity building at this level.
- Such integration will benefit people and help countries move towards the goal of universal health coverage.

UPCOMING EVENTS

FREE INCOME TAX NIGHT



Wednesday March 29th 3pm-9pm



2005 Quebec Street, Vancouver, BC



Now accepting for waitlist



WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY



Please email Rytech Newmiller to reserve your spot.



Contact:
Rytech Newmiller

Save The Dates upcoming workshops

March 20 - Network & Self Marketing
March 21 - Disability Management & Workshop Disclosure
March 22 - Resume & Cover Letter Writing
March 23 - Workplace Expectations & Communication in the Workplace
March 24 - Combating Ageism

June 19 - Opportunity Funds / Skills Trainings & Apprenticeship
June 20 - Work Place Expectations & Communication in the Workplace
June 21 - Disability Management & Workshop Disclosure
June 22 - Answering Common behavioural Questions During Interview
June 23 - Resume & Cover Letter Writing



Navigating The Digital Landscape

Digital Literacy Program

Those of us who are unable to navigate the internet and the world of social media risk being left behind in this digital age. Wavefront Centre is doing something about this for its clients. For the second year in a row we are running workshops for Deaf and Hard of Hearing seniors and for the first time, we have set up sessions specifically geared to DeafBlind persons.

Through the workshops, we introduced participants to iPads, computers and iPhones as well as to refresher topics such as the basics of email, text messaging and video chatting (Zoom and FaceTime). We also explored new topics such as online frauds with real-life examples (i.e. detecting scam emails), online interpreting services (Canada VRS) and online government services (BC Services Card app).

Deaf participants benefitted from using an iPad for Canada VRS, a video chat app whereby participants may access ASL/LSQ interpreters remotely using the phone system. The iPad screen is sufficiently large to enable seeing an interpreter clearly, resulting in more effective communication with outside services, such as contacting online banking staff. It is also an accessible tool for accessing online medical information, such as vaccine records (BC Services App).

Participants have informed us that the program has made them feel more connected to friends and family members, reducing their social isolation. It has taken the fear out of navigating through the internet for everyday needs. For instance, they could access various services online rather in-person, due to health and mobility issues (i.e. heavy snow weather) that prevents them from leaving their homes.

Recovering from isolation, one participant commented: "I live on the Island, opportunity to attend in-person events is challenging for me. However, I appreciate the Project Coordinator's one-on-one lessons and it was clearer for me."

Several volunteers assisted the Program Coordinator in running the program. The program operates on a weekly basis and new participants are welcomed. Interested volunteers who know or learn ASL are also encouraged to join. Please contact info@wavefrontcentre.ca.

Our thanks to the United Way and the Government of Canada's New Horizons for Seniors Program for funding our program.





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

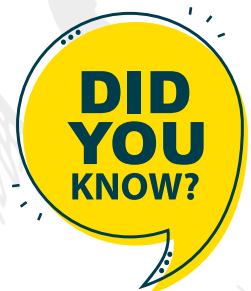
[BOOK AN
APPOINTMENT TODAY](#)



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 are 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***

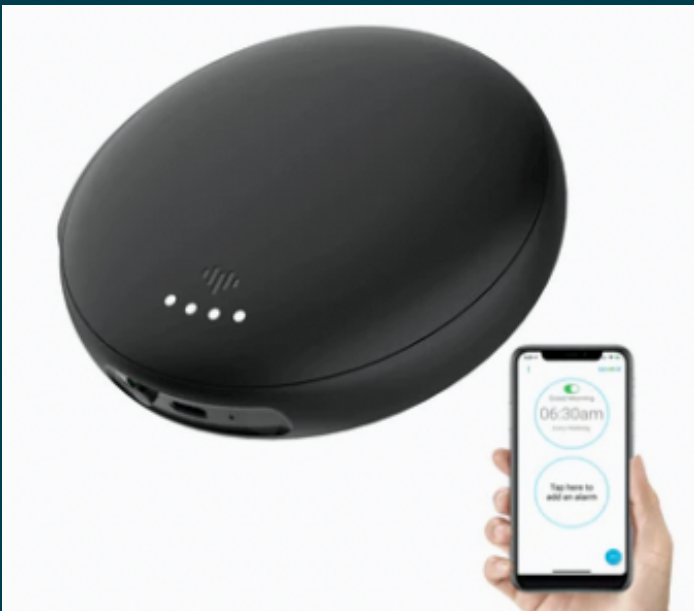


[Book a Hearing Test Now](#)

* Source: World report on hearing by World Health Organization

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AT WAVEFRONT CENTRE



iLuv SmartShaker 3

- Vibration bed shaker
- Bluetooth
- Alarm clock with multiple alarm and vibration settings
- Long Battery Life
- Call and message notification
- And more...



Vibrating Alarm



5-Level Vibration



14 days battery



Message Alerts



Pillow Perfect

SHOP NOW



Email devices@wavefrontcentre.ca

Web shopwavefrontcentre.com



You inspire us to continue our commitment to breaking down communication barriers so that people who are Deaf, DeafBlind, Hard of Hearing and Hearing may interact freely.

Donate today & make a difference:

www.wavefrontcentre.ca/donate





WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

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TTY 604-942-7380

Fax 604-942-7395

tricitieinfo@wavefrontcentre.ca

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.



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