



Canadian Hard of Hearing Association British Columbia Chapter

THE LOOP NEWSLETTER

DECEMBER 2020 | VOL. 28



MESSAGE FROM THE PRESIDENT

BY RUTH WARICK, PRESIDENT OF CHHA-BC

Dear Members and Friends,

A year ago CHHA-BC moved its offices from Chilliwack to Vancouver into the newly built Wavefront Centre for Accessible Communications. New staff of Henry Kutarna, Operations Manager, and Michelle Santiago, Information and Finance Coordinator, have done an admirable job with navigating this transition and I wish to acknowledge their one-year anniversary of employment.

In the last year, we have developed a Plan of Action, Finance and Management Policies, and internal operational procedures while continuing our sound fiscal practises. These are necessary foundations for a solid organization.

The unexpected coronavirus pandemic has challenged us in unprecedented ways. Staff rose to this challenge by developing protocols for being able to continue work from home for part of their week or all of it during the height of the pandemic.

We also responded to concerns about the financial impact of the pandemic by, for the first time in years, launching a fundraising appeal letter. Thank you to those who have responded to this appeal. We appreciate your support for our operations and programs.

We also launched an advocacy campaign related to COVID-19 which has included representations to government officials about the impact of the pandemic on communication and access for hard of hearing people. In particular, hard of hearing persons are impacted negatively by masks that cover the lips, thereby prohibiting lipreading. We have updated our website with information about the availability of clear masks although recognize that no supplier has yet developed clear masks that meet medical-grade standards for use in healthcare settings. We have drawn this gap to the attention of our national contacts for redress.

What's inside this issue:

- Message from the President.....1-2
- Operations Manager.....3
- Lee Pigeau.....4
- Claira Calderone.....5
- Comox Valley Branch.....5
- CHHA Vancouver AGM.....6
- Donation Welcome & Acknowledgement.....7
- Contact Us.....8

This month we are initiating a two-fold Hearing Health Care project. The first part of the project will be aimed at what we can do as hard of hearing people to convey our needs to the health care provider. This includes the use of print and electronic materials that identify that we have a hearing loss as well as strategies to enhance communication. The second part of the campaign is directed at health care professionals to enhance their understanding of best practises for communication and access for hard of hearing persons.

The project will take place over the next four months, and will involve an updating of our website information on hearing health care. We are thankful to have received a federal Emergency Community Support Grant to undertake the project although much of the work will be done by volunteers.

Our committee on hearing aids has developed a guide about available sources of hearing aid funding which has been placed on our website. On the accessibility front, we will be establishing a committee to continue our work to define our accessibility needs to be ready when the Province of BC adopts Accessibility legislation.

Our on-line mentoring program has been taken to a national level. We have been working with CHHA National in this endeavor, which is an example of how CHHA chapters and branches can work together with CHHA National to maximize our efforts and increase our reach to Canadians with a hearing loss.

All of our efforts would not be possible without your support, the behind-the-scenes work of our staff and board members, Jerry Gosling, Gael Hannan, Jessica Niemela and Elwood Major.

As the holiday season is days away, we want to take this opportunity to wish you, your family and friends, all the best. We join with you in welcoming a new year in which, it is fervently hoped, that the pandemic will become history.

Finally, as always, do not hesitate to contact me if you would like to become involved in our work, would like to discuss an issue or just want to drop us a line.

With sincerest best regards,

Dr. Ruth Warick
President
Email president@chha-bc.ca



OPERATIONS MANAGER ARTICLE

Written by: Henry Kutarna, CHHA-BC Operations Manager

CHHA-BC needs your financial support.

Recently we sent a donation request letter to all members and friends.

The situation, as you will see in other articles in this edition of The Loop, is that we are experiencing the effects of the pandemic too. As the general population and members and friends of CHHA-BC face certain consequences so too do we.

The organization has been prudently managed in the past. There are some reserves. And we keep our administrative costs very low on a tightly administered basis. We welcome the tremendous commitment of our volunteers from the board, committees, and those who help with events and projects. You too are part of prudently managing our finances and projects. We sincerely request your continued volunteer help.

Our “ask” continues to be important because donations are down.

There are four ways to donate. You will see details elsewhere in this edition about writing a cheque, using Pay Pal or Canada Helps, or using a credit card.

The work has become more complex this year because of the pandemic. Hard of hearing persons face increasingly tough challenges. Accessibility has been impacted. Many are reaching out to our office for help with unique situations.

Here are just a few of the kinds of requests we are receiving:

1. A town council is doing its best to serve the hard of hearing community. Should they invest in a captioning service – even though the technology is not yet at an ideal state? Are there enough live specialists in the real time captioning services to be on stand-by for council meetings and committee sessions in the entire governance world?
2. A family has moved to a new home. One parent and a child are hard of hearing. Where do they find caption phones, fire and smoke visual alarms?
3. Hard of hearing children in a classroom or clinic find it very difficult to understand what the masked teacher or health care professional is saying. Reading facial expressions and lips for non-verbal signals is even more challenging. Can we find clear masks or face shields that are suitable or approved for medical grade situations?

