



At a Crossroad...

A Message from the Executive Director, Susan Masters

We are at a crossroads as an organization; the changes we experience in society such as the aging population, the explosion of technologies, the spread of social media and the lessening of government funding demands that we choose our path wisely. In the coming months, WIDHH will be making decisions that will influence our ongoing sustainability.

We must decide what our programs and services will look like in the future, who our clients will be and what will they need. We will need to know how we will fund those programs and services, what resources will be needed and how can we ensure sustainability.

One of the ways to ensure sustainability is using our assets wisely. That includes our Staff, our reputation, our Board Members and our biggest physical asset, the building at West 7th Avenue.

WIDHH'S services have grown tremendously over the years. Our current facility is a 1950's vintage

15,000 square foot concrete and wood building. The space has become inadequate for the needs of the Community and services offered.

We are in dire need of upgrades and additional space to house our beneficial programs and services; our electrical and alarm systems are overloaded, there are many building code violations and we are unable to provide appropriate building access for many persons with physical mobility challenges.

We are at a point where we must correct these issues to ensure the safety of clients and staff and to ensure our unique and much needed services continue to thrive.

For more than two years the Building Committee and the Board of Directors explored purchasing a larger building in a more centralized location.

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WIDHH Executive Committee

President: Dan LeCours
Vice President: Ruth Warick
Treasurer: Rick Waters
Secretary: Dr. Graham Bryce

Executive Director: Susan Masters

The WIDHH Wave is published quarterly. For submissions please contact the Ruth Blackburn, Editor at info@widhh.com.

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Our building has been professionally appraised and priced at \$3 million, but we found that buildings of the right size are pretty rare and are priced in the \$7-\$10million range!

Our financial situation, as with many non-profits, tends to rise and fall following the cycles of government funding, contracting and expanding. We are fortunate, due to our ability to earn income through our hearing aid sales; though this has also been affected by the general economic situation. Even though we have a very committed Board of Directors we felt that taking on a large capital campaign would be extremely difficult.

Therefore, the Board of Directors spent a considerable amount of time investigating solutions, including relocating, and has concluded that renovating our building on West 7th Avenue would be the most cost effective, attainable and sustainable solution for maintaining this valuable asset.

The estimated cost of a renovation, that would remedy all building code violations and would add an additional 1,600 square feet of space,

is approximately \$775,000.00. Based on receiving membership approval, our plan is to secure a loan for the renovations and establish a Capital Fundraising Campaign to assist in paying off the loan at the same time.



We are currently assessing loan offers from three financial institutions and plan to hold a Special Meeting of the Members in the Fall of 2011 to seek your approval for the proposed plan.

This is an exciting and important time for our Agency and we need your feedback, not

only about the building but also about the services and programs you as Members would like to see.

The population is aging, what are the services you think WIDHH should be developing for our Deaf and Hard of Hearing Seniors? What about younger generations who may use cochlear implants? How can WIDHH serve them?

There are many possible questions and answers and we need you tell us your vision of our core services: Sign Language Interpreting, Employment Services, Communication and Signaling Devices and Audiology Services. Are there new programs we should pursue, are there un-met needs we need to plan for?

These questions will require input from all of our stakeholders, clients, staff and Board Members and I encourage you to share your thoughts by writing, phoning or e-mailing me at: info@widhh.com.

Have a great summer; and I look forward to seeing you all in the Fall.

A Message From the President's Desk

Dan LeCours, WIDHH President

As a new year begins on the Board of Directors, I was recently nominated and elected as President; I graciously accepted this responsibility with great enthusiasm. So, after one year off, I'm back as President.

I would like to introduce the rest of the newly elected Executive Committee; Vice President: Ruth Warick, Treasurer: Rick Waters and Secretary: Dr. Graham Bryce.

