

FOUNDATIONS

Trendsetter

Newman’s OWN Foundation

Pacesetter

Catherine & Maxwell Meighen Foundation  
Knight, Bain, Seath & Holbrook Spirit Foundation

Leader

Community Foundation of Mississauga

Investor

Charles Norcliffe and Thelma Scott Baker Foundation,  
J.P. Bickell Foundation  
Brampton & Caledon Area Community Foundation  
Kensington Foundation  
Alice and Murray Maitland Foundation  
Toronto Community Foundation  
Rotary Club of Mississauga

Benefactor

Acapella Foundation  
Robert Campeau Family Foundation  
Marion Ethel and Frederick John Kamm Charitable Trust  
Kiwanis Club (Toronto)  
Leonard Foundation  
Pilkington Henniger Charitable Trust

Partner

Angel Foundation for Learning  
Fournier-Ethier Charitable Foundation  
Jackman Foundation  
Kiwanis Club (Riverdale)

Well Wisher

The Scandinavian-Canadian Club

INDIVIDUAL DONORS

Cornerstone

Gabi Weisfeld

Visionary

Shelagh and David Durno  
Racheal Wason  
Les Young

Leader

Jo DeLuzio  
Anonymous

Hero

Michael Adelson  
Sheila Flood  
Kelly MacKenzie  
Allan MacMillan  
Eileen O'Connor  
Adele M. Routliff

Builder

Mark Eagles  
Ethel & Harold Freeman  
Ross Gascho  
Maria & Tibor Kokai  
John Lemieux  
Debbie Parliament  
George Postlethwait  
James Russell  
Roelof and Jane VanLeeuwen

Friend

Catherine Cotton  
Pari Davis  
Anne Flood  
Gordon & Linda Ryall  
Michelle Saunders

Individual contributions to Silent Voice events and Gift in Kind are not included in this list. Our thanks to all of you who support Silent Voice.

EVENT SPONSORSHIPS

Platinum Sponsor

Polar Foundation  
The Shamba Foundation

Gold Sponsor

Meridian Credit Union



2015 Annual Report

Report from the Board Chair

The Silent Voice Board of Directors

It is rewarding being a part of the Silent Voice Board of Directors – a dedicated and engaged group of community-minded people. I invite you learn who we are; a list of Board members is included elsewhere in this Annual Report.

The Board comprises expertise in the areas of Deaf education, fundraising, sales and marketing, law, finance, and is represented with members of the Deaf community and families we serve.

There are five committees of the Board: Fundraising, Risk and Policy, Nominations, Strategic Planning, and Finance. The Silent Voice Board of Directors continues to strive for excellence in governance and hosts governance training and orientation annually.

Fundraising

The Board continues to take an active role in fundraising, including being involved in the hire of the new Director of Development who started in February of 2015. With the new Director of Development in place we enjoyed a renewed focus on corporate and individual giving, reconnecting with our long-time donors and stewarding our fundraising goals.

In addition, Board members were strong ambassadors of the agency introducing generous individual donors and corporations to the cause.

Silent Voice was honoured to be selected as one of the two recipients of the proceeds from the annual Alternative Investment Management Association (AIMA) Canada charity golf tournament for 2015 and again this year in 2016. I played as part of a team and Silent Voice staffed a hole on the green and met the many team players in the tournament in June.

In 2015, Silent Voice hosted two fundraising events - both exceeding targets. In April, Silent Voice celebrate its 40<sup>th</sup> birthday at its second annual fundraiser hosted at the SHAMBA Space, donated by the SHAMBA foundation, producing net proceeds of \$12,500. And for the fourth year, Silent Voice entered a team in the Scotiabank Toronto Waterfront Marathon, raising \$24,340, a solid increase over 2013. Our sincere thanks to all of you who participated or sponsored us in these events!

Catholic Charities of the Archdiocese of Toronto

We wish to take a moment to acknowledge the connection Silent Voice has with Catholic Charities of the Archdiocese of Toronto. Silent Voice is a Catholic Charities member agency which means so much more than just annual core funding to provide the programs and services vital to the Deaf children, youth, adults, and families that we serve.

