



WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY

Annual Report

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A MESSAGE FROM THE

Board of Directors Chair



Lance Williams

We're pleased to share with you our annual report and reflect on the past year's achievements. Despite the unprecedented challenges we faced due to the COVID-19 pandemic, and the need to align our organization to a changing world, Wavefront Centre was able to continue providing essential programs and services to our community, thanks to our dedicated staff, volunteers, and partners. This is a testament to our resilience, adaptability, and unwavering commitment to our mission.

None of this would be possible without the support of our community partners, donors, and volunteers. We are grateful for your continued support and trust in our organization.

Looking ahead, we are excited to build on our progress and continue our efforts to improve the lives of people who are Deaf, DeafBlind and Hard of Hearing. We are committed to being a leader in our field and providing innovative and impactful services for years to come.

Thank you for your ongoing support and dedication to our mission.

Sincerely,

Lance Williams
Chair, Board of Directors

A MESSAGE FROM

Our Chief Executive Officer



CHRISTOPHER T. SUTTON

As we reflect on the past year, I am filled with pride and gratitude for our teamwork. Wavefront Centre for Communication Accessibility has always been committed to providing access to services for people who are Deaf, DeafBlind and Hard of Hearing, and the accomplishments highlighted in this report are a reflection of this commitment.

Throughout the past year, we've continued to push for accessibility in all areas of life. Despite the challenges of the pandemic, we've found new ways to connect with people and provide resources to support those in need. We've seen a growing demand for our services, and we're proud to have stepped up and met that need.

Over the past year, we also saw significant progress in our ongoing efforts toward creating a more accessible and inclusive society. Our community has been unyielding in its desire to break down communication barriers and ensure everyone has equal opportunity to participate in society. And with each new success, we come closer to that goal, continuing to innovate and create solutions that help make the world a more accessible place.

As we look toward the future, we will continue to work tirelessly toward building a more inclusive society where everyone has equal access to the tools and resources they need to thrive. We are excited to see what the future holds for the Wavefront Centre community.

Thank you for your continued support.

With my best wishes,

Christopher T. Sutton
Chief Executive Officer

OUR IMPACT IN 2022

25,239 CLIENTS SERVED

17,676

ACCESSIBLE
COMMUNICATIONS
APPOINTMENTS

912

HEARING CLINIC
NEW CLIENTS

18,679

ASL INTERPRETING
HOURS

4,746

BETTER AT HOME
VOLUNTEER
KMS DRIVEN

93

EDUCATIONAL
SESSIONS &
WORKSHOPS

67,103

WEBSITE &
ONLINE STORE VISITS



Fundraising



\$498,956.00

FUNDS
RAISED



145

DONORS

For more than 67 years, Wavefront Centre has provided programs and services to Deaf, DeafBlind and Hard of Hearing individuals, their families, and the community.

We are honoured to continue to work toward our mission of helping to make Canada free of barriers to communication inclusion and accessibility.

Wavefront Centre is extremely appreciative of its dedicated donors whose ongoing support allows us to continue making an impact by delivering innovative programs and services to people who are Deaf, DeafBlind, Hard of Hearing and Hearing.

Our sincerest thanks to you.

2022 Supporters*

Catharina Acerra
 Scott Anthony
 Nina Antoniuk
 Ryan Aung
 Valdine Baker
 Cheryl Balanko
 Mary Beck
 Bradford and Chris Bentley
 Axel Bieh
 Ken Birdsall
 Andrew Black
 Anthony Bragg
 Crystal Bramwell
 George Bryce
 Violet Butler
 Canada Summer Jobs
 John Cashore
 Cecilia Chan
 Richard Chase
 Yu Shan Chen
 An-Ting Chia
 City of Vancouver
 Ray Chouinard
 Gary Chow
 Peter Chu
 Nancy Chung
 Community Gaming Grant, BC
 Community Volunteer Income Tax Program,
 Government of Canada
 Gillian Cramer
 Daniel Crawford
 Jackie Dagg
 Murray Dauk
 Jeff Davis
 Kenneth Dean
 Robert DeWreede
 Disability BC
 Destiny Doherty
 Disability Alliance BC
 Marjorie Drevlo
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 Michelle Grant
 Cameron Gray
 Sandra Greenwood

