



Ministry of
Children and Family
Development

Annual Report

Provincial Deaf and Hard of Hearing Services

2014-2015

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Glossary

- ★ MCFD – Ministry of Children and Family Development
- ★ PDHHS – Provincial Deaf and Hard of Hearing Services
- ★ CS – Consultative Services
- ★ FCS – Family and Community Services
- ★ VHRP – Victory Hill Residential Program
- ★ PQI – Performance Quality Improvement
- ★ APP – Applied Promising Practices
- ★ WES – Work Environment Survey
- ★ ASL – American Sign Language



Provincial Deaf and Hard of Hearing Services – our mission:

Provincial Deaf and Hard of Hearing Services (PDHHS) is a provincial government organization dedicated to supporting the diverse and multicultural goals of Deaf, Hard of Hearing and Deafblind individuals and their families within an ASL and English environment.

PDHHS – our vision:

PDHHS will create opportunities for:

- ★ Deaf, Hard of Hearing and Deafblind individuals to explore and achieve their personal goals;
- ★ Families to connect with resources that sustain strong and caring relationships;
- ★ Communities and professionals to work in partnership in meeting the principles of human rights, equality and life-long learning; and
- ★ Full access for all British Columbians.



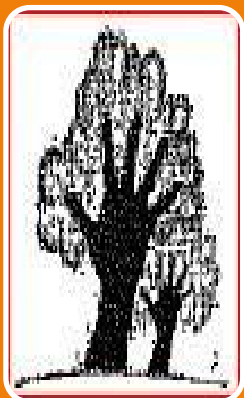
PDHHS – our programs:

Consultative Services - Consultative Services (CS) provides information and consultation to Ministry staff and their community partners who serve deaf, hard of hearing and deafblind clients.

Family and Community Services - Family and Community Services (FCS) offers a supportive-rich environment for learning and skill development. Services include language and literacy development, parent and family support, children and youth services, community awareness and development.

Victory Hill Residential Program – Victory Hill Residential Program (VHRP) provides a homelike environment for children and youth who must live away from home in order to attend the BC Provincial School for the Deaf.

Updates and Highlights 2014/2015



Provincial Deaf and Hard of Hearing Services (PDHHS)

PDHHS was recognized for its strong WES (Work Environment Survey) scores. PDHHS was invited to participate in an Applied Promising Practices project - check out our video link on page 12

PDHHS worked with the Ministry of Education and the Knowledge Keepers (formerly Provincial Educational Review Committee for the Deaf) to develop Principles of Learning for Deaf and Hard of Hearing Students

PDHHS is preparing for emergencies. We now have an emergency container on our site that will allow us to be well coordinated in the event of an emergency.



Aboriginal 7th Generation Club

Monthly sessions with our facilitator Jodi Hill.

Activities included food tasting and preparation, holiday wish boxes, rights and responsibilities, storytelling, midwinter festival, field trip to the Museum of Anthropology and Aboriginal Day celebration at PDHHS.



Programs and Services - Highlights

FCS - ASL Storytelling at the Burnaby Public Library, Post-Secondary Transition Workshop, Swim Kid lessons at Edmonds Community Centre

VHRP - year end harbour cruise

CS - Two PDHHS staff attended foster parent training. Goal is to provide training at PDHHS on behalf of MCFD to increase specialized placements for deaf and hard of hearing children in BC.

Video projects - UN Convention on the Rights of the Child (in ASL)

PDHHS Programs –Outcome Reports

July 2014 to June 2015

CONSULTATIVE SERVICES (CS)

MCFD Goals

- Build collaborative partnerships towards strong service delivery
- Continually improve understanding of client and community needs
- Attract, develop and retain a fully engaged skilled workforce.

Ministry Operational and Strategic Directional Plan – strategic priorities:

- support permanency and adoption for children and youth in care
- help youth transitioning out of government care gain skills to become independent
- make BC a safer place for women and children affected by domestic violence
- support the work of Aboriginal service agencies to provide collaborative and culturally relevant services
- ensure efficient access to mental health services for children and youth
- improve communication and engagement throughout the Ministry

Outcome Statements

CS works in collaboration with professionals to increase their knowledge and skills serving Deaf, Hard of Hearing and Deafblind clients to ensure effective collaboration and integrated planning for children, youth and their families.

Performance Measures

- Number of meetings and consultations that involves collaboration with service providers
- Number of workshops provided to professionals

Year End Review

- 5 clients received consultation regarding MCFD, Family Justice Centre and Legal Aid services
- 52 MCFD social workers and other professionals received consultation regarding working with deaf and hard of hearing clients
- 2 webinars provided for MCFD guardianship social workers, Designated Aboriginal Authorities and Representative for Children and Youth staff regarding PDHHS services and working with deaf and hard of hearing clients
- 2 PDHHS staff attended MCFD Foster Parent Training

Note: These reports have been summarized; full program outcome reports are on file with individual programs.

