



WAVEFRONT  
CENTRE FOR  
COMMUNICATION  
ACCESSIBILITY

# Impact Report 2023

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 BC, Wavefront Centre delivers innovative programs and services in 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.

## 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.
- 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 Chair, Board of Directors

I am honoured to present the 2023 Impact Report for Wavefront Centre. This past year has been a remarkable journey, marked by significant achievements, innovation, and a strengthened commitment to our mission of creating a society where Deaf, DeafBlind, Hard of Hearing, and hearing individuals can engage fully and equally.

Our achievements this year highlight our dedication to accessibility and inclusion. Wavefront Centre has successfully expanded our range of services and programs, ensuring that our community receive the support they need to thrive. From launching new assistive technology initiatives to enhancing our community outreach programs, we have made strides in bridging communication gaps and fostering a more inclusive and accessible environment.

We are also proud of our engagement with the community we serve and collaborating with the broader disability community. Together, we have reached new heights in our advocacy efforts, ensuring that accessibility remains a priority in all spheres of life.

Our accomplishments would not be possible without support of our dedicated staff, volunteers, partners, and donors. Your commitment and generosity have been the backbone of our success. Together, we have navigated challenges, embraced opportunities, and created lasting impact.

Looking ahead, we remain steadfast in our mission. The coming year promises to bring further advancements as we continue to innovate and adapt to the evolving needs of our community. We are excited to explore new avenues for growth and to strengthen our partnerships, ensuring that Wavefront Centre remains at the forefront of accessibility and inclusion.

Thank you for your continued support and belief in our vision. Together, we are making a difference, transforming lives, and building a more inclusive society.

Sincerely,

**Lance Williams**  
Chair, Board of Directors



# Message from the CEO

As we reflect on 2023, I am filled with pride for the remarkable progress and achievements made at Wavefront Centre. This year continues to be a testament of our commitment to providing programs and services for people who are Deaf, DeafBlind and Hard of Hearing.

Our 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. This vision has driven us to innovate, advocate, and expand our services. In 2023, we saw significant growth in our engagement efforts, and our growth and diversification plans allow us to impact more lives than ever before. We introduced new programs and partnerships that have strengthened our ability to provide more support and resources for the communities we serve.

A foundation of our success has been the dedication and passion of our team. Their commitment to excellence has ensured that our clients receive the highest quality care and support which, in return, empowers our clients to lead more connected, independent and fulfilling lives.

This year, we also made substantial progress in advocacy and education efforts. Through various initiatives and collaborations, we have raised awareness about the importance of inclusion and accessibility. Our efforts have influenced policy changes and sparked meaningful conversations about inclusion, diversity, equity and accessibility (IDEA) at local, national, and international levels.

As we look to the future, we are excited about the possibilities ahead. We remain committed to pushing the boundaries of what is possible, leveraging technology and research to continuously improve our programs and services. Our goal 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.

I want to extend my thanks to our clients, partners, donors, board of directors and team members. Your support and trust are the foundation of our success. Together, we have created a positive impact that will continue to create waves for years to come.

Let us continue this journey with the same passion and determination, ensuring that Wavefront Centre remains at the forefront of removing barriers and empowering our communities to connect to the world around them. Thank you for your continued support.

With my best wishes,

**Christopher T. Sutton**  
Chief Executive Officer





# Fundraising

Since 1956, Wavefront Centre has provided innovative programs, products and services to people who are Deaf, DeafBlind and Hard of Hearing, and to their families and the community. Our work would not be possible without the generosity of donors like you. Your ongoing support allows us to continue breaking down barriers to inclusion and communication accessibility in all aspects of life.



Number of Donors:

**224**



Funds Raised:

