

Impact Report 2024

A year in review





Wavefront Centre for Communication Accessibility

Established in 1956, Wavefront Centre for Communication Accessibility is a BC based, charitable not-for-profit organization operating as a social enterprise.

With three locations in British Columbia, Wavefront Centre delivers innovative programs and services in Audiology and Hearing Healthcare, Accessibility Services, Community Outreach Services and Community Research that assist people who are Deaf, DeafBlind and Hard of Hearing in achieving full communication accessibility.

Mission

Our mission is to inspire, educate, and create positive change in the lives of those we serve while promoting a more accessible and inclusive society for all. At Wavefront Centre for Communication Accessibility, we are dedicated to promoting accessibility and inclusion for individuals who are Deaf, DeafBlind, and Hard of Hearing.

We believe everyone deserves equal access to communication and information, and we are committed to removing barriers and empowering our communities to connect with the world around them.

Vision

Wavefront Centre's vision is to change the landscape of products and services for individuals who are Deaf, DeafBlind, and Hard of Hearing, ensuring they have access to innovative solutions that improve communication, connectivity, and overall well-being.

Values

In achieving Wavefront Centre's vital work, the organization, staff, and volunteers uphold the following values:

- 1. Inclusiveness** – We are committed to the practices of Inclusion, Diversity, Equity and Accessibility (IDEA).
- 2. Quality** – We strive for excellence through innovation and continuous improvement and aspire to best practices in all the work we do.
- 3. Teamwork** – We commit to a culture of collaboration that aims for win-win outcomes.
- 4. Engagement** – We promote full participation for people who are Deaf, DeafBlind, and Hard of Hearing in our society.

Message from the Co-Chairs of the Board of Directors

As Co-Chairs of the Board of Directors, it is our privilege to share this message in celebration of Wavefront Centre's achievements over the past year and to reflect on a remarkable period of leadership, growth, and impact.

In 2024, Wavefront Centre continued to deliver on its mission with clarity and purpose — expanding services, forging new partnerships, and reaching more individuals and communities across Canada than ever before. Whether through audiology, accessibility services, communication services, community outreach or our research programs, every initiative this past year has been rooted in our core commitment to creating a more accessible and inclusive society.

This year also marks a significant and heartfelt moment for our organization as we recognize and extend our deepest gratitude to our outgoing Chief Executive Officer, Christopher T. Sutton. Christopher joined Wavefront Centre at a time of bold transition, and over the past five years, he has led the organization through some of its most defining moments — a global pandemic, a reimagining of service delivery, and an ambitious national strategy to reshape the accessibility landscape in Canada.

Under Christopher's leadership, Wavefront Centre grew not only in size and scope, but in vision and influence. His commitment to innovation, partnership, and lived experience has transformed Wavefront Centre into a national leader in accessible communication. He has strengthened the organization's foundation, built a resilient and mission-driven team, and ensured that the voices of those we serve remain central in all that we do.

On behalf of the Board of Directors, we thank Christopher for his exceptional leadership, strategic foresight, and persistent dedication. His legacy will live on through the programs he championed, the relationships he nurtured, and the countless lives impacted through his work. We wish him every success as he embarks on his next chapter — one we know will continue to advance accessibility, human rights and inclusion at a national level.

To our staff, clients, partners, and community: thank you for your continued trust and collaboration. Together, we look forward to the next chapter of Wavefront Centre — one that builds on a powerful legacy and charts an even more ambitious path forward.

With gratitude,

Cynthia Johansen and Dean C. Powers
Co-Chairs, Board of Directors



Message from the CEO

As I share this message in Wavefront Centre's 2024 Impact Report, I do so with a deep sense of pride and emotion, knowing it will be my last as Chief Executive Officer. After five remarkable years leading this incredible organization, I am filled with gratitude — for the people, the progress, and the purpose that has defined our journey together.

When I stepped into this role in early 2020, Wavefront Centre was entering a bold new chapter, with a new name, a state-of-the-art facility, and a renewed mission to transform communication accessibility in Canada. What followed was an extraordinary period of growth, innovation, and resilience. We navigated a global pandemic with unwavering dedication, adapting our services while staying true to our commitment to those we serve. Most importantly, we continued to listen — to the voices of our clients, staff, and partners — ensuring our work remained grounded in lived experience and responsive to community needs.