Catholic Charities grants Silent Voice the caring philosophy of not turning anyone away, of never passing judgement, and of serving the most vulnerable and marginalized in our communities.

The benefits of membership are tangible – from annual funding allocations to Silent Voice, and shared services for Human Resources, IT, group benefits, pension, executive coaching, evaluations training, and strategic planning, to being held accountable through their comprehensive membership review, Board professional development, networking, and a relationship with ShareLife, the fundraising arm of Catholic Charities.

We extend our sincere thanks to Catholic Charites for its generosity to its member agencies and in particular to Silent Voice!

Silent Voice

Silent Voice serves Deaf adults, youth, children, and their families in an American Sign Language environment. We are dedicated to improving communication and relationships between Deaf and hearing family members and Deaf and hearing members of the community. Silent Voice is an agency grounded in Catholic values offering services to the whole community. We value and respect the dignity and worth of all people.

Silent Voice values:

- American Sign Language as the primary language of communication in providing services to the Deaf community
- The right of individuals within the Deaf community to choose the communication method of their choice
- Service to all people in need regardless of race, creed, disability, sexual orientation, family status, receipt of public assistance, level of literacy or any other personal characteristics
- Those most in need given preference
- The sanctity and dignity of human life
- The role of family as central to the individual and to society
- The role of community as central to the individual and to society

## Silent Voice Governance

### Board of Directors at December 31, 2015

Rose Auciello  
 Laura Baker  
 Gordon DaDalt  
 Shelagh Durno  
 Robert Lunn, **Secretary**  
 Barbara O'Dea  
 George Postlethwait Jr.  
 Fotini Stephen  
 Jon Wollaston, **Treasurer**  
 Les Young, **Chair**

### Silent Voice Programs and Services at December 31, 2015:

#### Deaf Adult Services Program

- One-to-One General Support
- Settlement Program
- Free Tax Clinic
- Parenting Program
- Housing Resource Centre
- Deaf Financial Literacy

#### Child and Family Services

- Sign Language Summer Program (day camp)
- Children and Youth Recreational, Sports and Leadership Programs
- Family Communication Program

#### IHP ASL Services

- Infant Hearing Program American Sign Language Services

### Report from the Chair of the Board of Directors (cont'd)

#### Growth in 2015

Silent Voice grew in 2015 from a \$625,000 agency to one with an operating budget of over \$1 million—revenues for the year up an amazing 75 percent over the previous year. This is primarily due to new funding for the Infant Hearing Program ASL Services, but also increased donations and fundraising. With additional revenues comes additional expenses, however, Silent Voice continues to live within its means. The surplus, which is revenues received less expenses paid, was \$31,100 up from \$2,600 in the previous year.

The agency staff complement grew as well to a staff of 17, not including seasonal camp staff. We are also very pleased to announce that the 2015 camp was restored to its full seven weeks.

Members, clients, families, and stakeholders of the agency, can feel comfortable that the agency is being properly managed as it delivers programs and services to the community, and that it has sufficient resources to keep on providing those programs and services.

On behalf of the Board of Directors, thank you to the Executive Director and staff of Silent Voice for your unwavering commitment to the mission and to the communities we serve, in the face of growing pains, rewards and challenges. The Board commends the staff for its strong fiscal management.

#### Our Thanks

Thank you fellow Board members for your valuable contribution to the governance of Silent Voice, and to the many volunteers who support the agency's operations and programming through thousands of volunteer hours.

Thank you to all our members, stakeholders, and friends who came out for our events, donated, sponsored and supported Silent Voice this year. We rely on the contribution of individuals, corporations, and foundations to help us provide programming and services that make a difference in the lives of Deaf youth, children, adults, and their families.

We look forward to a prosperous, innovative and progressive year in 2016 with your continued support.

*Les Young, Silent Voice Board Chair*

### Report from the Executive Director

#### Growth and Restoration

2015 was certainly a year of growth, as well as restoration, which we continue to put our efforts into. As we reflect on 2015, the year of our 40<sup>th</sup> birthday, we celebrate the launch of the Infant Hearing Program (IHP) ASL language development services – Silent Voice's first provincial program – funded by the Ministry of Children and Youth Services. We are thrilled to welcome back Megan Youngs to Silent Voice, now in the position of Program Director of IHP ASL Services. I invite you to read more about this innovative program in this year's Report.