**\$621,058**



## Donors\*

- City of Vancouver
- Canadian Accessibility Standards Development Organization
- Community Gaming Grant, BC
- Community Volunteer Income Tax Program, Government of Canada
- United Way BC
- New Horizons for Seniors Program, Government of Canada
- Vancouver Foundation
- Catharina Acerra
- Kathryn Adamson
- Jack Altman
- Valdine Baker
- Cheryl Balanko
- Axel Biehl
- Ken Birdsall
- Andrew Black
- Tracey Block
- Mirjana Bohinc
- Anthony Bragg
- Verni Brown
- George Bryce
- Nada Bujas
- Violet Butler
- Ernesto Cadag
- Pamela Carson
- Yu Shan Chen
- An-Ting Chia
- Helen Cho
- Gary Chow
- Nancy Chung
- Daniel Crawford
- Josephine D'odorico
- Murray Dauk
- Destiny Doherty
- Kevin Doherty
- Marjorie Drevlo
- Susanne Ebeling
- Gary Ellis
- Ken Eng
- Cameron Fani
- Evgenii Fedoseev
- Michael Funk
- Chelsea Gardner
- Douglas and Janette Geidt
- Beverley Goodwin
- Terence Gordon
- Michelle Grant
- Cameron Gray
- Sandra Greenwood
- John Hampson-Thorpe
- Gael Hannan
- Fergus Hathorn
- Marcia Hawes
- Tracy Hettle
- Lucille Hoover
- Jean Hurst
- George Innes
- John and Gillian Innes
- Harvey Jackson
- Allan Jensen
- David and Carol Johnston
- Wilda Johnston
- Kasandra Joss
- Rhonda Keown
- Zand and Jaye Kerzner
- Bong-Hwan Kim
- Paul Kjekstad
- Eva Kwan
- Albert Lee
- Ngah Lee
- Won Lee
- Nicholas Liley
- Susie Lim
- Cathy Ling
- Yu Liu
- Elizabeth Macdonnell
- Susan Martel
- Glenn McCauley
- Patricia McCuaig
- Mary McIlwaine
- Sandra McKellar
- Beverley McKenna
- Mariza Mendoza
- Christine Meyer
- Sharon Miller
- Gail Milner
- Terry and Barbara Myers
- Peggy Ng
- Gerd Nitzek
- Linda Obiri-Darko
- Brian Oikawa
- Rita Parakh
- Margaret Paris
- Shirley Pearson
- Ron Peterson
- Dean and Jamie Powers
- Diane Prentice
- Toni Quinn
- Michael and Dana Randerson
- Wanita Rangihuna
- Beryl Rathbone
- Wayne Roberts
- Veronika Sans
- Anne Scheid
- Hilton Schwartz
- Nassa Selwyn
- Ian Shaw
- Alan Statham
- Bruce and Patricia Stephen
- Kim Stoller
- Christopher Sutton
- Victor Swartz
- Jay Symons
- Elia Tanner
- Milton and Jackie Toft
- Rosemary Wallis
- Raymond Wargo
- Ruth Warick
- LaRaine Wiebe
- Patti Williams
- William Wilson
- Bonnie Wong
- Wilfred Wong
- Suzanne Woolley
- Diane Ford, Deaf Community Christian Church
- Jenny Kwan, MP, Member of Parliament, Vancouver East
- Team Telus Cares, Dollars for Doers
- Raymond Wong, 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.

**Thank you!**



# Programs & Services

## Accessible Communication Services

We are proud to support the diverse communication needs of our clients and communities with a wide range of services. Wavefront Centre is one of the largest providers of ASL interpreting services in western Canada. We provide CART (captioning) for events, meetings, presentations and videos; translate English documents or media into American Sign Language; convert documents containing complex language and jargon into more readily accessible documents in plain language; and offer audio description services, providing narrations of visual content and information for people who are Blind or have low vision.

We provide mentoring and job experience for new graduates of an Interpreter Education Program and placements for students enrolled in the program. We also offer professional development opportunities for interpreters in the field.



### ASL Interpreting Services

ASL/English Interpreting Hours: 25,506  
Deaf Interpreter Hours: 865  
Number of Appointments: 7,617



### Interpreters

ASL/English Interpreters: 159  
Deaf Interpreters: 9  
Interns: 3



### Captioning

Captioning Appointments: 199  
Captioning Hours: 431



### ASL Translations: 40

## Audiology & Hearing Care Program

Wavefront Centre's three hearing clinics provide hearing assessments and sales of new hearing aids, our clinicians also provide specialty services in tinnitus and vestibular assessments and treatments, and cerumen management.



Clients: 13,336  
New Clients: 888  
Virtual Care Clients: 16  
Pediatric appointments: 21  
**Total number of appointments: 12,831**

## Lend an Ear

Through donations of used hearing aids, government grants, and income from our hearing aid sales, Wavefront Centre offers the Lend an Ear program, providing permanent loans of hearing aids for those clients who cannot afford new ones.



Lend an Ear Clients: 138  
**Hearing Aids provided: 178**

## Kitsilano Office

On May 1, 2023, we celebrated the grand opening of our Kitsilano office on West Broadway. Wavefront Centre's Willow Street office relocated to this newer, more contemporary, accessible location after months of planning and extensive construction efforts. We wish to express our sincere gratitude to our staff for their tireless hard work and coordination, and to all our clients for their continued support at our three Wavefront Centre locations.