As you can imagine each inquiry like this requires time and research – so that the right solution can be found.

Please consider assisting CHHA-BC to continue its work that has been made more challenging by these recent circumstances. Our commitment remains strong. We do intend, with your help, to overcome the challenge!

Thank you.

Sincerely,

Henry Kutarna
Operations Manager



HENRY KUTARNA
CHHA-BC OPERATIONS MANAGER

Lee Pigeau appointed to Canadian Hard of Hearing Association as National Executive Director



Lee Pigeau
National Executive Director

(For Immediate Release) November 30, 2020 - The Board of Directors of the Canadian Hard of Hearing Association is pleased to announce the appointment of Lee Pigeau as the National Executive Director, effective November 25, 2020.

“I am extremely pleased to welcome Lee to our national association,” says Marilyn Kingdon, CHHA President & Chair of the Board of Directors.

“Lee has extensive experience and success in the non-profit sector, and I know he will make a significant contribution towards realizing the strategic goals of our organization.”

“I am honoured to have the opportunity to lead the Canadian Hard of Hearing Association. The association is poised to develop its vision and gain momentum on the tremendous efforts that volunteers and staff have brought over the last several years.

I look forward to being a part of the transformation that will bring the association to the next level, making a positive difference for even more people living with hearing loss,” said Lee Pigeau, CHHA National Executive Director.

Lee brings previous leadership experience as the CEO of Habitat for Humanity Huronia in Central Ontario, as the Executive Director of Soldiers’ Memorial Hospital Foundation and as the owner of his own consulting firm. He has been the Director of Philanthropy for Queensway Carleton Hospital Foundation, led fundraising campaigns at Trent and Lakehead Universities and an adjunct faculty member of Georgian College’s Fundraising and Resource Development Program. Lee spent several years with the United Way in Ontario and Alberta.

He is a contributing author to the book “The Vigilant Fundraiser” and has been a speaker at various international, Canadian and provincial conferences. Lee wrote the Ontario Standard Curriculum for e-learning in fundraising at the college level.

As a consultant, Lee has worked with small grassroots organizations and large multi-national charities serving people with disabilities. He is one of the leads in the Resilience 2020 project, a collaborative effort that is assisting charities during the Covid-19 pandemic.

Announcement from CHHA National

Please join us in welcoming Clairra Calderone as the new Manager, Fundraising and Community Engagement at the National Office.

Clairra joins us having recently worked as a Director of Engagement with the Bruyere Hospital Foundation leading a variety of initiatives and events centered around donor recruitment, stakeholder and partner engagement. Clairra also brings a rich background in events management, customer and member acquisition and marketing from her work with the Women’s Business Network, Family Enterprise Xchange and the Ottawa Business Journal. In addition, Clairra’s expertise and experiences leading online digital marketing and communication strategies which will be a tremendous asset to our team.



Clairra Calderone
Manager of Fundraising & Community Engagement

We look forward to Clairra’s energy, creativity and drive adding great value to all of our work over the next few years.

All the best,

Richard Plummer
Director, Business Development & Operations
Canadian Hard of Hearing Association | CHHA

Comox Valley Branch

These past months have meant that CHHA – CV has been unable to have regular meetings though we did manage a Zoom AGM. Our group has stayed connected and updated on particular news items via email and now through our new web site <https://www.hardofhearing.ca>. This site is maintained to add any particular news and includes numerous links to local hard of hearing information with viewing “The Loop” and “I Listen” newsletters just one click away.

Cheers,

Nina Goodman, President
Marion Bell, Past President

Wavefront Centre for Communication Accessibility

Volunteers Needed to Drive Senior Clients: Wavefront Centre’s Better at Home program is looking to recruit enthusiastic and hands-on volunteers to drive Hard of Hearing seniors for appointments, prescription pick-ups, or grocery shopping and help with carrying grocery bags. This is a purposeful volunteering opportunity that is aimed at providing accessibility for the community.

Volunteer training will be provided.

For more information, e-mail darshan.kaur@wavefrontcentre.ca or call 604-736-7391 ext. 123.

CHHA VANCOUVER HOLDS VIRTUAL ANNUAL MEETING

Article by Ruth Warick



The CHHA Vancouver Branch held its first virtual AGM on December 10th and elected three officers as follows: Rosalind Ho, President; Naghmeh Samenirad, Secretary; and Mary-Ann Livesey, Member-at-Large. They join current officers Marco Chiaramonte (Vice-President) and Miron Gazda (Treasurer) on the board. The report by the Nominations Committee of Dr. Ruth Warick and Dr. Charles Laszlo was accepted unanimously.

