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DEAF ACCESS OFFICE

2003 ANNUAL REPORT

Submitted by Lynne Shepard

DEAF ACCESS OFFICE

2003 ANNUAL REPORT

INTRODUCTION

VISION STATEMENT

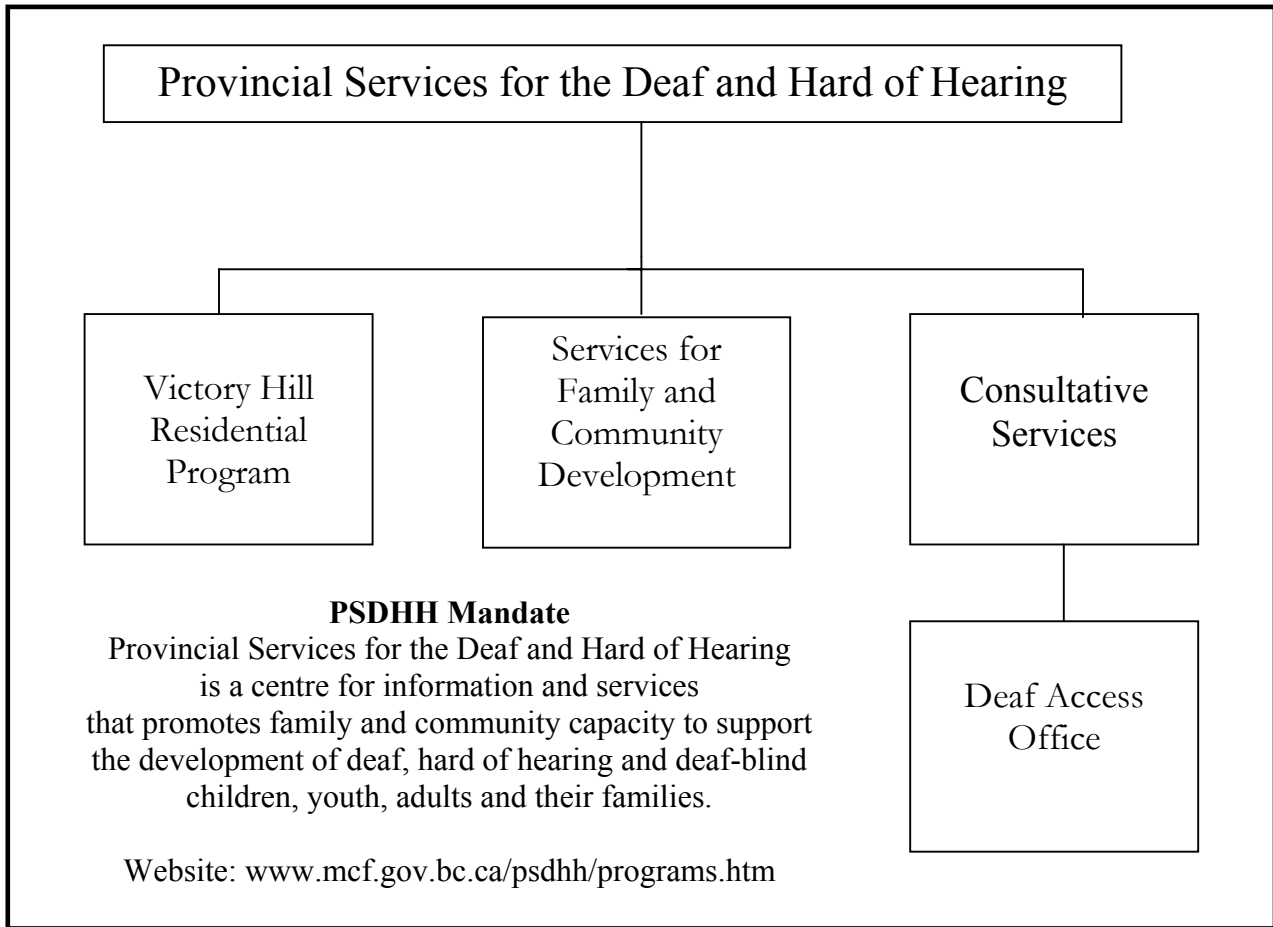
The Deaf Access Office (DAO) is dedicated to promoting access to government services and benefits that meet the needs of Deaf, hard of hearing and deaf-blind persons and their families in British Columbia.

STATEMENT OF VALUES AND BELIEFS

We believe:

- Deaf, hard of hearing, and deaf-blind people are unique.
- Deaf, hard of hearing, and deaf-blind people deserve the same access to opportunities, resources, and services as hearing people.
- Accessibility can assist Deaf, hard of hearing, and deaf-blind people in becoming successful members of society.
- Appropriate supports can encourage Deaf, hard of hearing, and deaf-blind people to lead healthy and satisfying lives.
- The elimination of systemic barriers and discrimination will allow Deaf, hard of hearing, and deaf-blind people to achieve success.
- The rights of each Deaf, hard of hearing, and deaf-blind person must be respected; clients must be informed and involved in decisions affecting their lives.
- The Deaf Access Office offers a bridge between Deaf, hard of hearing, and deaf-blind people and the professionals who serve them.
- Information provided by The Deaf Access Office regarding Deafness, hearing loss, and resources should be based on current best practices.
- The services of the Deaf Access Office must be delivered in accordance with accreditation standards.