**I just returned from a play at our local theatre. On three previous occasions (prior to my getting hearing aids) I was unable to hear all of the dialogue and had to ask my wife what one or more actors had said, much to her consternation. Today was the first time I attended with my hearing aids and I heard everything, including the female actors whose voices are higher pitched.**

Wavefront Centre Client

I want to thank you from the bottom of my heart for your loving care yesterday. You readily put me at ease and I appreciated your perspective and the information you provided.

Wavefront Centre Client

## Communication Devices & Showroom

Located at our Mount Pleasant head office, Wavefront Centre's Communication Devices Showroom is the only place in the province that displays such a wide range of assistive listening and alerting devices to help our clients and community members stay connected to their surroundings and environments at home, at work, and in social settings. We also provide one-on-one consultations and outreach visits to install devices, and to assist community members in becoming comfortable with their new equipment.

Unique online visitors: 6,526  
Online user interactions/visits: 7,603

## Bettear

In May 2023, Wavefront Centre entered into an exclusive agreement as the Canadian distributor for Bettear, an innovative solution making public facilities (concert venues, lecture halls, movie theatres, etc.) into accessible venues. This partnership is an exciting opportunity to continue our mission of promoting inclusion and enhancing audio accessibility in public spaces. In BC, we are proud to have introduced the Bettear system at such venues as the Vancouver Folk Festival, the PNE's summer concert series, and Bard on the Beach.

## Community Outreach Services

Our Community Outreach Services continues to thrive and is comprised of Employment Services, Seniors Outreach, DeafBlind Programs, the Digitization Program and Special Projects.

## Employment Services

Tailored to meet the individual needs of the communities we serve, our employment placement specialists provide individualized, client-centred services to assist Deaf, DeafBlind and Hard of Hearing job seekers in achieving their goals. Services include individual counselling, placement and supports, and workplace assessments and interventions. We also provide workshops for newcomers to Canada on such topics as payroll deductions, benefits, and the employment culture.

-  **Total Clients: 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 Workshops: 26**  
Sensitivity Training: 4  
Workplace Assessments: 1  
Assisted Technology Services: 17



## DeafBlind Services

Wavefront Centre's DeafBlind Program aims to empower DeafBlind seniors and older adults through services that support connection, independence and access in their communities. In addition to providing workshops and referral services, the program offers intervenor services that match each DeafBlind individual's unique needs and communication preferences to the intervenor.

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



The [DeafBlind Services] program is invaluable to me in several small ways. The few meetings with intervenors each month enable me to catch up on shopping and banking, taking some of the load off the very few others in my life who can see and thus assist with such errands. In addition, the outings bring a welcome break and bit of variety in what is otherwise a highly routine and boring life with extremely rare social opportunities.

Wavefront Centre Client



## Seniors Outreach Program

Wavefront Centre's Better at Home (BH) program identifies isolated Deaf, DeafBlind and Hard of Hearing seniors in the Lower Mainland and provides them with volunteer outreach services at home. BH volunteers can be Deaf, Hard of Hearing or hearing. They provide companionship, home visits, transportation assistance, facilitated shopping trips, and other outings so isolated seniors can remain connected to their communities.



**Total Clients: 87**  
Deaf: 56  
DeafBlind: 10  
Hard of Hearing: 21



**Total Volunteers: 44**  
Deaf: 17  
DeafBlind: 1  
Hard of Hearing: 3  
Hearing: 23



**Services: 1,087**  
Grocery shopping: 112  
Friendly visits in person: 75  
Friendly visits virtual: 56  
Wellness checks: 117  
Outreach: 219  
Volunteers follow up: 225  
Document assistance: 16  
Referrals: 18  
Other: 38



Transportation Appointments: 211  
Total Kilometres: 8,518

“I was really glad to learn how to set up an iCloud on my laptop to connect to my iPad and tips such as the accelerated version of Notes for iPads. These tips really increased my virtual knowledge and skills. I find that I am implementing them in my everyday life. As a Deaf person, attending a workshop with full access was essential but, most importantly, the workshop was tailored to each participant’s individual needs about what we wanted to learn. It was accessible and learner-centred.”