2015 saw tremendous growth not only in the launch of IHP ASL services. *Game on Toronto!* funding has allowed us to enrich our Deaf youth sports programming in 2015 and 2016. Access, Equity, and Human Rights City of Toronto Funding will support domestic violence literacy and service partnerships. Revenue growth in running E-Bingo at the Delta Bingo Hall as well as our two other events mentioned in the Chair's remarks continues to support our growing demand for services.

*Report continues on page four*

## DONOR RECOGNITION

# Thank you



## CORPORATIONS

### Pacesetter

Alternative Investment Management Association (AIMA)

### Investor

Cadillac Fairview Corporation  
 TD Securities Underwriting Hope  
 Toronto Star - Fresh Air Children's Fund

### Benefactor

Fidelity Investments  
 Industrial Alliance Insurance  
 Meridian Credit Union

### Partner

Ingredion Canada  
 Manulife Financial Corporation

### Well Wisher

Telus Corporation

*Our thanks continue on next page*

## ASL Services Framework



### Learning Goals

The goals of the IHP ASL Services arise from the IHP Communication Framework and IHP ASL Services' values. Each goal embodies an area of learning and development that is woven into the program that is individually designed for each child and family. The goals are paramount to meaningful ASL language and literacy learning for the children and families.

The goals are:

- To provide an enjoyable, safe and positive learning experience
- To strengthen families' abilities to nurture and enhance their children's ASL language and literacy learning, development and well-being
- To foster life-long connections, language and literacy opportunities
- To promote scaffolding and incremental language and literacy learning building on foundations, guidance and relevance
- To increase children and families' demonstrated self-confidence, self-esteem, acquired and applied knowledge

Visit [ihp.silentvoice.ca](http://ihp.silentvoice.ca)

### Silent Voice Canada Inc.

#### Statement of Revenue and Expenses and Changes in Net Assets

Year Ended December 31, 2015

	2015	2014
<b>Revenue</b>		
Grants		
Catholic Charities of the Archdiocese of Toronto	\$ 230,126	\$ 230,126
Citizenship and Immigration Canada	137,569	131,368
City of Toronto	70,661	45,517
Ministry of Children and Youth Services	363,711	
Ministry of Education	4,434	
Ontario Trillium Foundation	5,000	15,000
Prosper Canada	56,237	39,896
Service Canada	11,599	8,574
Fundraising events	75,480	57,584
Donations	107,668	58,222
Service fees	19,324	27,491
Interest and other	18,057	13,798
	<b>1,099,866</b>	<b>627,576</b>
<b>Expenses</b>		
Amortization	1,205	6,985
Communications	13,215	8,375
Employee benefits	86,080	53,488
Fundraising expenses	14,319	15,368
Occupancy costs	14,108	12,535
Office	19,031	15,018
Professional fees	8,458	8,500
Program fees and supplies	227,903	63,763
Rent	52,087	52,107
Salaries	632,393	388,788
	<b>1,068,799</b>	<b>624,927</b>
<b>Excess of expenses over revenue</b>	<b>31,067</b>	<b>2,649</b>
<b>Net assets, beginning of year</b>	<b>109,880</b>	<b>107,231</b>
<b>Net assets, end of year</b>	<b>\$ 140,947</b>	<b>\$ 109,880</b>

*"Not everything that counts can be counted. And not everything that can be counted, counts."*

Albert Einstein

*Report from the Executive Director (cont'd)*

## Celebrating Our Volunteers

Outgoing volunteer coordinator Andrea Kraus held the reigns of the program these past several years. I wish to thank her and the hundreds of volunteers that make a difference in the lives of Deaf adults, youth, children, and their families, and to Silent Voice.

Volunteers have an enormous impact on the health and well-being of communities worldwide and the same is true for the impact they make on Silent Voice programs and services, events and administration, leadership and governance.

Silent Voice has a robust volunteer program, working with around 200 volunteers and being the recipient of several thousand volunteer hours annually.