**PROVINCIAL SERVICES FOR THE DEAF AND HARD OF HEARING
ORGANIZATIONAL CHART**



MANDATE

The Deaf Access Office was established in 1994 to provide a single point of access and advocacy for Deaf, hard of hearing, and deaf-blind people throughout the province of British Columbia. DAO is one program within the spectrum of services provided through the Provincial Services for the Deaf and Hard of Hearing (within the Ministry of Children and Family Development).

The mandate of the DAO is to serve as a centre for information and referral that promotes community capacity for Deaf, hard of hearing, and deaf-blind people and their families.

DAO CONSULTATIVE COMMITTEE

THE 2003 DAO CONSULTATIVE COMMITTEE :

- 1) Ken Munro - Community Connections, Kelowna
- 2) Ken Heavyside – BC Provincial School for the Deaf, Burnaby
- 3) Cecilia Tung – Greater Vancouver Association of the Deaf, Vancouver
- 4) Patti Dobie – Well-Being Program, Vancouver
- 5) Sharon Lockhart - Public Safety and Solicitor General, Vancouver
- 6) Debbie Meyer – Ministry of Human Resources, Surrey
- 7) Jan Warren – Ministry of Children and Family Development, Burnaby

A special thanks to the consultative committee for their creativity and guidance in helping us to make services accessible and effective for deaf children, youth, adults, and their families in British Columbia.

*Life doesn't require that we be the best, only that we try our best.
~ H. Jackson Brown ~*

DAO MANDATE REVIEW

- The Deaf Access Office completed an extensive mandate review process in January 2003. The review incorporated feedback from DAO clients, members of the Deaf Community, and professionals who use the services offered through the Deaf Access Office. The DAO mandate was updated and program recommendations were put forward. For a copy of the *DAO Mandate Review* report, please contact PSDHH at psdhh@gems1.gov.bc.ca.
- A *DAO Program Update* was submitted to the DAO Consultative Committee in September 2003 as a progress report to monitor the DAO's responsiveness to the recommendations of the *DAO Mandate Review* report. For a copy of the *DAO Program Update*, please contact PSDHH at psdhh@gems1.gov.bc.ca.

PROGRAM HIGHLIGHTS 2003/2004

January 2003 – *Deaf Access Office Mandate Review* report completed.

March 2003 – Consultation with Ministry of Human Resources regarding accessibility.

March 2003 – Community information meeting in Surrey to discuss changes to MHR benefits.

April 2003 – *Deaf Access Office Consultative Committee* convened.

May 2003 – Lynne Shepard became member of the *Coast Foundation Advisory Committee*.

July & August 2003 – Collaboration with *Potlatch*, *YMCA* and *Deaf Youth Today* summer camp programs for deaf children and children of deaf adults.

September 2003 – *Deaf Access Office Program Update* report completed.

October 2003 – *Deaf Access Office Consultative Committee* meeting.

November 2003 – Lynne Shepard became a member of the *Joint Committee for Deaf Seniors' Housing*.

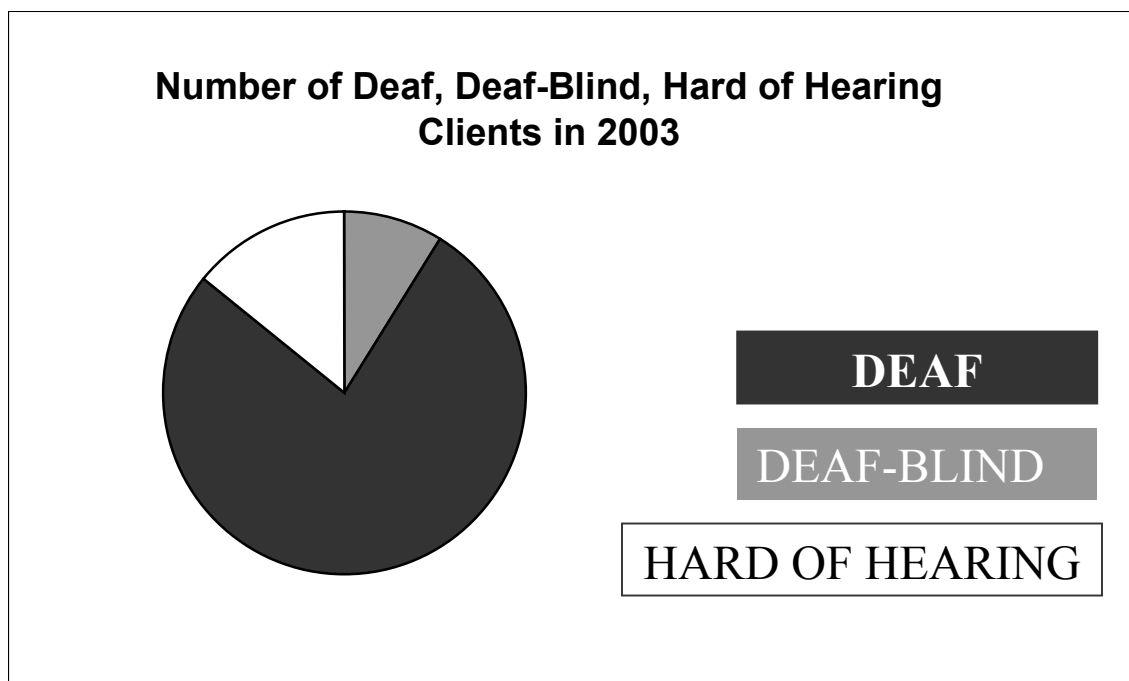
December 2003 – Collaboration with BC Provincial School for the Deaf for holiday food drive. Deaf Access Office delivered 17 holiday hampers (seven single hampers and ten family hampers).