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 Gael Hannan
 Freda Hart
 Tracy Hettle
 Tom Higgs
 Lucille Hoover
 Darcy Hurst
 Jean Hurst
 John and Gillian Innes
 Allan Jensen
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 Albert Lee
 Johnathan Levitt
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 Nicholas Liley
 Sandra Lim
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 Susan Masters
 Kevin McCort
 Patricia McCuaig
 Mary McIlwaine
 Sandra McKellar
 Beverley McKenna
 Mariza Mendoza
 Gail Milner
 Patricia Moschenross
 Michael Nagel
 Jan New
 New Horizons for Seniors Program
 Hang Nguyen
 Linda Obiri-Darko
 Brian Oikawa
 Ontario College of Art & Design
 University
 Open Door Group
 Pamela Ottem
 Rita Parakh
 Margaret Paris

Penny Pasnak
 Shirley Pearson
 Ron Peterson
 Bond Phil
 Ellen Rankin
 John Pierce
 Robert Ponto
 Anna Pritchard
 Wanita Rangihuna
 Beryl Rathbone
 Wayne Roberts
 Joan Robison
 Paul Roth
 Veronika Sans
 Mary Schmok
 Sandra Sellner
 Nassa Selwyn
 Paul Shatto
 Ian Shaw
 Ken Smith
 Richard Smith
 Elaine Spilos
 Bonita Squires
 Bruce and Patricia Stephen
 Diane Stewart
 Beverley Stewart
 Jay Storey
 Christopher Sutton
 Kathleen Swain
 Ella Tanner
 Anona Thorne
 Mark Tindle
 Milton and Jackie Toft
 Grace Tsang
 Gerrit Van Staalduinen
 Rosemary Wallis
 Raymond Wargo
 Ruth Warick
 George and Ghulam Wasty
 Sandra Webster
 LaRaine Wiebe
 Shirley Wong
 Raymond Wong
 Suzanne Woolley
 The Azrieli Foundation
 United Way BC
 Vancouver Foundation
 Yincong Yang
 Dennis Yen

Thank You



Accessible Communication Services

Accessible Communication Services supports the communication needs of our communities and clients in many different ways including the provision of American Sign Language (ASL) Interpreting, Captioning, ASL Translation, Plain Language and Audio Description services.

We established a Bridge Program for new graduates of the Douglas College Interpreter Education Program to provide them with mentoring and on the job experience. In addition, we provide placements for students enrolled in this program.

We offered virtual and in-person drop-in interpreting services for Deaf clients. We also arranged for interpreting services for our annual Tax Event whereby accountants volunteer to complete tax returns for Deaf clients.

During the year, we laid the foundation for pilot and research projects for the provision of virtual interpreting service delivery.



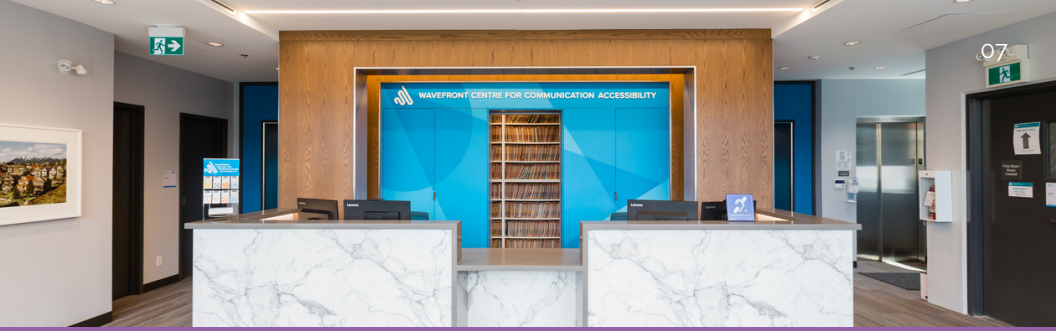
18,679

INTERPRETING
HOURS



422

CAPTIONING
APPOINTMENTS



Audiology & Communication Device Program

2022 continued to be a challenging year due to the impact of COVID-19 variants. Our clinics remained open, providing clients with efficient and safe services. We were excited to finalize plans and details for the extensive construction of an additional clinic in Kitsilano, providing a space for our clients and staff that is contemporary and accessible.



