



## Restoration Complete!

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In our last newsletter we shared the story of the flood in our basement in April. We were quick to call out emergency services and the long demolition and restoration process began.



The kitchen facilities.

After four months of intense restoration, which included asbestos abatement, we now have our basement and Brodie Hall meeting space back!

We are grateful for the staff at Milani Drainage, Plumbing and Hearing Ltd. who worked over the Easter long weekend to clear and repair the damaged sewage line. We are also amazed by the team at Platinum Pro-Claim who took care of our emergency restoration with ease.

*The WIDHH Wave is published quarterly, please contact the Editor, Ruth Blackburn, at [info@widhh.com](mailto:info@widhh.com) to submit an article.*

WIDHH is supported by Public Donations, Grants, or provides services under Contract from the following: Provincial Health Services Authority, Province of British Columbia, Vancouver Foundation, Ministry of Children & Family Development, United Way of the Lower Mainland, and the City of Vancouver.

To help us recoup some of the costs incurred by the flood, not covered through insurance, we are offering Brodie Hall as a rental space for groups looking to host small meetings or gatherings. Please contact Ruth Blackburn at [rblackburn@widhh.com](mailto:rblackburn@widhh.com) for rental details.



Brodie Hall.

The past four months have been filled with many adventures - we hope you enjoy reading our news!

# A Message From the President

## *Memorable Days*

Do you know when a memory will become a favorite? Sometimes you realize it right away and sometimes it happens years later. Well, on September 28 I just knew it would be a memory to cherish. It was a sun-kissed morning in the park along the inner harbor of Vancouver where close to 100 persons gathered to raise awareness and funds for hearing loss for the fourth annual Walk2Hear. But it wasn't the scenery or the weather that made it a special day; it was the community spirit in evidence and WIDHH was a part of it. Staff and board members of WIDHH formed a team that was neck-to-neck with UBC's School of Audiology and Speech Sciences in securing the most funds as a team. The second top individual fundraiser was a WIDHH staff member, Dorothy Ng, and for the second year in a row a WIDHH staff member took the grand prize of Air Canada tickets for travel in North America. This year the winner was Susan Hua Tang – congratulations!



Team WIDHH and their Supporters!

Another major event in September was the Fundraiser Bingo event held on September 12 at the Royal City Curling Club in New Westminister. This was a fun event to raise funds for the Deaf and Hard of Hearing Seniors Outreach project, read more on page 6. WIDHH partnered with the Advisory Board of the project to put on the event. Well done. Fundraising should also be fun-raising, which this was.

These two events illustrate WIDHH's outreach and involvement in the community, working with Deaf and Hard of Hearing persons. WIDHH has a long and valued tradition of reaching out to the community and supporting it. This is what makes the organization unique, and so important to support. The services that WIDHH provides are another way of supporting deaf and hard of hearing persons through the care and attention staff provide individuals requiring audiology, interpreting, employment counselling services, seniors outreach and technical aids.

In the months ahead your board will be approving a budget and building plans that provide the infrastructure to support the important work of WIDHH in delivering services and engaging in the community. We will keep you posted on developments and encourage your continuing support.

With warmest regards,

Ruth Warick  
President, WIDHH

*If you have any feedback, questions or ideas please contact me at:*

President - c/o WIDHH

2125 West 7th Avenue, Vancouver, BC, V6K 1X9

or [president@widhh.com](mailto:president@widhh.com)

Watch the ASL and Captioned video at: <http://youtu.be/Z3tivILZNil>

You can download our Complaint Brochure at: <http://www.widhh.ca/brochures/brochures.php>



# Canada's First Text with 9-1-1 Service

In March, E-Comm launched Canada's first Text with 9-1-1 (T9-1-1) service for members of the Deaf, Hard of Hearing and Speech Impaired (DHHSI) community. The specialized text messaging system means any DHHSI person in E-Comm's service area will be able to communicate with police, fire and ambulance call-takers in case of emergency.

"This is an important day for the Deaf and Hard-of-Hearing and those with Speech Impairments," said Janice Lyons, Head of Interpreting Services for the Western Institute for the Deaf and Hard of Hearing. "To be able to reach this lifeline through a cell phone is a major improvement over current technology we are using."

## ***In order to access the service, DHHSI callers must:***

- Pre-register their cell phones with their wireless carrier
- Dial 911 like any other caller
- Call from a community within E-Comm's service area
- This service is only available to the DHHSI community.

When E-Comm receives a 9-1-1 call from a DHHSI person who has pre-registered with their wireless carrier and is located in E-Comm's service area, an alert will trigger at the 9-1-1 centre to indicate there is a DHHSI caller on the line. The 9-1-1 call-taker will then launch the special messaging system, allowing them to communicate with the caller through a special text session. This will ensure they get the emergency service they need.

Members of the DHHSI community should visit [www.TextWith911.ca](http://www.TextWith911.ca) to register their cell phones with their wireless service provider and to learn more about how the system works.