Bradford Bentley, Wavefront Centre Client

## Digitization Program

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



**Total Participants: 29**  
Deaf: 21  
DeafBlind: 4  
Hard of Hearing: 4

Total Workshops: 32

## Special Projects

Wavefront Centre received one-time funding from the United Way Emergency Preparedness and Response Program in recognition of the earth's warming climate and recent heat waves. Thanks to this funding, Wavefront Centre established the Emergency Preparedness for Seniors with Hearing Loss program, and provided a number of supports to help seniors who are Deaf, DeafBlind and Hard of Hearing stay safe during heat waves and other inclement weather.



**Total Clients: 27**  
Deaf: 23  
DeafBlind: 1  
Hard of Hearing: 3



**Project Deliverables**  
Workshops: 2  
Publications: 3

Cooling Supplies  
• Fans: 34  
• Ice Packs: 19

We continued to offer our popular annual tax event whereby accountants volunteer to complete tax returns for Deaf clients with ASL interpreters arranged by Wavefront Centre. Over 50 clients benefitted from this service.

“Thank you very much for all you’ve done to help my mom with her recent transition from hearing to complete hearing loss. It’s been a big challenge as you know, and you were very helpful and patient with guiding my sister and I with ways that we could support our mother during this time of learning. Between the options to purchase a vibrating alarm clock, to amplified & light up doorbells, this has helped her quite a bit.

I would also like to thank you for your help with coordinating volunteers to help her with grocery shopping and errands. Most recently was the assistance with an iPad so that she can communicate with her siblings back East, as well as order library books online. All of these services have greatly helped her to be able to remain independent at home, which is what is so important to her. Thank you so much for your incredible service and for all your patience and help.

Warm Regards, Christina Joe

# Community Research

The Community Research Program focuses on community-based research that advances accessibility and hearing health care for persons who are Deaf, DeafBlind and Hard of Hearing. In the last year, the Program was engaged in four major projects.

Wavefront Centre's three-year Breaking Barriers: Empowering Primary Care Providers to be Instigators of Change in Hearing Health Care research project entered its final year. 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. Lorie Jenstad.

The project aims to facilitate a smooth pathway for older adults to reach and use hearing health care services and supports after visits with their primary care providers. Data was collected from multiple sources to contribute to the goal of designing an educational intervention that would support primary care providers' roles in promoting their patients' hearing health and facilitating their access to, and use of, hearing health care.

Another three-year project, co-led by Wavefront Centre for Communication Accessibility and an academic partner at the University of British Columbia, started in 2023. Its primary objective is to identify barriers and facilitators to virtual communication service use and develop recommendations for service delivery.

The focus of the first year of the project was on conducting a scoping review of the literature and designing instruments for data collection from Deaf persons and sign language interpreters. Funding is from Accessibility Standards Canada and an advisory committee was established for the project.

We partnered with the Council of Canadians with Disabilities to conduct a literature review on community-based emancipatory research involving persons with disabilities and who are Deaf, DeafBlind and hard of hearing in a project funded by Accessibility Standards Canada. We participated on the project advisory committee and laid the groundwork for an expanded role in conducting focus groups and interviews with disability community leaders from across Canada.

We also collaborated with the Council of Canadians with Disabilities in a grant submission on transit accessibility experience. With federal funding secured, this three-year project will commence in 2024. The project builds upon our previous partnered project in 2023 that identified specific barriers to accessible travel and put forth recommendations in a Seed document for standards development on accessible, inclusive travel journeys for persons with disabilities.

# Community Engagement

We are honoured to be working with partners to promote accessibility 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
- Canadian Standards Association Group
- Council of Service Providers of British Columbia
- Elections Canada
- Elections BC
- Hearing Health Alliance of Canada
- McMaster's University
- Neil Squire Society
- Ontario College of Art & Design University
- National Disability Network
- Rick Hansen Foundation
- Summit Advisory Group of Academic Communication Equity – British Columbia





