



# THE WAVE

MARCH 2022



## MAKING WAVES

Wavefront Centre for Communication Accessibility continues to explore how we can better serve our clients while making the environment barrier-free and our communities more accessible.

We are so grateful for the accomplishments we've made together with your ongoing support and our stakeholders throughout the pandemic and beyond.

### WAVEFRONT CENTRE NEWSLETTER

PRESIDENT'S MESSAGE	P.1
CEO'S MESSAGE	P.2
COMMUNITY OUTREACH	P.4
TECHNOLOGY SOLUTIONS	P.8
ON-DEMAND WEBINARS	P.8
AWARD OF MERIT & BOARD OF DIRECTORS NOMINATIONS	P.9

# THE PRESIDENT'S MESSAGE

**Barbara M. Brown**  
**President, Wavefront Board  
of Directors**



Wavefront Centre for Communication Accessibility is in transition. We've constructed our new, award-winning head office. Our CEO, Christopher T. Sutton, is building his management team. New equipment, new systems and new methodologies are being implemented, or planned to be this year. Greater stability, and deeper appreciation for the work done by our staff are developing, as new job descriptions and departmental goals are established.

Right now, we are all about change and the Board is also moving in new directions. Watson recently presented the results of their review of Wavefront Centre's governance structure and processes. This report will support the Board's decision making as we move forward.

COVID-19 has impacted businesses in so many ways and Wavefront Centre is no exception. Our province has given us effective and safe ways of operation, based on valid scientific principles. Wavefront Centre's commitment, as an essential service provider, to upholding these principles has meant fewer, but longer client visits while keeping our employees safe.

Christopher has developed new revenue-generating programs that have mitigated some of our financial losses, but Wavefront Centre continues to depend on the financial support of its members and donors. Your financial support makes a difference and is deeply appreciated. I invite you to [make a donation](#) at this time of need.

Thank you, and warmest wishes for health and happiness as we approach a gradual return to our normal and happy routines!

## Newsletter Highlights

An Accessible Visor Card - a milestone initiative for the community

Disability Community Host National Election Debate on Disability Issues

Accessibility Gaining Momentum

Impacts of COVID-19 on Communication Accessibility for Adults with Hearing Loss

Tips for Healthcare Communication Access

## View in ASL



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

[wavefrontcentre.ca/newsletters](http://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](http://www.wavefrontcentre.ca/newsletters)



# A MESSAGE FROM OUR CEO

**Christopher T. Sutton**  
**Chief Executive Officer**

Welcome to a new edition of The WAVE newsletter! I am so pleased that this issue highlights many of our accomplishments from 2021 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 accomplished this and much more as we navigated the uncertainties of the impact of the global pandemic with resilience and persistence.

**2021 continued to be a year of transformation at Wavefront Centre. We continued to make investments to ensure that our clients were able to access our various programs and services that seek to eliminate communication barriers. We continued to maintain our operations at our new head office on Quebec Street and our satellite offices in Fairview and Tri-Cities.**

We bundled our programs and services, to ensure that we provided operational support to our teams and furthered our collaboration. Our Community Outreach Services consists of the Seniors' Outreach programs, our Digitization program, Therapeutic Activation Program for Older Adults and Seniors (TAPS) for DeafBlind persons, and Employment Services. Accessible Communication Services consists of American Sign Language (ASL) Interpreting, Translation, Plain Language, Captioning and Audio Description Services. 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.

We also created a new management structure and hired Dr. Ruth Warick as our Director, Programs + Services, who oversees our Accessible Communication Services, Community Outreach Services and Community Research Programs, and Hugh McCormack as our Director, Clinical Operations + Social Enterprise. He oversees our Audiology, Communication Devices Programs and business development activities.

And while the management team and staff have been working on improving efficiencies in our operations and program delivery, the board, too, undertook a review to better understand how it operates and how it can best support Wavefront Centre as we continue to grow.

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!

# STORIES FROM OUR COMMUNITY

“

*I am so incredibly grateful for the friendly, expert advice, care and technical solution for my hearing loss that Wavefront Centre provided to me. My life is much fuller for the ability Wavefront Centre provided me to engage with people again.”*

*- Valerie Harrison, who benefited from the Lend an Ear program at Wavefront Centre*

Thanks to the generous supporters of Wavefront Centre, clients like Valerie were able to enjoy the holiday season with the comfort of hearing technology she received from our Lend an Ear Program, a program that provides low-income individuals with hearing aids from Wavefront Centre.



Photo of Valerie Harrison



Photo of Valerie Harrison

“

*Many of us have been home alone for more than a year with hardly any visitors. A visit from a staff member and a volunteer from Wavefront Centre with a care package has made my day. Thank you.”*

*- Elsie Robert, client of Wavefront Centre's Seniors Outreach Program who celebrated her 100th birthday this past September*

Wavefront Centre's Better at Home Program reduces social isolation by matching seniors with a peer or staff support person. Every dollar donated helps us support clients like Elsie in our communities.