Together, we have shaped Wavefront Centre into a national leader in accessible communication and inclusion, a place where community thrives, and barriers are dismantled.

Over the past five years, we have expanded essential services in accessible communication, accessibility services, our audiology and hearing care services have grown. We introduced innovative programs in employment, education, and

technology training. We supported the passage of accessibility legislation, contributed to the development of national and provincial standards, and championed policies that create systemic change. We strengthened our voice as an advocate, reaching more people and organizations than ever before, and ensuring our expertise informed decisions at the local, provincial, and federal levels.

Behind every statistic in this report is a story of impact. A senior reconnected with their community. A jobseeker gained meaningful employment. A business was empowered to remove communication barriers. A Deaf individual accessed sign language interpreting to advocate for their health. A person with hearing loss rediscovered connection through audiology care. These stories - your stories - are at the heartbeat of our work, and they are only possible because of the commitment and dedication of our staff, board, volunteers, donors, and community partners.

As I prepare to pass the torch, I do so with full confidence that Wavefront Centre's next chapter will be one of continued growth, innovation, and leadership. The organization is well-positioned to deepen its impact, broaden its reach, and remain a trusted voice in building a Canada that is truly accessible and inclusive for all.

Thank you for the honour of serving as CEO. It has been the privilege of a lifetime to lead this organization and witness the power of accessibility to change lives and communities.

With deepest gratitude,

Christopher T. Sutton,
Chief Executive Officer



Fundraising Impact

Since 1956, Wavefront Centre has been dedicated to breaking down communication barriers and fostering inclusion for individuals who are Deaf, DeafBlind, Hard of Hearing, and those with communication challenges. In 2024, the generosity of our donors and community partners enabled us to expand our reach, enhance our services, and continue advocating for a more inclusive society.

Making a Meaningful Difference

Thanks to the support of our donors and partners, we were able to:

- Deliver essential services to individuals and families in need
- Strengthen our advocacy efforts for accessibility and inclusion
- Provide programs that empower individuals to live independently and confidently



Number of Donors:

207



Funds Raised:

\$608,000

Celebrating Our Collective Impact

The commitment of our community has played a vital role in ensuring that everyone, regardless of hearing ability, has equal opportunities to connect and communicate.

As we reflect on 2024, we are grateful for the continued support that allows us to break barriers and build a more inclusive future together.

- | | | | |
|--------------------|-----------------------|--------------------------------|--------------------------|
| • Catharina Acerra | • Yu Shan Chen | • Leila Fredland | • Tom Higgs |
| • Mark Achbar | • Gary Chow | • Alex Galdachev | • Lucille Hoover |
| • Moira Aldridge | • Nancy Chung | • Douglas & Janette Geidt | • Jean Hurst |
| • Jack Altman | • Michael Clague | • Beverley Goodwin | • John & Gillian Innes |
| • Anonymous | • Daniel Crawford | • Michelle Grant | • Anna Janvellan |
| • Axel Biehl | • Kenneth Dean | • Sandra Greenwood | • David & Carol Johnston |
| • Ken Birdsall | • Destiny Doherty | • Elena Grigorieva | • Darshan Kaur |
| • Andrew Black | • Kevin Doherty | • Kristina Guevremont | • Rhonda Keown |
| • Guy Boisvenu | • Susan DuMoulin | • Sirajali & Nurjehan Hamirani | • Zane & Jaye Kerzner |
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| • Violet Butler | • James Howat Findlay | • Fergus Halthorn | • Fina Lacireno |
| • Ernesto Cadag | • Jane Flick | • Marcia Hawes | • Leanne Laudrum |
| • Marshall Chasin | • Sarah Ford | | • Nagh Lee |



- Yinuo Liang
- Nicholas Liley
- Cathy Ling
- Liu Yu
- Kevin Lyseng
- Elizabeth Macdonnell
- Susan Mackenzie
- Susan Martel
- Noli Marticio
- Olivia McDermott
- Mary McIlwaine
- Beverley McKenna
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- Alan Slatham
- Jay Storey
- Christopher Sutton
- Katharina Tang
- Ella Tanner
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- Owen Townsend
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- Dominik Zbogar
- BCAA
- Columbia Business Systems Inc.
- Electronic Arts
- Faery Lady Psychic Inc.
- United Way British Columbia
- Vancouver Foundation
- XL Flooring Co. Ltd.