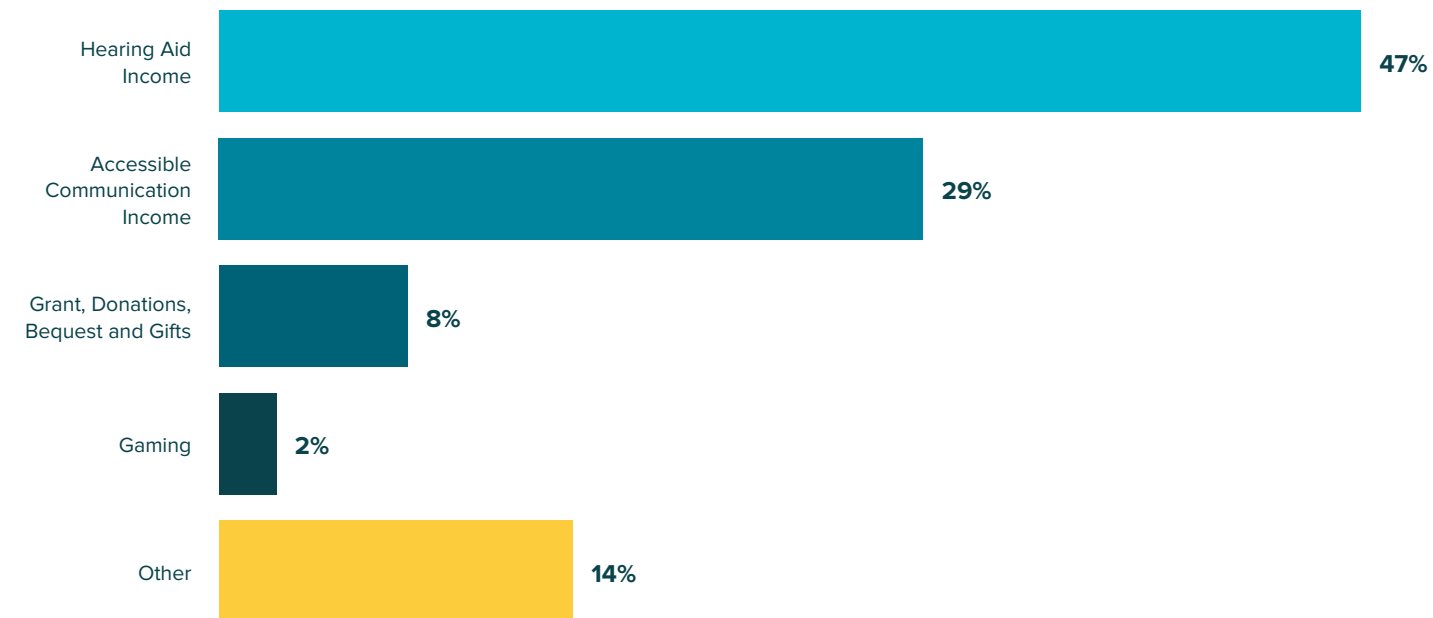
# Financial Statement Highlights

Financial Statement Highlights For The Year Ending December 31, 2023

## Statement of Operations

|                                     | 2023               | 2022             |
|-------------------------------------|--------------------|------------------|
| Net Revenues                        | 4,308,348          | 3,669,460        |
| Expenses                            | 6,098,517          | 5,648,875        |
| Revenue under expenses before       | (1,790,169)        | (1,979,415)      |
| Amortization                        | (283,487)          | (335,513)        |
| Gain on Sale of Property            | -                  | 6,845,001        |
| <b>Revenue Over(Under) Expenses</b> | <b>(2,073,656)</b> | <b>4,530,073</b> |

## Revenue Breakdown



## Financial Position

|                           | 2023              | 2022              |
|---------------------------|-------------------|-------------------|
| Total Current Assets      | 10,013,380        | 12,187,027        |
| Capital Assets            | 759,479           | 582,800           |
| <b>Total Assets</b>       | <b>10,772,859</b> | <b>12,769,827</b> |
| Total current liabilities | 761,060           | 607,174           |
| Deferred Contributions    | 213,220           | 290,418           |
| <b>Total Liabilities</b>  | <b>974,280</b>    | <b>897,592</b>    |
| <b>Net Assets</b>         | <b>9,798,579</b>  | <b>11,872,235</b> |

# Our Locations

## Mount Pleasant Head Office

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)

## Kitsilano

2184 West Broadway, Unit 580  
Vancouver, BC, V6K 2E1

Phone: 778-329-0870  
TTY: 778-329-0874  
Fax: 778-329-0875

[audiologykits@wavefrontcentre.ca](mailto:audiologykits@wavefrontcentre.ca)

## Tri-Cities

2755 Lougheed Hwy, Unit 210  
Port Coquitlam, BC, V3B 5Y9

Phone: 604-942-7397  
TTY: 604-942-7380  
Fax: 604-942-7395

[audiologytri@wavefrontcentre.ca](mailto:audiologytri@wavefrontcentre.ca)

## Connect with Us







Wavefront Centre for Communication  
Accessibility is the operating name for Western  
Institute for the Deaf and Hard of Hearing, a  
registered charitable organization.

All rights reserved.