2014/2015 Outcome Reports continued...

FAMILY AND COMMUNITY SERVICES (FCS)

MCFD Goals

- Build collaborative partnerships towards strong service delivery
- CYSN services are well-designed and client-centred
- Attract, develop and retain a fully engaged skilled workforce

Outcome Statements

FCS services develop attachments that sustain strong and caring relationships and offer opportunities for growth and learning.

FCS provides access support, education and community opportunities to youth, families, community members and service providers who work with deaf, hard of hearing and deafblind clients.

FCS staff develop professional growth goals. FCS staff have strong professional networks and are aware of available services/resources that would benefit FCS clients.

Performance Measures

- All FCS clients develop service plans with identified goals. Achievement of service goals are documented and summarized upon discharge.
- FCS clients receive support to enhance access to services and develop self-advocacy resources.
- Service providers receive access consultation and training toward increasing access to their services for their deaf and hard of hearing clients.
- FCS collaborates with other community partners to provide services for our shared clients.
- PDHHS has an organizational training plan and FCS information sessions are offered throughout the year based on topics identified by FCS staff.

Year End Review

- 208 clients received FCS services during July – December 2014
- 173 clients received FCS services during January – June 2015
- 46 individual clients received access support
- 110 service providers received access consultation
- 23 access education sessions provided
- 30 participants attended our *Professional Immersion* event
- 24 community partner collaborations
- Training topics this year included first aid, Residential Tenancy Branch, Sign Language Instructor Training, Human Rights Workshop, VCH Mental Health Housing Program, trauma informed practice, suicide prevention, cochlear implants and assistive technologies, BC Transit Police, FASD Provincial Outreach Program, and our Annual PDHHS staff orientation

Comments from families after Summer Immersion

- “Great presenters, great instruction. I’m seeing results at home already! 😊”
- “As always, I’m tired from the week, but it’s soooo enjoyable to connect with [other] parents 😊.”

2014/2015 Outcome Reports continued...

VICTORY HILL RESIDENTIAL PROGRAM (VHRP)

MCFD Goals

- Build collaborative partnership toward strong service delivery, practice research and learning excellence.
- Providing effective helping relationships.

Outcome Statements

- VHRP will strengthen its relationship with the Ministry of Education (MoE), Knowledge Keepers, BC School for the Deaf (BCSD), Mountain Secondary School (MSS) and Provincial Outreach Program. The result will be coordinated improvement to education services for deaf and hard of hearing students within the province.
- VHRP children and youth will show development and growth in their expressive and receptive language. Increasing the language and developmental skills of children better prepares them for personal and social success and lays the foundation for life-long learning.

Performance Measures

- Maintain close relationship with MoE coordinators responsible for Deaf education
- Follow up to recommended changes to Education Review Team process
- Work closely with BCSD administration, teachers, and staff
- Remain connected with MSS administration
- Continue close working relationship with Provincial Outreach Program coordinator including outreach trips as needed
- All VHRP residents will have individualized language goal(s) that are monitored through the year and reported bi annually; use of video recordings as appropriate.

Year End Review

- September 2014 - attended Educational Review Team meeting
- November 2014 - meeting with Ministry of Education
- December 2014 - meeting with BCSD, POP and MSS
- January 2015 - Ministry of Education tour at VHRP/BCSD
- January 2015 – meeting of Knowledge Keepers
- February 2015 – attended Educational Review Team meeting
- Spring 2015 – developed draft of guiding principles document and received feedback from community, parents and educators
- April 2015 – attended Educational Review Team meeting
- May 2015 – meeting with Ministry of Education
- May 2015 – presented Principles of Learning to Council of Service Providers
- June 2015 - meeting of Knowledge Keepers
- Language development – video project (Youth Orientation Handbook), ASL tutoring, Parent Orientation Week, Quest Theatre event, field trips, use of iPad, iMac and iMovie, newspapers, closed captioning, Optimist competition, storytelling, boardmaker cues, dorm reports.

Comment from a Victory Hill parent

- “You have held my son together and have shaped him up to be a honest young man. There have been so many sunny days for him this year. When he comes home I see the amazing person walk through. You have made me a better person. Thank you.”