For the full E-Comm Media Release please visit <http://www.ecomm911.ca/news-events/news-releases/2013/Textingwith9-1-1.php>.



Photo Credit: E-Comm  
To get the "Text with 9-1-1 Infographic" visit [http://www.ecomm911.ca/news-events/documents/T9-1-1\\_Final5.pdf](http://www.ecomm911.ca/news-events/documents/T9-1-1_Final5.pdf)

# Fall Musings from the Executive Director

*When I am an old woman I shall wear purple  
With a red hat that doesn't go, and doesn't suit me.  
And I shall spend my pension on brandy and summer gloves  
And satin sandals,...*

*An excerpt from the poem "When I Am Old" by Jenny Joseph*



I've always loved the poem quoted above; to me it speaks of the joy and freedom of aging, the idea that finally we will be able to live life as we choose. We all like to imagine our golden years will be just that; a golden time of leisure, surrounded by friends and family, and enjoying all the things we've worked so hard to build over a lifetime. Sadly, the reality for many seniors is one of decreased mobility, decreased incomes, and often a growing isolation from the world. And if you imagine that you are a Deaf or Hard of Hearing elder who doesn't share the same language as the general public or have an easy way to communicate; that isolation can be even greater.

BC'S newly appointed Senior Advocate, Isobel Mackenzie said in a recent press release "Clearly, there are a number of areas where seniors and their families are struggling, and the inconsistency in supports and services, depending upon where you live in the province, was both surprising and troubling to me..."

Ms. Mackenzie has published a report, "The Journey Begins: Together, We Can Do Better" which highlights seniors' concerns about housing, transportation, income supports, residential care, home support, and a pervasive culture of ageism that thwarts the independence of seniors and erodes their sense of dignity.

Her report goes on to say "As expected, almost all seniors want to remain in their own home for as long as they can. However, seniors feel anxious that increasing costs and decreasing services are major impediments to their ability to live independently. I heard many stories of challenges with accessing transportation, with the cost of rental housing or home repairs, with the availability of suitable housing in more rural and remote communities, and with infrequent or non-existent support services..."

I was pleased to read the initial report but also deeply troubled because nowhere did I see any recognition of the needs of those aging with a disability. There is an acknowledgement of populations that use different spoken languages but the needs of those who require specialized services are being overlooked.

It makes me anxious to think that as our province looks for ways to improve the lives of elders that the needs of Deaf and Hard of Hearing persons are not being considered. At the same time I see a huge opportunity for making our needs and concerns known. All too often we see government and service providers focusing on a developing or improving universal services without building in, from the beginning, universal access. We need to design and include the specialized supports and programs to make services accessible for all; it seems to me if we do that in the beginning we can be more successful.

I am very proud to say that WIDHH along with our Deaf and Hard of Hearing elders provides a program, the Deaf and Hard of Hearing Seniors Outreach, that focuses on meeting many of the concerns the Provincial Senior Advocate discusses in her report. We designed a program that offers these services in American Sign Language. It is a model that works because it recognizes the needs of the participants to receive accessible services.

It allows them to live and thrive in their own homes and communities. It works because we understand the people we serve. I am concerned that in developing new services, the Province may once again overlook the needs of those with a hearing loss.

I believe that now is the time to let our elected representatives and the Office of the Seniors Advocate know that Deaf and Hard of Hearing seniors and all persons aging with a disability do have unique needs in addition to the needs of the general population. We must let them know that as services are designed the unique needs of the Deaf and Hard of Hearing communities must be seriously considered.

I urge you to use the information below to contact Isobel Mackenzie, BC Senior's Advocate and make your voice heard.

I know I will, because I know the golden years can only be golden if we make it that way.

To learn more: <http://www.seniorsadvocatebc.ca>

To Contact the Office of the Seniors Advocate:

1-2, 1515 Blanshard Street

Victoria, BC V8W 3C8

[seniorsadvocate@gov.bc.ca](mailto:seniorsadvocate@gov.bc.ca)

To read the full "The Journey Begins: Together, We Can Do Better" report: <http://www.seniorsadvocatebc.ca/wp-content/uploads/sites/4/2014/10/The-Journey-Begins-Together-We-can-Do-Better.pdf>

Susan Masters  
Executive Director, WIDHH

## WIDHH Holiday Closures



### **Remembrance Day**

Tuesday, November 11th, 2014

### **Christmas Holidays**

Wednesday, December 24th, 2014 – Closed early at 2:00pm

Thursday, December 25th, 2014 – Closed

Friday, December 26th, 2014 – Closed

Saturday, December 27th, 2014

Wednesday, December 31st, 2014 – Closed early at 2:00pm

*We sincerely apologize for any inconvenience this may cause.*



# BINGO Night for Senior's Outreach a Success!



On Friday, September 12, 2014, we welcomed over 130 people to our first annual BINGO Fundraiser at the Royal City Curing Club. The evening was filled with many happy BINGO winners and the Silent Auction proved to be popular because we were able to raise over \$2,500!