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

Programs & Services

Accessibility Services

Wavefront Centre's Accessibility Services department provides a wide range of solutions to support communication access for Deaf, DeafBlind, and Hard of Hearing individuals. Through expert interpreting, captioning, and accessible communication services, we work with organizations and communities to create inclusive environments where everyone can connect and participate fully.

Communication Access Services

As one of the largest providers of ASL interpreting services in Western Canada, we remain committed to ensuring equitable access to communication. Our services include:

- ASL/English interpreting for a variety of settings, including medical, legal, and community appointments
- CART (captioning) services for events, meetings, and presentations
- Captioning of videos and multi-media

- ASL translation of English documents and media
- Plain language translation to enhance accessibility of complex content
- Audio description services to provide narrated visual content for people who are Blind or have low vision

We continue to support the professional development of interpreters through mentorship programs for new graduates and placement opportunities for students enrolled in Interpreter Education Programs. Additionally, we provide ongoing training and professional development for interpreters in the field.

Wavefront Centre welcomed me as a practicum student during the final semester of my Sign Language Interpreting program. The interpreters I've worked with have all been very generous with their time and knowledge, and the real-world experience that I've gained has enhanced my skills and boosted my confidence. Thank you for creating such a positive space for learning and growth, and for supporting the development of future interpreters!

— Lyndsay H., Interpreting Services' practicum student

Communication Devices & Showroom

Located at our Mount Pleasant head office, Wavefront Centre's Communication Devices Showroom remains the only space in B.C. showcasing a comprehensive selection of assistive listening and alerting devices for Deaf, DeafBlind and Hard of Hearing individuals. These tools help individuals stay connected in their homes, workplaces, and social settings.

Our team offers one-on-one consultations, outreach visits for device installation, and support to help users become comfortable with their equipment.

Impact at a Glance

- ASL/English Interpreting hours:
 - Both CIS and MIS combined -- 48,125 hours
 - CIS alone -- 16,041 hours
 - MIS -- 32,083 hours
- Deaf Interpreter hours: 1,014 hours
- Deaf Interpreter appointments: 480 assignments
- Number of appointments: 9,625 assignments

Through these efforts, Wavefront Centre remains at the forefront of accessibility services, ensuring that everyone, regardless of communication needs, can participate fully in society.

Expanding Access Through Innovation

In 2024, Wavefront Centre continued its exclusive partnership as the Canadian distributor for Bettear, a cutting-edge solution that enhances audio accessibility in public spaces such as concert venues, lecture halls, and movie theatres.

Throughout the year, we introduced Bettear technology at key venues, reinforcing our commitment to breaking down barriers and promoting inclusion across diverse public settings.

- ASL/English Interpreters: 168 ASL/English Interpreters
- Interns:
 - 4 Interns -- VCC Practicum Students
- Captioning hours: 243 assignments
 - Hours -- 729 hours
- ASL translations: 29 translation assignments

When I first visited Wavefront Centre, everyone was welcoming and helped ease my anxiety about the unfamiliar process of an audiology assessment. Since wearing hearing aids, almost all areas of my life have improved. I am more engaged in conversations, no longer needing to guess or ask for repetitions, and I can fully enjoy music, television, and phone calls thanks to Bluetooth connectivity.

— Larry A., Audiology client
Lend an Ear Program

Audiology & Hearing Healthcare

With three clinic locations across the Lower Mainland, Wavefront Centre provides accessible, expert hearing care to individuals with mild to profound hearing loss. Our experienced audiologists offer a full spectrum of hearing care services, from comprehensive diagnostic assessments to customized hearing aid fittings, using the latest technology and evidence-based approaches.

We are committed to a client-centred model of care that emphasizes education, empowerment, and ongoing support throughout each person's hearing journey.

In addition to hearing assessments and hearing aid fittings, we provide specialized services including tinnitus evaluations and management, vestibular (balance) assessments, cerumen (ear wax) removal, and communication classes.

Our hearing care services are delivered with clinical expertise and compassion, ensuring that individuals of all ages and all degrees of hearing loss receive the support they need to improve their hearing health and overall quality of life.