PDHHS Organizational Analysis 2014/2015

Strengths

- PDHHS connections with Community - examples Deaf Seniors fundraising event, BC Deaf School reunion, Family Picnic
- Incident reports at VHRP are decreased
- Stable and diverse group of students at VHRP
- Increased monitoring of CARIS to ensure accurate client tracking within FCS
- Opportunities for VHRP and FCS staff to support each others' programs
- PDHHS strengths recognized by *Applied Promising Practices* and *Learning from the Best* initiatives
- Budget stability

Challenges

- 7 hour shifts for auxiliary staff put pressure on some VHRP staff and houses
- Educational Review Team process needs improvement and clarity
- Outreach travel planning will improve with advanced scheduling and coordination with Provincial Outreach Program
- Need for updated fire safety binders in coordination with BC Housing and City of Burnaby

Opportunities

- Make best use of auxiliary work assignments, increase shift flexibility within 70 hours / biweekly
- Consider PDHHS annual orientation in September (rather than June)
- Improve VHRP meeting structure - consider use of shared minutes between shifts (afternoon meeting and overnight meeting)
- Consider two FCS summer immersion weeks with different themes
- Consider offering FCS professional immersion events in different communities (Prince George, Kelowna, Victoria)
- New staff opportunities within PDHHS programs
- Principles of Learning for Deaf and Hard of Hearing Students
- Knowledge Keepers
- New property management contractor at PDHHS
- FCS e-bulletin - this is a valued communication tool within PDHHS
- Increased emergency preparedness with central earthquake container
- Redefining how PDHHS promotes and supports access within the province
- Continue to strengthen relationship with Ministry of Education
- Collaborations with Child and Youth Mental Health
- Collaborations with early intervention
- Learning more about the needs of deafblind children, youth and adults
- Participate in Accessibility 2024 process
- MCFD foster parent training - opportunity to coordinate training for caregivers for deaf and hard of hearing children

PDHHS Project List – 2014/2015

- ★ ASL translations for PDHHS forms and surveys
- ★ Increase visual access of PDHHS information and materials
- ★ Improve and integrate promotional materials
- ★ Complete recommendations from the Beautification Committee
- ↻ Information monitors in each house
- ↻ Digital inventory for PDHHS materials, resources and technology
- ★ Improve cleanliness and site maintenance
- ★ Clarify PDHHS policy regarding emergency placements with PDHHS staff
- ★ Attend MCFD foster parent training
- ★ Ensure subcommittees are recognized at annual orientation

★ = completed ↻ = continues to be reviewed ⓧ = on hold

Note: the 2014/15 project list was reviewed at the annual Leadership Team retreat and Staff Orientation day. A new 2015/16 project list was developed.

PDHHS Performance Quality Improvement (PQI) Summary

2014/2015

PQI Mandate

The objective of Performance Quality Improvement is to support excellence and accomplishment in Provincial Services for the Deaf and Hard of Hearing. PQI promotes quality services and programs as well as health and safety for everyone.

Who are PQI Members?

2 VHRP members, 2 FCS members and 2 external members

PQI Summary for the 2014/2015 Service Year

356 cases reviewed

6 client incident reports

1 complaint

10 recommendations made to Leadership Team

PQI Project List completed: ASL translation online for PDHHS annual stakeholder survey, visual access of PDHHS promotional materials, client awareness of PDHHS staff (group picture), and APP video

Reviewed reports: client outcome data, program outcome reports, VHRP budget summary, Work Environment Survey results, stakeholder survey results, program feedback and testimonials, Organizational Health Survey results.

Minutes and Policy Review: PQI minutes are kept in PQI central files. PQI members reviewed policies & procedures with staff during annual orientation on June 25, 2015

Applied Promising Practices

The Ministry of Children and Family Development (MCFD) and the Applied Practice Research & Learning Branch selected the Provincial Deaf and Hard of Hearing Services (PDHHS) for the Applied Promising Practices (APP) project in recognizing PDHHS' outstanding 2013 Work Environment Survey (WES) results. The project (video) was made possible with the support of PDHHS Performance Quality Improvement (PQI) team in sharing the factors contributing to exceptional staff engagement scores at PDHHS.

PDHHS Staff Training

2014/2015

VHRP Annual Orientation	September 2014
First Aid	September 2014
Fire extinguisher review	September 2014
Visual Communication Services	September 2014
Fetal Alcohol Spectrum Disorder	September 2014 & May 2015
Non-violent Crisis Intervention refresher	October 2014
Food safety	October 2014 & April 2015
Residential Tenancy Branch	November 2014
BC Early Hearing Program –ASL Instructor conference	November 2014
Vancouver Coastal Health - Mental Health Housing	December 2014
Gallaudet University - Parent Infant Program	December 2014
Trauma Informed Care	December 2014 & February 2015
T911 (text emergency response)	December 2014
Cochlear implants and assistive technologies	March 2015
BC Transit Safety	April 2015
Suicide prevention	May 2015
PDHHS Annual Orientation	June 2015
MCFD Foster Parent training	May and June 2015



Provincial
Deaf and Hard of Hearing
Services

PDHHS Organizational Chart