10,653

TOTAL
APPOINTMENTS

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



6,560

CLIENTS
SERVED

We introduced a new client management system and two of our locations became paperless.



48

LEND AN EAR
CLIENTS

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



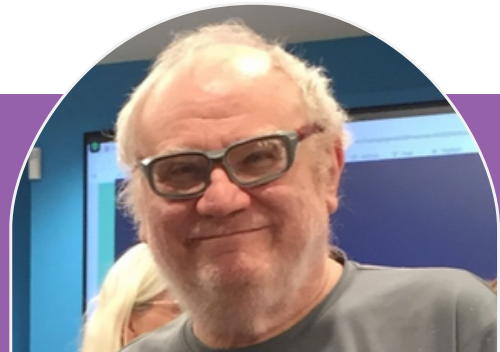
7,599

ONLINE STORE
VISITS



“There is more to Wavefront Centre than just audiology – as important as audiology is. It is so much more. It has a range of services and programs that respond to community needs and is much needed. I feel that, as a social agency, there is less pressure on me as a client and more product options than would otherwise be the case. I find that the staff understand what it means to have a hearing loss.”

MIRON GAZDA, CLIENT OF WAVEFRONT CENTRE



Community Outreach Services



Our Better at Home Program continued to thrive, matching volunteers to Deaf, DeafBlind and Hard of Hearing seniors. We provided social companionship and assistance with everyday needs whether grocery shopping, obtaining medications or going to the bank.

We continued to offer workshops on devices and apps to increase client digitization skills. Workshops were offered in person as we began to see an easing up of pandemic restrictions.

For the first time, we offered dedicated digitization workshops for DeafBlind clients. We continued to offer intervenor services for them as well as arranged for social outings.

Our employment services included individual counselling, placement and supports, workplace assessments and interventions. We also provided workshops for newcomers to assist them with employment tools such as payroll deductions, benefits, and the employment culture.

We hosted an annual event to recognize our volunteers during National Volunteer Week. Our community work also involved serving Ukrainian refugees, providing representations about the needs of Deaf, DeafBlind and Hard of Hearing persons and partnering in projects with other organizations, such as the OCAD University, to eliminate communication barriers.



17,676

TOTAL ACCESSIBLE
COMMUNICATIONS
APPOINTMENTS



4746

BETTER AT HOME PROGRAM
VOLUNTEER
KMS DRIVEN



Community Research Program

The first phase of our three-year Breaking Barriers: Empowering Primary Care Providers project was completed. The project is a collaboration with the University of British Columbia, funded by the Vancouver Foundation and Michael Smith Health Research BC and co-led by Dr. Brenda Poon and Dr. Lorraine Jenstad.

As a central part of our community-based approach, we formed a multidisciplinary community advisory group that provides advice and input at each phase of the Breaking Barriers research. We conducted a scoping literature review and administered a survey, where we heard back from 370 primary care providers across British Columbia about their knowledge and attitudes on hearing health, practices, and barriers and facilitators to making referrals. We established new research relationships with regional health authorities, United Way of the Lower Mainland, and BC Divisions of Family Practice and widely shared information about the study in the BC Medical Journal. We also presented our preliminary findings at the UBC School of Audiology and Speech Sciences Colloquium Series and the Wavefront Centre World Hearing Day webinar.

We pursued new research grant opportunities including collaborations with the Council of Canadians with Disabilities and the Institute for Research and Development on Inclusion and Society, focused on advancing knowledge on barriers to accessibility and developing recommendations to inform accessibility standards across Canada.



Community Engagement

In 2022, we continued working with partners and government officials to promote accessibility in all aspects of life and in the development of standards and regulations for federal and provincial accessibility legislation.

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

- Accessibility Standards Canada
- Accessibility Standards Technical Committees, Government of British Columbia
- Canadian Standards Association
- Elections Canada
- Government of Canada
- Hearing Health Care Alliance of Canada
- McMaster University
- Neil Squire Society
- Ontario College of Art & Design University
- Pan-Canadian Disability Alliance
- Rick Hansen Foundation



SOCIAL MEDIA FOLLOWERS

3,492



Our website

37,317
New Visitors

6,194
Returning Visitors



E-NEWSLETTER SUBSCRIBERS

4,365



"Wavefront Centre Intervenor broke down a lot of barriers for me. With her, I could go out of my home to explore the big, wide world.