We do try to quantify our volunteer program. However, numbers of people and numbers of hours do not do it justice. It's impossible to count the sacrifices made; the hundreds of others who give by supporting our volunteers - spouses and family members, teachers, colleagues, mentors, bosses, employees and institutions; the dollars that our volunteers bring in to support Silent Voice programs and services, along with the dollars that are saved by their tremendous gift of time and talent; the commitment they make in supporting Silent Voice's promise to the communities it serves; the positive impact on the lives of others. The value of volunteering is much deeper, much more fulfilling and much more important in contributing to a healthy and vibrant community than can be easily measured.

We hope we provide volunteers with something in return - new experiences and insights, the opportunity to give back and help others, connections to other people, a sense of accomplishment and making a difference, career opportunities, skills development, and having their contribution mean something.

How can we put a monetary value on or measure ordinary people doing extraordinary things and extraordinary people doing ordinary things.

Silent Voice volunteers are engaged in our office, in each of our programs and services, helping us host and run events; they govern the agency; they serve on the Board of Directors; they are committee members; they sell 50/50 tickets at our events; they sit out in the cold giving out drinks during the waterfront marathon; they are role models for our youth; they *are* our youth; they laminate and photocopy, cut and paste; they design programming and make them happen; they give of their professional services ...

To all of you, THANK YOU! And thank you to our volunteer coordinators, past and present, for coordinating the people and program to the benefit of Silent Voice. The impact Silent Voice volunteers make is long lasting, enduring, and continuously renewed.

It is an exciting time as Silent Voice looks to planning for its future with an engaged and passionate staff and Board and clients and families, members and volunteers.

## Our deepest gratitude

Sincere gratitude goes to Catholic Charities, to our corporate, foundation and individual donors for their generosity, to our government funders, and to the talented pool of volunteers that help make Silent Voice programs and services possible. To our many meaningful partners – thank you.

To the staff who do what they do from their hearts and to our clients for ever inspiring us to do better – thank you.

To the dedicated, active and engaged Board of Directors whose members give tirelessly of their time, energy, expertise, and resources, my sincere thanks for your commitment to the mission of Silent Voice and the Deaf adults, youth, children and their families whom we serve.

*Kelly MacKenzie, Executive Director*

## Staff at December 31, 2015

Kelly MacKenzie, Executive Director

Mike Cyr, Program Director, Child and Family Services

Megan Youngs, Program Director, IHP ASL Services

Gieselle Bourgault, IHP ASL Consultant

Rose Etheridge, IHP ASL Consultant

Teresa Fleming, IHP ASL Consultant

Robyn Mackie, IHP ASL Consultant

Amanda Ranger, IHP ASL Consultant

David Wiesblatt, IHP ASL Consultant

Jo-Anne Bryan, Program Manager, Deaf Adult Services Program

Chris Kenopic, Settlement Worker

Ryan Parkinson, Community Service Worker, Deaf Adult Services

Gayathri Samaroo, Office Coordinator

Amanda Grimaldi, Interpreter

Catriona Revell, Interpreter

Irshad Osman, Director of Development

Andrea Kraus, Volunteer Coordinator



***To ensure and provide consistent, equitable, and quality provision of IHP ASL service delivery for all families in the province of Ontario***

The first few years of a baby's life are critical for developing language. The Infant Hearing Program (IHP), through the Ministry of Child and Youth Services, provides early language services to support language development in infants and preschool children who are Deaf or Hard of Hearing.

Silent Voice IHP ASL Services, launched in July 2015, is an early American Sign Language (ASL) language and literacy development support provided free of charge for families with Deaf & Hard of Hearing children from birth to school entry who meet IHP referral criteria.

## ***IHP ASL Consultants' Role***

- ***Facilitate, Motivate and Empower*** families to provide a language-rich environment for their child to acquire ASL.
- Provide each family with a unique and individualized learning plan to accommodate their language learning goals and needs. Such provision includes:
  - ASL instruction focusing on the language needs of young Deaf children and their families,
  - Information on ASL developmental milestones,
  - Information on how to encourage children's language and early literacy development through play,
  - monitor the child and family's ASL language learning progress based on standardized outcome based metrics,
  - support for the parents/caregivers in order to assist them in incorporating ASL into their daily lives,
  - assistance for the family in accessing local community resources and participating in Deaf cultural events, and
  - collaborating with the child's IHP team.