I would like everyone to welcome our five new Board Members, duly elected at our recent Annual General Meeting: Ava Hawkins, David Nielsen, Karin Kirkpatrick, Miron Gazda and Wendy Bruce. Continuing Board Members include: Dave Shiels, Nora McKellin, Robie Scholefield, Shirley Coomber and Steve Niven.

This year we met our by-law maximum of 14 Directors that may serve on the Board of Directors. I look forward to everyone's input and ideas in helping to improve WIDHH's services and programs in the year ahead.

Our recent Interim President, now Past President, Dave Shiels should be recognized for his hard work and willingness in taking the role of Presi-

dent last year.

Lastly, on behalf of the Board of Directors I would like to wish our departed Board Members, Nigel Howard, Ken Heavyside and Alison Anderson the best of luck in their endeavours.

After reading Susan Masters', "At the Crossroad's" article I hope you take a moment



to consider the hard work of the Building Committee and Board of Directors in finding a suitable solution.

We felt bringing the building at West 7th Avenue up to the present building codes and standards will satisfy our stakeholders, clients, staff and members.

But we still need your help! Please submit your ideas and feedback for our future services and growth. We appreciate your time and involvement towards this exciting and satisfying cause.

I hope everyone has a great summer! See you all in the Fall.

If you have any comments, feedback or concerns about any of our Programs or Services please contact the Executive Director at: exdir@widhh.com.

Otherwise, if you have any questions or concerns about the Board of Directors, our governance or the Building Committee please write a letter, an e-mail or send an ASL video to me at:

Dan LeCours, President
WIDHH
2125 West 7th Avenue,
Vancouver, BC, V6K 1X9

or

president@widhh.com



VRS User



Interpreter



Hearing User

Video Relay Service Trial Update

Telus sent a request to the CRTC (Canadian Radio and Television Commission) for a six month extension to the trial period for the Video Relay Service pilot project they have been running in conjunction with Sorenson. This would mean the VRS trial period would be extended until January 15th, 2012.

The CRTC received 337 comments from VRS trial participants and from persons or groups representing the interests of VRS trial users and potential VRS users. All the comments received supported extending the duration of the trial (the public record of this proceeding, which closed on May 19, 2011, is available on the Commission's website at www.crtc.gc.ca under "Public Proceedings" or by using file number: 8678-T66-201105859).

Telus argued that a six month extension would give the CRTC accurate information about whether or not VRS should be kept permanently in Canada, how to do it and how to pay for it. It would also help to estimate

the cost of providing interpreters, how many interpreters would be needed and bandwidth information that other telecommunication providers and users would benefit from.

The CRTC approved a draw down by Telus of an additional \$1.2 million from the unallocated portion of its

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deferral account set aside for future accessibility initiatives to support a six-month extension of its Video Relay Service trial.

In their report, the CRTC is concerned about the future viability of VRS if, after the trial period, VRS was approved in Canada, because no source of funding has been identified. But they do believe that VRS is beneficial to persons who use Sign Language to communicate.

The CRTC did request a final report about the VRS trial, from Telus that would include:

- The data previously requested by the Commission for the additional six-month period;
- TCC's (Telus) views on all the potential mechanisms or approaches involved in providing VRS that the company considers would appropriately manage the associated cost while maintaining service quality, and the advantages and disadvantages of each; and;
- TCC's (Telus) views on whether VRS should be implemented in Canada and, if so, in what manner and whether regulatory intervention would be required for cost recovery.