The intervenor described the world to me, and I could see a clearer picture around me. Many things were difficult for me to see, and the intervenor described to me in a way that I could fully 'see'. "

Wavefront Centre DeafBlind Services Client



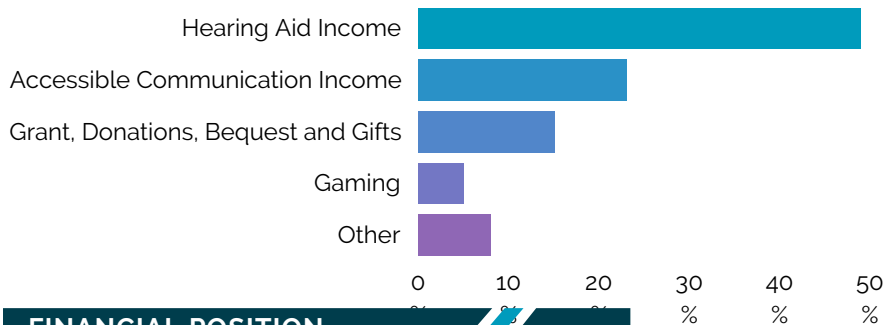
FINANCIAL STATEMENT HIGHLIGHTS

FOR THE YEAR ENDING DECEMBER 31, 2022

STATEMENT OF OPERATIONS

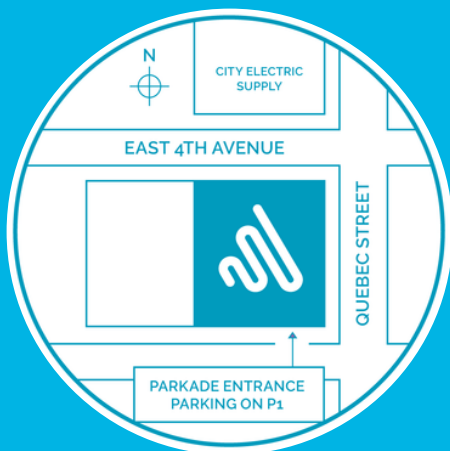
	2022	2021
Net Revenues	3,669,460	4,159,404
Expenses	5,648,875	4,373,887
Revenue under expenses before	(1,979,415)	(214,483)
Amortization	(335,513)	(585,136)
Gain on sale of Property	6,845,001	
REVENUE OVER(UNDER) EXPENSES	4,530,073	(799,619)

REVENUE BREAKDOWN



FINANCIAL POSITION

	2022	2021
Total current assets	12,187,027	2,740,870
Capital assets	582,800	16,704,527
TOTAL ASSETS	12,769,827	19,445,397
Total current liabilities	607,174	9,446,166
Deferred contributions	290,418	2,657,069
TOTAL LIABILITIES	897,592	12,103,235
NET ASSETS	11,872,235	7,342,162



MOUNT PLEASANT

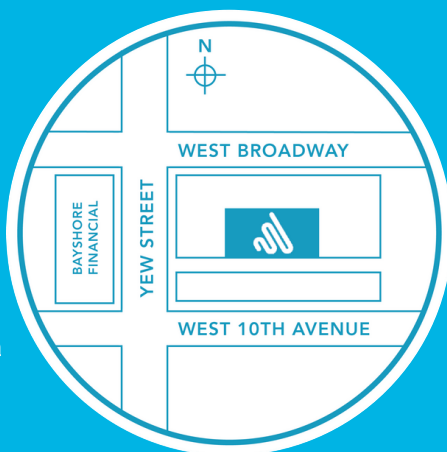
2005 Quebec Street,
Vancouver, BC V5T 2Z6

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

KITSILANO

#580-2184 West Broadway
Vancouver, BC, V6K 2E1

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



TRI-CITIES

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

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





**WAVEFRONT
CENTRE FOR
COMMUNICATION
ACCESSIBILITY**

Wavefront Centre for Communication Accessibility is a BC-based, charitable not-for-profit organization operating as a social enterprise. Wavefront Centre delivers a full range of innovative programs and services including Accessible Communications, Audiology and Communication Devices, Community Outreach and Community Research that assist people who are Deaf, DeafBlind and Hard of Hearing in achieving full communication accessibility.



@wavefrontcentre

wavefrontcentre.ca