## Thank you for all the generous support to Wavefront Centre's programs and services.

Together, we are building a community which enables everyone to connect and communicate with each other without communication barriers. [Make a gift today](#) to support us in breaking down communication barriers and promoting inclusive communities for all.

[Make a difference today.](#)

# COMMUNITY OUTREACH

## An Accessible Visor Card - a milestone initiative

We all benefit from a society and an economy that's free from barriers to inclusion. During the International Week of the Deaf in September 2021, Wavefront Centre collaborated with the Vancouver Police Department to produce an accessible visor card, to reduce the communication barriers between Vancouver police officers and people who are Deaf, DeafBlind and Hard of Hearing.

One side of the visor card is for people who are Deaf, DeafBlind, and Hard of Hearing to share communication tips easily and indicate assistance needed. The other side features texts and icons that help traffic officers indicate their intentions in the stop. This tool is a milestone for our local communities to remove barriers and to improve accessibility and inclusion.

Don't forget to get a copy of the visor card from any of Wavefront Centre's three locations!

[Read More](#)

### I am Deaf or Hard of Hearing

This card is to help us communicate with each other.

#### COMMUNICATION TIPS

- Please face me. Eye contact is necessary.
- Pointing a flashlight at my face makes it hard for me to see your face and communicate.
- Speak slowly and clearly. Do not cover your mouth.
- I cannot lip-read everything you say.
- I may need a certified American Sign Language interpreter.
- Please contact 604-273-4484 for 24/7 emergency ASL interpreters.

#### THE BEST WAY TO COMMUNICATE WITH ME IS:



#### I NEED ASSISTANCE:



I am a Police Officer with the Vancouver Police Department. I will point to the pictures that help you understand my intentions.

#### I NEED TO SEE YOUR:



#### VIOLATIONS:



#### YOU ARE BEING:



#### PAYING YOUR TICKET:



## Disability Community Host National Election Debate on Disability Issues

Canadians with disabilities are far too often an afterthought of politicians and government. During the last federal election, no question was asked during the leaders' debates about persons with disabilities or about creating a more accessible Canada.

A coalition of over 25 disability organizations called on the major political parties to attend a national election debate on disability issues. Organized by the Pan-Canadian Disability Coalition on September 7, 2021, the debate gave political leaders the opportunity to share their vision and platform for the nearly 6.2 million Canadians with disabilities.

The engagement with the parties was historic for our community and this conversation will enable us to better engage with political parties across Canada! As the largest minority in Canada at 22%, we have the potential to make a great impact and this event was another channel that showcased our power.

[Watch Recording](#)

### WEBINAR

EN FR

## ALL-PARTIES CANDIDATES DEBATE

hosted by



### PAN-CANADIAN DISABILITY COALITION

SEPT 7, 2021



Carla Qualtrough  
Liberal Party of Canada



Daniel Blaikie  
New Democratic Party



Kimberley Vance-Mubanga  
Green Party of Canada



Marie-Hélène Gaudreau  
Bloc Québécois



Mike Lake  
Conservative Party of Canada

# Accessibility Gaining Momentum

Two recent developments bode well for the advancement of accessibility for people with disabilities in the City of Vancouver and the Province of British Columbia.

One of the developments is the creation of an Accessibility Strategy by the City of Vancouver with a Phase One of the Strategy expected to go before City Council this spring. This phase focuses on a commitment to the full participation of persons with disabilities by establishing and maintaining inclusive services as noted on the [City's website](#).

As part of the groundwork for the Strategy, a dialogue session was organized by the City of Vancouver with the assistance of Wavefront Centre for Communication Accessibility, Community Outreach Services Department.

Wavefront Centre was pleased to collaborate with the City to ensure that the voices of persons who are Deaf, DeafBlind, and Hard of Hearing were considered in the drafting of the Accessibility Strategy, stated Ruth Warick, Director, Programs + Services.