Impact at a Glance

- Clients: 3,440
- New clients: 864
- Virtual care clients: 14
- Pediatric appointments: 16
- Total number of appointments: 9,823

Through generous donations of used hearing aids, government grants, and income from hearing aid sales, Wavefront Centre continues to offer the Lend an Ear program.

This initiative provides permanent loans of refurbished hearing aids to individuals who may not have the financial means to purchase new devices, ensuring that everyone has access to essential hearing support.

- Lend an Ear clients: 433
- New clients for 2024: 40
- Hearing aids provided: 66

With a strong commitment to accessibility and inclusion, Wavefront Centre's Audiology & Hearing Care program remains a trusted provider of hearing healthcare services, helping individuals reconnect with the world around them.



Special Projects

Social Meals

In its inaugural year, six Social Meals events were held, bringing together Deaf, DeafBlind and Hard of Hearing persons to enjoy social connections over a meal with an educational program. This popular program resulted in 234 meals being served. Each meal was highlighted with a theme related to events such as Halloween, Friendsgiving, and Lunar New Year's.

Total clients served: 72

Deaf: 51

Hard of Hearing: 8

DeafBlind: 13

Food Security

Total clients served: 30

Deaf: 15

Hard of Hearing: 12

DeafBlind: 3

Income Tax Clinic

In 2024, Wavefront Centre once again hosted its annual tax preparation event, where accountants volunteer their time to help Deaf clients file their tax returns in an accessible environment with ASL interpreters and Deaf interpreters available. This year, 55 clients benefited from this valuable service.



“Thanks to this program, I was given the loving gift of hearing again—birds singing, and my wee grandkids babbling in their soft, baby voices. I’ve already referred many people who could benefit.

— Laura M., Lend an Ear recipient

Community Outreach Services

Wavefront Centre's Community Outreach Services have continued to grow, providing essential support and programs through Employment Services, Seniors Outreach, DeafBlind Programs, Workshops, and Special Projects. Our tailored programs empower Deaf, DeafBlind, and Hard of Hearing individuals, encouraging independence and community connection while ensuring access to essential resources.

Employment Services

Our employment placement specialists provide client-centred services that are customized to support the specific needs of Deaf, DeafBlind, and Hard of Hearing job seekers, helping them achieve their career goals. These services include:

- One-on-one employment counselling
- Job placement and ongoing support
- Workplace assessments and interventions
- Workshops for newcomers on such topics as payroll deductions, employee benefits, and Canadian workplace culture

Impact in 2024:

- Total Clients Served: 102 (Deaf: 55 | Hard of Hearing: 47)
- Total Job Placements: 21 (Deaf: 7 | Hard of Hearing: 14)
- Total Appointments: 904 (Virtual: 467 | In Person: 437)
- Total Employment-related Workshops: 26
 - Sensitivity training: 4
 - Workplace assessments: 1
 - Assistive Technology services: 17
 - Other: 4

DeafBlind Services

The DeafBlind Program empowers DeafBlind seniors and older adults by providing essential support and services that promote independence, opportunities for social connection, and accessibility. The program includes:

- Intervenor services tailored to individual communication needs
- Workshops and referral services to enhance access to resources

Impact in 2024:

- Total Clients Served: 16
- Total Intervenor Hours: 1,192
- Total Services Provided: 605
 - Grocery shopping: 153
 - Friendly visits: 62
 - Transportation assistance: 193
 - Other: 197

I was looking for a job for so long and then I came upon Wavefront Centre that offered me a lot of support and assistance in looking for work and actually finally helped me find my position here at the hotel. And I just want to thank them and everybody involved.

— Yuliana, Employment Services client

Wavefront Centre's Therapeutic Activation Program (TAPS) has helped me reduce feelings of isolation and stay connected with my community. Through the support of intervenors, I've been able to go on regular walks, get assistance with grocery shopping, and even participate in enjoyable activities like building with Lego. These seemingly small moments have had a big impact on my well-being, providing not just practical support, but also meaningful social interaction. The program has made a real difference in my life.

— DeafBlind program participant

Seniors Outreach Program

Wavefront Centre's Better at Home program identifies and supports isolated Deaf, DeafBlind, and Hard of Hearing seniors in the Lower Mainland by providing volunteer-led outreach services. Volunteers—who may be Deaf, Hard of Hearing, or hearing—offer:

- Companionship and home visits
- Transportation assistance
- Facilitated shopping trips and community outings

As well, workshops for seniors were offered on topics related to safety, financial security and community services. Volunteer appreciation and client appreciation annual events were held to show our appreciation for the tremendous support of our community.