For a copy of the DRTC's full report please visit:

<http://www.crtc.gc.ca/eng/archive/2011/2011-384.pdf>



Western Institute for
THE DEAF AND HARD OF HEARING

26th Annual WIDHH

United Way BBQ

Date: Thursday,
September 15/11

Time: 12:00pm
to 4:00pm

Location: WIDHH
2125 West 7 Ave-
nue, Vancouver, BC
Back Parking Lot

****Tickets are available
at the door or in
advance at WIDHH****



Early Bird Ticket Prices *(before Aug 31/11)*

\$5.00: for 1 Hamburger, Chips & Drink
or 2 Hotdogs, Chips & Drink

\$8.00: for 2 Hamburgers, Chips & Drink

Regular Tickets *(after Aug 31/11)*

\$6.00: for 1 Hamburger, Chips & Drink
or 2 Hotdogs, Chips & Drink

\$9.00: for 2 Hamburgers, Chips & Drink

****Limited Vegetarian Options Available****

☀️ THERE WILL BE: ☀️

- SILENT AUCTION
- 50/50 DRAW
- BALLOON DARTS
- POPCORN MACHINE
- DOOR PRIZES
- SO MUCH MORE!



All money raised goes to the United Way, a supporter of the Western Institute for the Deaf and Hard of Hearing, as well as many other essential services in our community.

GREAT FOOD! GREAT PRIZES! GREAT CAUSE!



2010 Award of Merit Recipients

The purpose of the Award of Merit is to recognize outstanding individuals, organizations or groups that have made a difference in the lives of Deaf and/ or Hard of Hearing individuals within British Columbia. On Thursday, April 28th, 2010, at our Annual General Meeting, three awards were given to recognize the efforts made to enrich the Communities we serve.



Vancouver 2010 ICED Organizing Committee: The Vancouver 2010 ICED Organizing Committee was selected for the 2010 Award of Merit in recognition of the major contribution and work that produced the "New Era" : Deaf Participation and Collaboration" agreement. Committee Members were: Claire Anderson, Dr. John Anderson, Dr. Susan Van Gorp, Jennifer Murn, Marilyn McKay, Loretta

McLaughlin, Dr. Joe McLaughlin, Vincent Chauvet, Dr. Janet Jameson, Marguerite Henderson, Dr. Tane Akamatsu, Dr. Debra Russell.



BC Deaf Community: The BC Deaf Community was selected for the 2010 Award of Merit in recognition of the major contribution and work that produced the "New Era" : Deaf Participation and Collaboration" agreement. Community Members were: Janice Lyons, Douglas Lambert, Hester Hussey, Wayne Sinclair, Nigel Howard, Monte Hardy, John Fraser, Kristen Pranzl.

"The agreement explicitly rejects the 1880 Milan resolution and formally expresses ICED regret at the damage they had done to the Deaf population. It officially recognizes the validity of Deaf culture and the inclusion of Sign language in educational programs. The agreement concludes with a strong vow of all partners to work together to benefit the lives and well being of Deaf persons." (CAD News, July 23, 2010).



Hugh Hetherington: Hugh Hetherington was selected for the 2010 Award of Merit in recognition of the major contributions to improve the lives of Hard of Hearing individuals. He is a devoted volunteer with the North Shore Branch of the Canadian Hard of Hearing Association (CHHA), a gifted innovator in the use of conventional and non conventional hearing assistive technology.

WIDHH Welcomes our Newest Board Members!

At this year's Annual General Meeting, on Thursday, April 28th, 2011, we had our very first election by ballot. Five new Board Members were dually nominated and elected to serve on the WIDHH Board of Directors for a two-year term, 2011 - 2013. We would like you to welcome our five newest Board Members; Ava Hawkins, David Nielsen, Karin Kirkpatrick, Miron Gazda and Wendy Bruce.



Ava Hawkins: Ava has worked as an interpreter for over 30 years, served on numerous local, national and international boards and is dedicated to the Deaf, Deafblind and Hard of Hearing Community. She has a strong background in fundraising, leadership, cross cultural communications and working collaboratively with various initiatives.



David Nielsen: David was dually nominated, by two Members in good standing, at the Annual General Meeting and was subsequently elected by ballot.



Karin Kirkpatrick: Karin is a hearing child of a Deaf parent and feels her work and life experiences would be valuable to WIDHH. Her education includes an MBA, Certified Management Accountant and Professional Human Resources designation. Karin currently heads a Provincial Crown Agency in the Post Secondary sector.