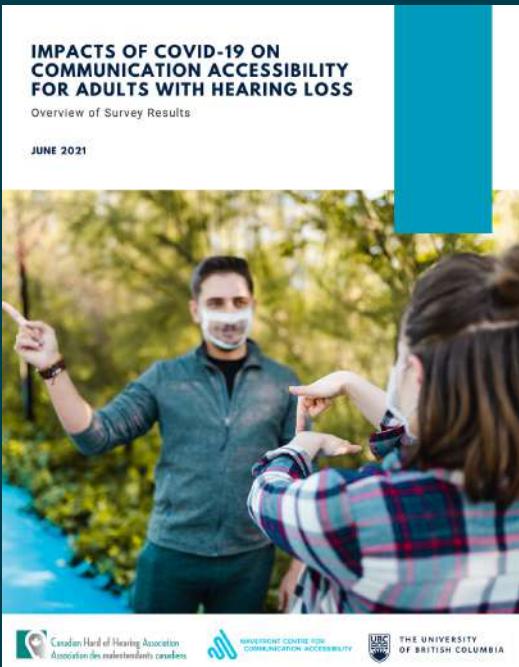
In other developments concerning accessibility, the Province of British Columbia passed Bill 6 – 2021: Accessible British Columbia Act. Christopher T. Sutton, CEO of Wavefront Centre, was on the Advisory Committee concerning the new legislation. He noted:

"We are pleased to see the various standards that have been proposed for development, relating to delivery of services, employment, information and communication, and health, which will make a difference in the lives of all people in British Columbia and will break down barriers. Wavefront Centre is also thrilled that the government joins a small number of other jurisdictions around the world in recognizing Sign Language as the language of people who are culturally Deaf."

For further information about the legislation, click [here](#).

**"Wavefront Centre is thrilled that the government joins a small number of other jurisdictions around the world in recognizing Sign Language as the language of people who are culturally Deaf."**

- Christopher T. Sutton  
CEO of Wavefront Centre



**IMPACTS OF COVID-19 ON COMMUNICATION ACCESSIBILITY FOR ADULTS WITH HEARING LOSS**  
Overview of Survey Results  
JUNE 2021

## NEW REPORT UNCOVERS THE IMPACTS OF COVID-19 ON COMMUNICATION ACCESSIBILITY FOR ADULTS WITH HEARING LOSS

In 2021, the Canadian Hard of Hearing Association (CHHA), University of British Columbia (UBC), and Wavefront Centre for Communication Accessibility worked together to collect information from Canadians with hearing loss and deafness about how the pandemic has impacted the daily lives.

We received insights from close to 700 individuals who noted the demand for universal captioning, impacts of masks on communication, and the ability to receive accessible information from the government and media outlets on COVID-19. In May, 2021, we hosted a webinar where the principal investigators presented the preliminary findings from their work. Watch the webinar recording [here](#).

[Read More](#)



## TIPS FOR HEALTHCARE COMMUNICATION ACCESS

The pandemic has exacerbated communication challenges for many persons and especially for those who have a hearing loss. The use of covered face masks and social distancing have added additional constraints on interactions with healthcare professionals in hospitals and medical offices.

To provide practical tips and information about resources for better communication outcomes in the healthcare sector, the Canadian Hard of Hearing Association, British Columbia Chapter, in partnership with Wavefront Centre for Communication Accessibility, produced two new publications.

One publication focuses on the patient with hearing loss, entitled Hearing Access Health Guide for People with Hearing Loss. The second publication focuses on doctors and other healthcare professionals and is entitled Making Health Care Accessible for People with Hearing Loss.

The publications may be downloaded from the CHHA-BC website of <https://chha-bc.org/hearing-access-health-kit>

Funding support for the project was provided by the Government of Canada Emergency Community Support Fund and the Canadian Hard of Hearing Association Foundation.

[Download Now](#)



### Hearing Access Health Guide

for people with hearing loss

Canadian Hard of Hearing Association - BC



### Making Health Care Accessible for People With Hearing Loss

for doctors and other healthcare professionals

Canadian Hard of Hearing Association - BC



## EVENT & ACTIVITIES



Wavefront Centre hosts many fun and informative themed events with our partners on various topics such as employment counselling, community gathering, meaningful international days, seniors services and programs, income tax consultations, accessible focus groups, and more!

Check out our [event calendar](#) and register for an upcoming event.



[RSVP Now](#)



## ADVANCE SCREENING OF MARVEL'S SUPERHERO MOVIE WITH OPEN CAPTIONS

What was even more exciting than the **ETERNALS**? The **ETERNALS** with subtitles in the cinema!

At the end of November last year, Wavefront Centre and our communities were invited to an advanced open caption screening of Marvel Studios' new superhero movie, **ETERNALS**.

Captioning, open or closed, is an important feature which can improve the communication accessibility for everyone. Marvel made an extra step with subtitles embedded in the movie for the screening, providing an even more fluent experience exclusively for our community members.

[Read More](#)

## DEAFBLIND AWARENESS WEEK 2021

Deafblindness is a disability where there is a combination of hearing loss and vision loss, ranging from mild to severe. Currently, there are very limited services set up in British Columbia that can support the unique communication and accessibility needs of DeafBlind adults and seniors.

Wavefront Centre's Therapeutic Activation Program for Older Adults and Seniors (TAPS) aims to empower DeafBlind seniors and older adults through services that support connection, independence and access in their communities.