February 2004 – Completed client satisfaction survey as part of the PSDHH Accreditation process.

STATISTICAL INFORMATION 2003

Number of Deaf, Deaf-Blind, Hard of Hearing Clients in 2003

Deaf-Blind	Deaf	Hard of Hearing	Total # Clients
7	60	11	78



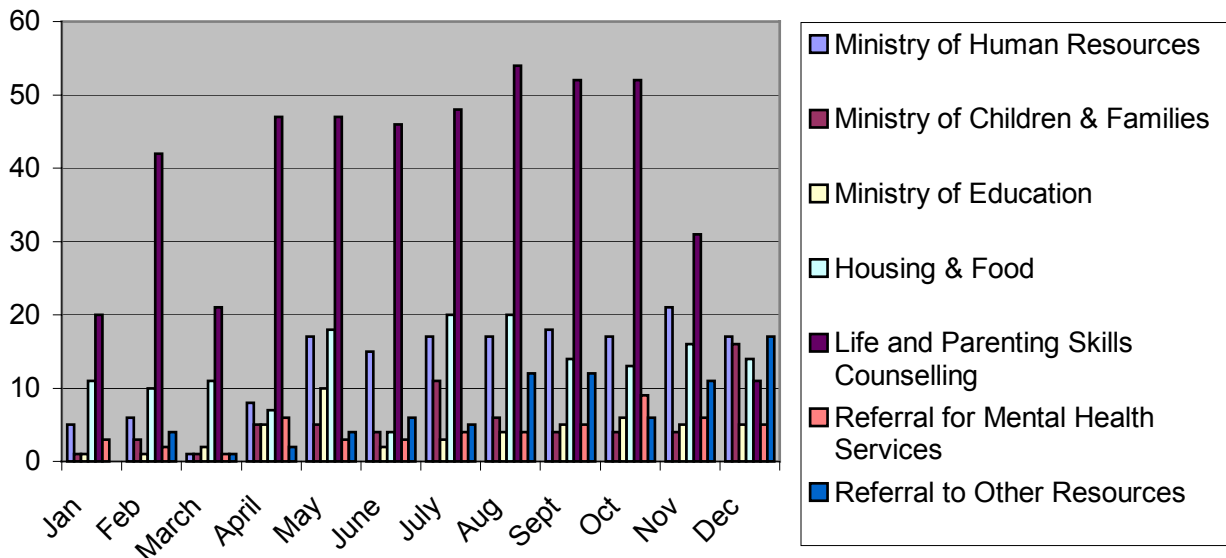
Number of Client Calls Per Month by Service Request in 2003

Month 2003	Ministry of Human Resources	Ministry of Children & Families	Ministry of Education	Housing & Food	Life Skills or Parenting Skills Counseling	Referral for Mental Health Services	Referral to Other Resources
Jan	5	1	1	11	20	3	0
Feb	6	3	1	10	42	2	4
March	1	1	2	11	21	1	1

Month 2003	Ministry of Human Resources	Ministry of Children & Families	Ministry of Education	Housing & Food	Life Skills or Parenting Skills Counseling	Referral for Mental Health Services	Referral to Other Resources
April	8	5	5	7	47	6	2
May	17	5	10	18	47	3	4
June	15	4	2	4	46	3	6
July	17	11	3	20	48	4	5
Aug	17	6	4	20	54	4	12
Sept	18	4	5	14	52	5	12
Oct	17	4	6	13	52	9	6
Nov	21	4	5	16	31	6	11
Dec	17	16	5	14	11	5	17
Total	159	64	54	88	471	57	80

Total Number of Client Calls for 2003 = 973

DAO Number of Calls Per Month By Service Request in 2003



KEY SERVICE THEMES

In the past year there has been a marked increase in requests from DAO clients for food, affordable housing, and resources to meet basic needs. Many clients have experienced confusion and anxiety as a result of changes within Ministry systems.

GOALS FOR 2004

The program goals for the Deaf Access Office for 2004 are as follows:

- Increase clients' access to affordable, safe housing and basic necessities such as healthy food.
- Continue to advocate for clients' access to employment opportunities, training and education.
- Partner with other agencies to build support networks for isolated and vulnerable clients.

Treat people as if they were what they ought to be, and you help them to become what they are capable of being.
~ Van Goethe ~