The annual report highlighted the CHHA Vancouver Branch's first-ever virtual Walk2Hear as well as its 10th anniversary celebration of this major fundraising activity. Both events were held on September 27th, 2020

The AGM was followed by a presentation about *Communication and Maintaining Community Connections* during COVID-19 by Jessica Niemela, a pediatric audiologist and member of the CHHA-BC Board as well as an event coordinator for CHHA BC's Youth Peer Support Program.

Ms. Niemela discussed the importance of maintaining hard of hearing connections during the COVID-19 pandemic and its possible impact on the social well-being of hard of hearing persons. She urged everyone to stay connected through alternate means when in-person interaction is not possible. She noted that, with modern technology, it is possible to connect all over the world.

Ms. Niemela summarized the following take-aways from her talk:

- We are at risk for becoming socially isolated during the COVID-19 pandemic. Humans need social support and connection in order to survive and thrive.
- The need for social support is even more vital for those individuals with chronic conditions such as hearing loss.
- There is a need for a sense of community amongst hard of hearing people that goes beyond the support of immediate family members.
- We can use enhanced good communication strategies for in-person interactions (with the use of clear masks, remote microphone systems and pocket talkers) while maintaining COVID-19 precautions.
- Virtual gatherings are becoming the new norm and we can join in and have fun. Virtual gatherings come with their own set of good communication strategies.
- Life is about showing up. Stay involved in your hard of hearing community.

DONATIONS WELCOME

Donations are always welcomed by CHHA-BC. A receipt for income tax purposes will be issued. There are four ways of donating:

- Cheque: please make it payable to CHHA-BC and send directly to our office at #208, 2005 Quebec Street, Vancouver, BC. V5T 2Z6.
- PayPal: go to their website https://www.paypal.com/donate?token=jsb9NNO-kQ4QOcWMRgdHoMg7c3pGJke_3ygrcl1a5zpDpnJ2odYXFGDnEgR1N5pTsq8xa6dedY2n06ItW)
- Canada Helps (<https://www.canadahelps.org/en/charities/canadian-hard-of-hearing-association-british-columbia-chapter/#donate-now-pane>)
- Credit card: phone our office at 604-423-3247 or Toll Free 866-888-2442 to provide your credit card information to our staff members Henry Kutarna or Michelle Santiago

We are very grateful for your consideration and support. Thank you.

CHHA-BC Acknowledges Donors for their Contribution

CHHA-BC expresses deep appreciation for your donation. It is through such generous contributions that we are able to continue to offer programs and services for hard of hearing persons. Thank you for your donation.

CHHA-BC Acknowledges Provincial Funding for The Loop

CHHA-BC gratefully acknowledges provincial funding for The Loop newsletter. This financial support makes possible regular and direct communication with members and friends.

Season's Greetings

Wishing you a Happy Holiday and a joyful New Year.

Best wishes from your friends at CHHA-BC.





Canadian Hard of Hearing Association British Columbia Chapter

CONTACT US

COVID-19 Protocol

We are continuing safety precautions for CHHA-BC employees and visitors. We promote proper sanitation in the workplace, provide guests with face-masks, ensure that hand sanitizer is given to guest-facing staff, provide a place for sanitizing wipes to be disposed of and encourage hand washing before and after breaks.

CHHA-BC CHAPTER

2005 Quebec Street
Vancouver, BC, V5T 2Z6

Hours of Operation:

Mon, Tues, Wed, and Thurs 8 am to 4 pm
Fri 8 am to 12 noon

☎ **Tel:** 604-795-9238

☎ **Toll-Free Tel:** 1-866-888-2442

✉ **Email:** info@chha-bc.org

🖱 **Website:** <https://chha-bc.org/>

👉 **Charitable #:** 86571-8365 RR0001

CONNECT WITH A LOCAL BRANCH

ABBOTSFORD BRANCH

Tel: 604-864-2916
Email: abbotsfordretiree@gmail.com

CHHA BC YOUTH PEER SUPPORT PROGRAM

Email: chhabcypsp@gmail.com
Website: <https://www.chha-bc.org/youthpsp/>

HEAR BRANCH (COQUITLAM) COMOX VALLEY BRANCH

Tel: 604-939-0327
Email: anna.r.bernard@gmail.com

Tel: 250-339-4706
Email: cvhardofhearing@gmail.com
Website: <https://www.hardofhearing.ca>

NORTH SHORE BRANCH

Tel: 604-926-5222
Email: chha_nsb@telus.net
Website: <http://www.chha-nsb.com/>

VANCOUVER BRANCH

Tel: 778-358-9955
Email: chhavancouver@gmail.com
Website: <https://chhavancouver.ca/>