Impact in 2024:

- Total Clients Served: 87
(Deaf: 56 | DeafBlind: 10 | Hard of Hearing: 21)
- Total Volunteers: 44
(Deaf: 17 | DeafBlind: 1 | Hard of Hearing: 3 | Hearing: 23)
- Total Services Provided: 1,151
 - o Grocery shopping: 124
 - o Friendly visits (In-Person): 82
 - o Friendly visits (Virtual): 91
 - o Wellness checks: 148
 - o Outreach support: 198
 - o Volunteer follow-ups: 183
 - o Enquiries: 62
 - o Intake: 10
 - o Drop-in: 9
 - o Document assistance: 11
 - o Referrals: 1
 - o Other: 18
- Transportation Support:
 - o Appointments: 214
 - o Total kilometres driven: 7,388

Digitization Program

Wavefront Centre's Digitization Program offered dedicated workshops to increase clients' comfort and skill in the safe use of the internet, iPads, apps, and other internet-based software/devices.

Total Workshops: 25

Total Participants: 21

Deaf: 9

DeafBlind: 10

Hard of Hearing: 2

Community Research

Wavefront Centre leads innovative, community-based research to advance accessibility and hearing health care for Deaf, DeafBlind, and Hard of Hearing individuals. Our research informs best practices, shapes policies, and drives innovation in accessibility solutions.

Over the past year, we have been engaged in four major projects focused on:

- **Hearing Healthcare** – Enhancing access to hearing services through provider education.
- **Virtual Communication Services** – Identifying barriers and improving service delivery.
- **Community-based Emancipatory Research** – Recommending best practises for community engagement and meaningful involvement in research.
- **Transportation** – Studying how transportation systems can be more accessible.

Key Research Initiatives

- **Breaking Barriers: Empowering Primary Care Providers to be Instigators of Change in Hearing Health Care**
 - o Entered its final year in 2024.
 - o Conducted with the School of Audiology and Speech Sciences of the University of British Columbia, funded by the Vancouver Foundation and Michael Smith Health Research BC.
 - o Focus: Identified practices of primary care providers that would better support patients' hearing health.
 - o Outcome: Developing a provincial educational resource to help primary care providers in British Columbia identify and address hearing health concerns.
- **Virtual Communication Services Research**
 - o A three-year project in partnership with the University of British Columbia.
 - o Funded by Accessibility Standards Canada.
 - o Focus: Identifying barriers in on-demand virtual interpreting and captioning services 2024 Highlights: Conducted a scoping literature review and interviewed persons who are Deaf or Hard of Hearing as well as interpreters.
- **Community-Based Emancipatory Research**
 - o Conducted in partnership with the Council of Canadians with Disabilities which received funding from Accessibility Standards Canada for the project.
 - o Focus: Examined how to make research approaches inclusive of persons with disabilities.
 - o Outcome: Conducted a literature review and collected data from focus groups and interviews with disability community leaders, resulting in a final report.
- **Transportation Accessibility Research**
 - o This new three-year initiative was launched in 2024 as a partnership with the Council of Canadians with Disabilities.
 - o Focus: Builds on 2023 research identifying barriers to accessible travel which culminated in a Seed document with recommendations for inclusive transportation standards.
 - o Outcome: Initiated a review of the literature and developed project guidelines.

At Wavefront Centre, we bridge the gap between research and real-world impact. By fostering interdisciplinary partnerships and focusing on knowledge exchange, we ensure that our findings directly inform best practices—transforming insights into action and shaping a more inclusive future.

Community Engagement

Wavefront Centre works with partners to promote accessibility and inclusion in all aspects of life, and in the development of standards and regulations for federal and provincial accessibility legislation.