All proceeds from the fund-raiser will go to support WIDHH's Deaf and Hard of Hearing Outreach (DHHSO) program. We would like to thank each of our donors, the attendees, and the many volunteers for their support. The success of this event would not have been possible without each of you.



## Thank You to Our Sponsors!

Canadian Outback Adventures & Events

Capilano Suspension Bridge Park

Science World British Columbia

Barbara Low

Castle Fun Park

Richmond Go Karts

Sobeys West Inc.

Kids Market

Staples Advantage Canada

# Make a Difference in the Community!

WIDHH was created by Community Members in 1956 to address concerns about accessibility and the quality of life for Deaf and Hard of Hearing individuals in BC. Support WIDHH today *by becoming a Member* and help us grow! Benefits of membership include the quarterly newsletter, member prices for workshops, voting privileges at our annual meetings and more.

Make a donation and *support vital programs and services in our Community*. We rely on private and public donations to deliver Audiology Services, Counselling Services, Interpreting Services, and Outreach. You can become *Member of our Pillar Plan* and make your donations on the first day of the month to WIDHH. By joining, you automatically become a WIDHH Member for as long as you are on the Pillar Plan and will receive a tax receipt at the end of the year for your contributions.

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## YES! I would like to become a WIDHH Member

\$15 Annual Membership (April 1st, annually) or  \$100 Lifetime Membership

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## YES! I would like to make a tax deductible Donation

\$20 -  \$50 -  \$100 -  Other \$ \_\_\_\_\_

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## YES! I wish to Support WIDHH by joining the Pillar Plan

Please debit my account:  \$10 -  \$20 -  \$50 -  Other \$ \_\_\_\_\_

Payment:  VOID Cheque Attached -  Visa -  MasterCard  
(please complete credit card information below)

By signing below, I am giving my consent for WIDHH to make pre-authorized withdrawals from my account or credit card. I may revoke my authorization at any time, subject to providing notice of 30 days.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## Payment Information

Dr./Mr. /Mrs./Ms./Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone/TTY Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ VideoPhone Number: \_\_\_\_\_

I would prefer:  – A Printed Newsletter or  – The E-Newsletter by E-Mail

Membership Total \$ \_\_\_\_\_

Donation Total \$ \_\_\_\_\_

Grand Total \$ \_\_\_\_\_

I would like to pay by:  Visa -  MasterCard -  Cheque

Card Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Expiry Date \_\_\_\_ / \_\_\_\_

CVD \_\_\_\_ (Card Verification Digits, three digit number on the back of your credit card)

Signature \_\_\_\_\_ Date \_\_\_\_\_

Western Institute for the Deaf and Hard of Hearing  
2125 West 7th Avenue, Vancouver, BC, V6K 1X9

\* Please make cheques payable to WIDHH \*



Western Institute for  
THE DEAF AND HARD OF HEARING

### Head Office (at Arbutus)

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 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



[www.widhh.ca](http://www.widhh.ca)  
[www.widhh.blogspot.com](http://www.widhh.blogspot.com)

# Support Groups & Services

#### Canadian Hard of Hearing Association (CHHA) - Vancouver Branch

The Vancouver Branch of CHHA is a consumer-based organization formed by and for hard of hearing Canadians. 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.  
chhavancouver@hotmail.com  
www.chhavancouver.ca

#### Greater Vancouver Association of the Deaf (GVAD)

The association acts as a consumer-advocate group on behalf of the Deaf community.  
TTY: 604-738-4644 or E-mail: gvadoffice@gmail.com  
www.gvad.com

#### Canadian Hard of Hearing Association (CHHA) - BC Chapter

The CHHA British Columbia Chapter (CHHA-BC) is a consumer-based, non-profit, self-help organization working with hard of hearing consumers and their support networks to decrease isolation and remove barriers by providing: supportive environments, education, resources, referrals, and advocacy  
Phone: 1-866-888-2442 or E-mail: info@chha-bc.org  
www.chha-bc.org

#### Family Network for Deaf Children (FNDC)

Family Network for Deaf Children (FNDC) is a parent run, non-profit, charitable organization supporting families with deaf and hard of hearing children that use sign language or are interested in learning sign language.  
Phone/Text: 604-684-1860 or E-mail: fndc@fndc.ca  
www.fndc.ca

#### 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.  
E-mail: info@jhlt.ca  
www.jhlt.ca

#### BC Balance and Dizziness Disorders Society (BADD)

The BADD has been organized to provide information and support for persons with balance, dizziness and all vestibular disorders and to develop awareness of the issues surrounding these disorders.  
Phone: 604-878-8383 or E-mail: info@balanceanddizziness.org  
www.balanceanddizziness.org

#### Tinnitus Self-Help Group

The group is casual, supportive and for all ages. Support persons (spouse, friend, relative) are welcome. It varies in size from 2 to 8 most of the time. An experienced facilitator will be present to assist the discussion.  
Phone: 604-535-2204 or E-mail: kenjjones@gmail.com  
www.ata.org/node/1688



We proudly acknowledge financial assistance from the Province of British Columbia.