Miron Gazda: Miron has been Hard of Hearing as a result of meningitis at an early age and has been active in the Community for over 15 years. In the past, he sat on the WIDHH Board of Directors as Secretary and as Director. Miron is currently Treasurer for the Canadian Hard of Hearing Association Vancouver Branch. Miron has worked at Air Canada for over 30 years.



Wendy Bruce: Wendy became involved in the Deaf Community in 1981 and obtained her BC ASL Instructor certification in 2000. She has worked for Service Canada for over 13 years and is now working for Employment Insurance. Wendy is interested in joining the Board of Directors because she is a strong supporter of Deaf accessibility and rights.



Support Groups & Services

BC Balance and Dizziness Disorders Society (BADD)

Provides support and information to persons with balance and dizziness disorders. Bi-monthly meetings at St. Paul's Hospital, weekly Tai Chi for Balance classes, etc. For more information: phone 604-878-8383 or info@balanceanddizziness.org or www.balanceanddizziness.org

Canadian Hard of Hearing Association (CHHA) – Vancouver Branch

The Vancouver Branch provides support, education and socialization in learning to cope with a hearing loss; ranging in age from youth to seniors, their family members and friends. Meets five Thursday evenings a year, in alternating months. Meetings are communication accessible with RealTime Captioning. For more information: phone 604-733-3245 or chhavancouver@hotmail.com

Canadian Hard of Hearing Association (CHHA) – North Shore Branch

A lively group of persons with a hearing loss, their partners and friends. Meets five evenings per year at 135 West 15th Street, North Vancouver at 7:00pm. Visitors are always welcome. For more information: phone 604-926-5222 or www.chha-nsb.com

Family Network for Deaf Children

Offers workshops, videos, newsletters and information bulletins supporting parents of Deaf and Hard of Hearing children and the communities that support them. For more information: phone/text 604-684-1860 or www.fnfdc.ca

Greater Vancouver Association of the Deaf (GVAD)

A consumer advocacy group for members of the Deaf Community. For more information: tty 604-738-4644 or fax 604-738-4645 or vandeaf@telus.net or www.gvad.com

Jericho Hill Legacy Trust (JHLT)

The primary goals of JHLT are the advancement of Educational programs and Vocational programs for the benefit of the BC Deaf Community, including Class Members. For more information: VideoPhone 24.69.251.180 or info@jhlt.ca or www.jhlt.ca

Tinnitus Self-Help Group

Meetings are held on the first Wednesday of every month on the 3rd floor of 1440 West 12th Avenue in Vancouver from 7:30 to 9:15pm, all are welcome. No meetings in January, July or August. For more information: Ken Jones, phone 604-535-2204 or fax 604-538-0160 or kenjjones@gmail.com

Contact

LOWER MAINLAND

Head Office

2125 West 7th Avenue
Vancouver, BC V6K 1X9

604-736-7391 phone
604-736-2527 tty
604-736-4381 fax
info@widhh.com e-mail

(for toll-free calls within BC, add 1-888 to any of the above phone numbers)

Willow Office (at Broadway)

#514 - 2525 Willow Street
Vancouver, BC V5Z 3N8

778-329-0870 phone
778-329-0874 tty
778-329-0875 fax
willowinfo@widhh.com e-mail

Tri-Cities Office (at Westwood)

#260 - 2755 Lougheed Highway
Port Coquitlam, BC V3B 5Y9

604-942-7397 phone
604-942-7380 tty
604-942-7395 fax
tricitieinfo@widhh.com e-mail

OKANAGAN

Kelowna Office

#120 - 1735 Dolphin Avenue
Kelowna, BC V1Y 8A6

250-763-3562 phone
250-763-3547 tty
250-763-7608 fax
kelownainfo@widhh.com e-mail

www.widhh.ca

www.widhh.blogspot.com