We continue to expand our profile as the go-to experts on communication accessibility issues with government and other organizations in Canada and internationally. Our involvement on committees includes:

- Accessibility Standards Canada Technical Committees
- Accessibility Standards Technical Committees, Government of British Columbia
- Air Canada Accessibility Advisory Committee
- Canadian Standards Association Group
- Council of Service Providers of British Columbia
- Elections Canada
- Elections BC
- Hearing Health Alliance of Canada
- Neil Squire Society
- Ontario College of Art & Design University
- National Disability Network
- Rick Hansen Foundation
- Summit Advisory Group of Academic Communication Equity – British Columbia

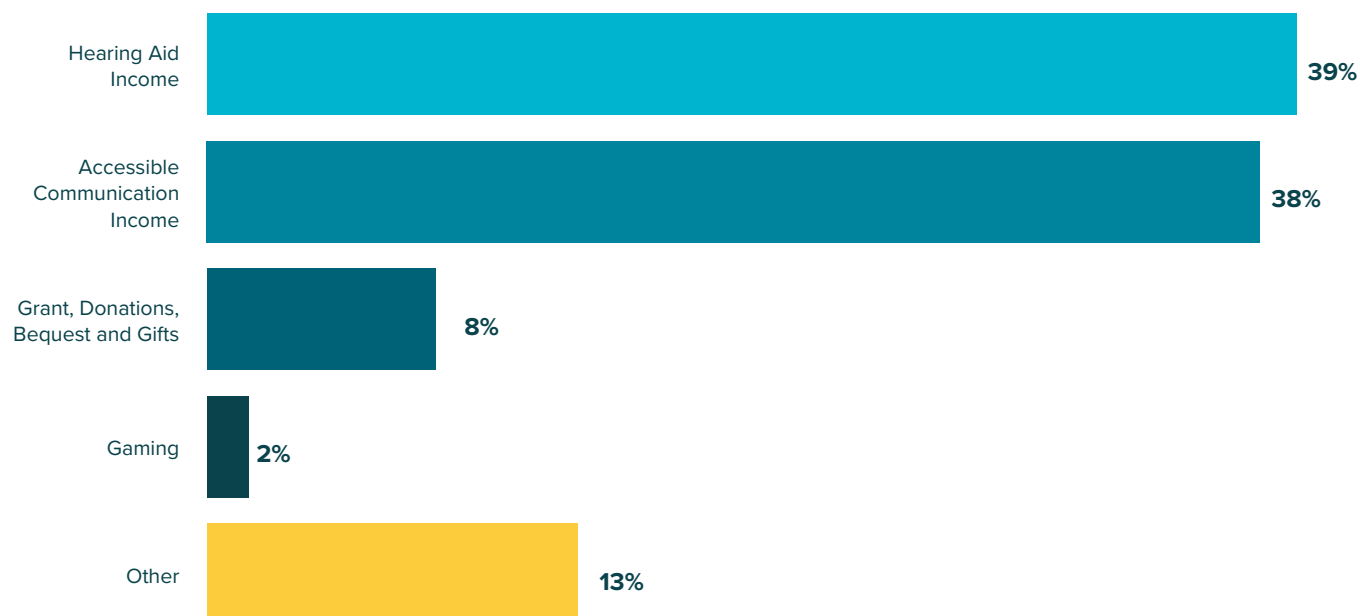


Financial Statement Highlights

Financial statement highlights for the year ending December 31, 2024.

Statement of Operations

	2024	2023
Net Revenues	4,212,793	4,308,348
Expenses	5,908,993	6,098,517
Revenue under expenses before	(1,696,200)	(1,790,169)
Amortization	(260,806)	(283,487)
Revenue Over (Under) Expenses	(1,957,006)	(2,073,656)



Financial Position

2024

2023

Total Current Assets	8,501,396	10,013,380
Capital Assets	446,712	759,479
Total Assets	8,948,108	10,772,859
Total Current Liabilities	970,512	761,060
Deferred Contributions	136,023	213,220
Total Liabilities	1,106,535	974,280
Net Assets	7,841,573	9,798,579

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Connect with Us

Stay connected with us on social media for updates, events, and news on accessibility.

@wavefrontcentre



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Wavefront Centre for Communication Accessibility is proud to be your trusted partner in building a more accessible world. Together, we can break down communication barriers and create stronger, more inclusive communities for everyone.

We are committed to fostering a barrier-free environment for our staff, clients, and visitors. We respectfully acknowledge that our work takes place on the unceded homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔt (Tsleil-Waututh) Nations.

Wavefront Centre for Communication Accessibility is the operating name of the Western Institute for the Deaf and Hard of Hearing, a registered charitable organization. Charitable Registration Number: 108200098RR0001.



**WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY**