

4334 VICTORY STREET BURNABY V5J 1R2
(604)660-1800 ~ (604)660-1807 TTY ~ (604)660-1859 FAX
WWW.MCF.GOV.BC.CA/PSDHH

DEAF ACCESS OFFICE

2004 ANNUAL REPORT

Submitted by Lynne Shepard

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INTRODUCTION

VISION STATEMENT

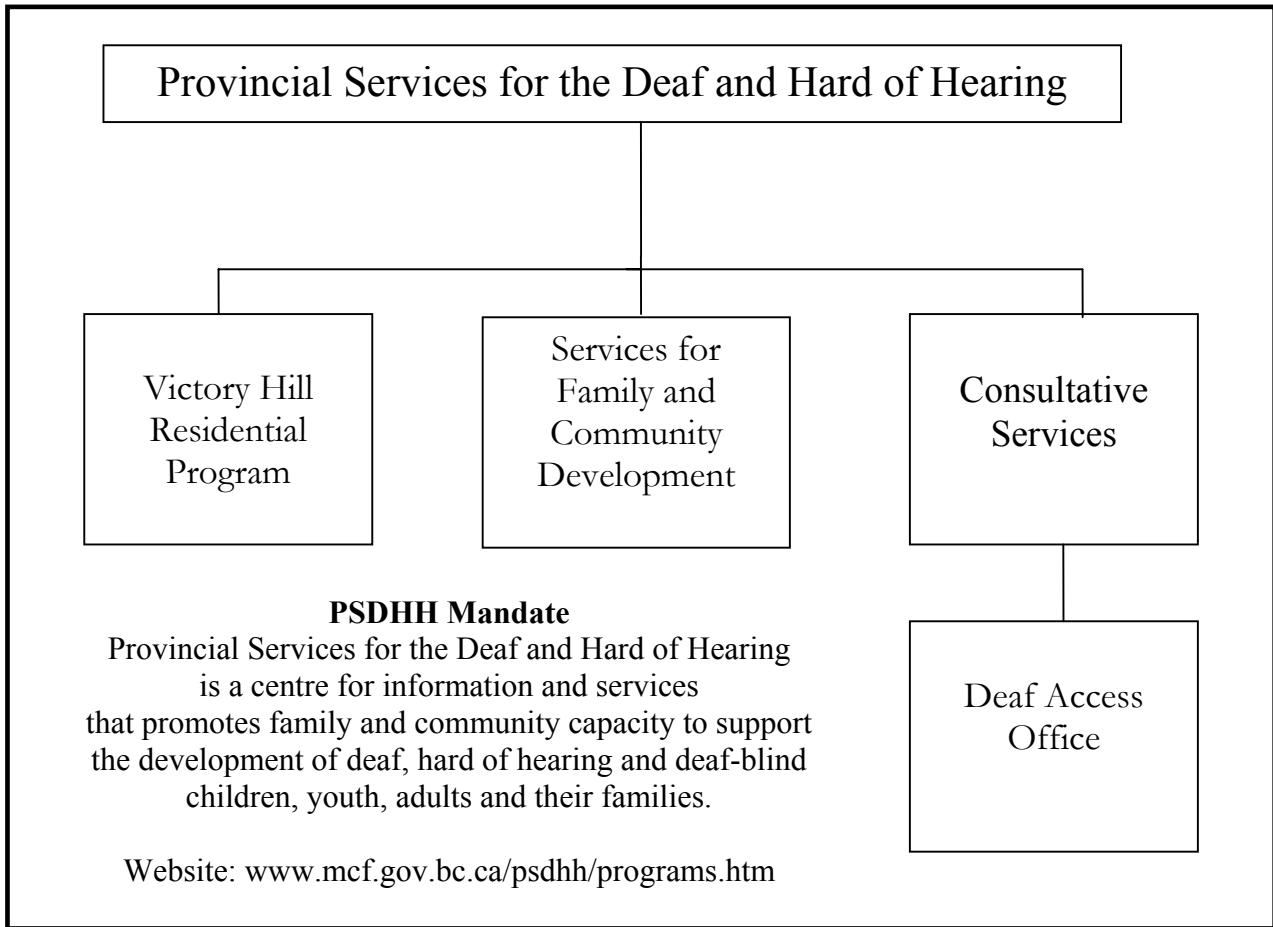
The Deaf Access Office (DAO) is dedicated to promoting access to government services and benefits that meet the needs of Deaf, hard of hearing and deaf-blind persons and their families in British Columbia.

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 2004 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
- 8) Barb Mykle-Hotzon – Westcoast Association of Visual Language Interpreters
- 9) Eileen Marshall – Family Network for Deaf Children

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.

*You can change the world if you care enough.
~ Maria Wright Edelman ~*

PROGRAM HIGHLIGHTS 2004/2005

January 2004 – - Council of Service Providers meeting.

February 2004 – Client satisfaction surveys completed. Rebecca Storey and Melissa Campbell did surveys in person with clients who have no fixed address.

March 2004 – DAO Annual Report completed.

April 2004 – Deaf Access Office Consultative Committee meeting.

-Networking meeting with Well Being Program.

- Council of Service Providers meeting.

May 2004 – Coast Foundation Board meeting.

July & August 2004– Network with camps for CODA children.

September 2004– Deaf Access Office Consultative Committee meeting.

- Meeting with Cloverdale MHR. staff.

October 2004 – Meeting with Family Court Vancouver to discuss the needs of Deaf.

November 2004 – Housing Incentives with Vancouver City Hall staff

December 2004 – 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).

CLIENT HIGHLIGHTS 2004/2005

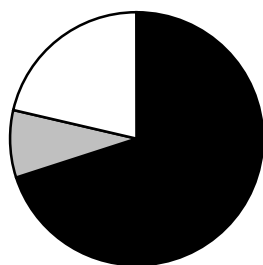
1. Deaf man hired for full time employment is driving a “big rig” one week after his completion of Class 1 training. As we speak, he is in Orlando, Florida.
2. Hard of Hearing woman, clinically depressed, has been home bound for 20 years, is considering getting professional help. She has attended a music concert twice.
3. In one case, the hearing children of Deaf parents have shown improvement in their school attendance.
4. CODA (Children Of Deaf Adults) teenager with Alcohol & Drug problems, will be completing grade 10 in a few weeks.
5. Increased # of calls from the older members of the Deaf Community.
6. A low cost apartment was found for a homeless Deaf man.
7. A Deaf man with a jail history has been working every day for the past month.

STATISTICAL INFORMATION 2004

Number of Deaf, Deaf-Blind, Hard of Hearing Clients in 2004

Deaf-Blind	Deaf	Hard of Hearing	Total # Clients
6	49	15	72

**Number of Deaf, Deaf-Blind,
Hard of Hearing Clients in 2004**



DEAF

DEAF-BLIND

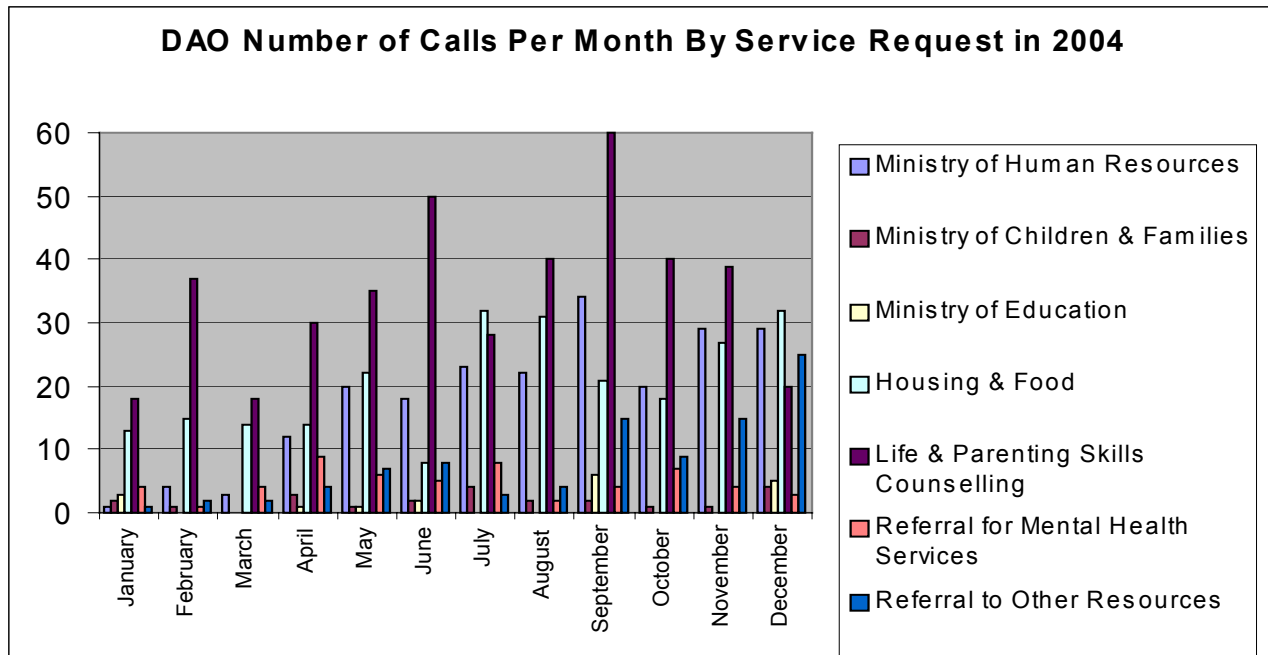
HARD OF HEARING

Number of Client Calls Per Month by Service Request in 2004

Month 2004	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	1	2	3	13	18	4	1
Feb	4	1	0	15	37	1	2
March	3	0	0	14	18	4	2

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	12	3	1	14	30	9	4
May	20	1	1	22	35	6	7
June	18	2	2	8	50	5	8
July	23	4	0	32	28	8	3
Aug	22	2	0	31	40	2	4
Sept	34	2	6	21	60	4	15
Oct	20	1	0	18	40	7	9
Nov	29	1	0	27	39	4	15
Dec	29	4	5	32	20	3	25
Total	221	23	18	247	415	57	95

Total Number of Client Calls for 2004= 1076



TRAINING 2004

- EPDP (Employee Performance and Development Plan) – to replenish list of resources in the community and to document/update this information in ‘DAO resource binder’ and to set up mentoring opportunity within DAO for other PSDHH staff to become familiar with DAO operations.
- PSDHH Annual Orientation
- Emergency Preparedness

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 2005

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.
- Train a mentee to become familiar with DAO operations.
- Make a proposal to CAD (Canadian Association for the Deaf) duplicating ADA by laws (American Deaf Association) to receive free resources i.e. TTYs, videophones, d-link and video conferencing for the clients.
- Distribute annual newsletter to Ministry professionals and agencies covering deaf culture and ASL awareness, resources, issues, and updates of deaf community and organizations.
- Research for support and access for Deaf parents of hearing children i.e. interpreting for school meetings.