To recognize the DeafBlind Awareness Month in June 2021, Blue Light events took place all over Canada and some locations in B.C. Staff at Wavefront Centre also celebrated the event with community members and captured some great Blue Light initiatives around the city of Vancouver.

[Read More](#)

## CONNECTING WITH OUR SENIORS

Wavefront Centre hosted an in-person event during the National Seniors' Day celebrations last October. The seniors came dressed in keeping with the event themed Red Hat & Purple Tie! In their pretty red hats and beautiful purple outfits, everyone joined-in the various activities.

As the seniors bid farewell to a long-awaited event, they expressed their gratitude to Wavefront Centre's Better at Home staff for organizing a fun-filled event and allowing them to mingle and meet up with friends after a challenging year.

"What a treat...I will remember this event for a long time," said one of the seniors.

[Read More](#)

## DISABILITY EMPLOYMENT AWARENESS MONTH 2021

Deaf, DeafBlind and Hard of Hearing individuals continue to face daily challenges and contend with issues of exclusion in employment, education and social settings due to communication barriers. Wavefront Centre provides employment counselling services to support the well-being of Deaf, DeafBlind and Hard of Hearing British Columbians.

To celebrate National Disability Employment Awareness Month (DEAM) last October, our Community Outreach Services team hosted a webinar which provided an overview of how our Employment Services help break down communication barriers and shared success stories from clients and employers.

DEAM is an annual awareness campaign that takes place each October. As persons with disabilities face barriers to employment, DEAM provides an opportunity to recognize and celebrate people with disabilities in the workforce and many different inclusive employers.

[Read More](#)



## TECHNOLOGY SOLUTIONS

Are you looking for technology solutions that can break down communication barriers for your home and work place?

Wavefront Centre for Communication Accessibility provides personal amplifications systems that are intended to amplify sounds for people with mild hearing loss.

To learn more about our various types of devices, book an appointment with our technology solutions expert now.

[Read More](#)



## NEW ON-DEMAND WEBINARS

[CLICK TO WATCH THEM NOW:](#)



## 2021 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 (2022 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, DeafBlind 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 (1,000 word) biographical account of the nominee and why you have nominated them.

All nominations must be submitted online no later than 5:00 PM PT on Friday, April 29, 2022. Awards will be presented at the Annual General Meeting, exact date to be announced.

[\*\*Award of Merit Nomination Form\*\*](#)

## CALL FOR BOARD OF DIRECTORS NOMINATIONS

The Wavefront Centre Nomination Committee is now accepting nominations for the Board of Directors. There are eight (8) 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, DeafBlind 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 Centre Board of Directors (500 words) along with a headshot.

All nomination forms must be submitted online no later than 5:00 PM PT on Friday, April 29, 2022. The slate of nominations will be presented at the Annual General Meeting (2022 date to be announced).

Barbara M. Brown, Nomination Committee Chair

[\*\*Board of Directors Nomination Form\*\*](#)



## WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

### MOUNT PLEASANT

2005 Quebec Street  
Vancouver, BC V5T 2Z6  
Phone 604-736-7391  
TTY 604-736-2527  
Fax 604-736-4381  
[info@wavefrontcentre.ca](mailto:info@wavefrontcentre.ca)

### FAIRVIEW

#514 – 2525 Willow Street  
Vancouver, BC V5Z 3N8  
Phone 778-329-0870  
TTY 778-329-0874  
Fax 778-329-0875  
[willowinfo@wavefrontcentre.ca](mailto:willowinfo@wavefrontcentre.ca)

### TRI-CITIES

#210 – 2755 Lougheed Hwy  
Port Coquitlam, BC V3B 5Y9  
Phone 604-942-7397  
TTY 604-942-7380  
Fax 604-942-7395  
[tricititiesinfo@wavefrontcentre.ca](mailto:tricititiesinfo@wavefrontcentre.ca)

## SUPPORT GROUPS & SERVICES

### 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](mailto:info@balanceanddizziness.org)      [www.balanceanddizziness.org](http://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](mailto:info@bcfamilyhearing.com)      [www.bcfamilyhearing.com](http://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](mailto:info@chha-bc.org)      [www.chha-bc.org](http://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](mailto:info@childrenshearing.ca)      [www.childrenshearing.ca](http://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](mailto:fndc@fndc.ca)      [www.fndc.ca](http://www.fndc.ca)

### GREATER VANCOUVER ASSOCIATION OF THE DEAF (GVAD)

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

[gvadoffice@gmail.com](mailto:gvadoffice@gmail.com)      [www.deafbc.ca](http://www.deafbc.ca)

### THE WAVE

The WAVE is published quarterly. To submit an article please contact the editor at [communications@wavefrontcentre.ca](mailto: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 64 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](http://www.wavefrontcentre.ca)