



2016 Annual Report



Silent Voice

Silent Voice serves Deaf adults, youth, children, infants, 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

Join our journey

Report of the Chair of the Silent Voice Board of Directors Les Young

We know that Silent Voice has a positive impact on the Deaf adults, youth, children, infants, and their families, and the community that it services. We see it, and they let us know, every day. We want to continue to create positive change and develop the capacity to do more and do it even better.

Strategic Planning

Over the next five years Silent Voice has plans to ensure a sustainable organization that allows for continued growth. Five strategic objectives have been identified:

	Area of Focus	Strategic Objective
# 1	Financial	Increase funding to sustain and grow
# 2	Programming	Increase capacity to serve more families in the Family Communication Program
# 3	Programming	Improve quality of life/engagement of Deaf children & youth
# 4	Programming	Increase capacity to meet the increasing demand on Deaf Adult Services Programming
# 5	Organizational	Ensure a sustainable organization

To that end, Silent Voice will be measuring and evaluating the success and impact of its services and programming and how well it is achieving the intended outcomes of enhancing communication, removing barriers, promoting inclusiveness, and developing skills.

If you want to be a part of our journey, there are so many ways to get involved. Just reach out to us.

Shared Services and the Greater Good

Silent Voice is grateful for the initiatives of Catholic Charities in support of its member agencies. Silent Voice participates in shared benefits, pension, shared Human Resources services, shared IT services, enhancing evaluation capacity, strategic planning and executive coaching, professional development – all to the benefit of Silent Voice staff, programs, and clients.

These initiatives provide the Board and stakeholders, partners and supporters with confidence that Silent Voice is run fiscally responsibly, providing the best benefits package they can to its staff, as well as being responsibly mitigating risk.

Enhanced Space

From 2014 to 2015, Silent Voice grew financially 75%; it grew another 14% from 2015 to 2016. Silent Voice staff has more than doubled since 2014. We have outgrown the square footage at our current space. In 2016, Silent Voice explored moving to a larger site. It was important to remain easily accessible by TTC and close to services, banks, government, and remain central. In June of 2017, Silent Voice will be relocating from 50 St. Clair Ave East to 60 St. Clair Avenue East, from 2100 sq. feet to 3475 sq. feet.

Silent Voice can, for the first time, host more programming on site. We are very excited for the opportunity to provide the working area to meet the staffing needs along with space for workshops, training, Saturday programming, family visits, classes, meetings, and more.

Stay tuned for our Open House in September. You're invited!

Silent Voice Office is Moving

Effective June 12, 2017

New Location:

60 St. Clair Avenue East
Suite 400
Toronto, ON | M4T 1N5

Nearest intersection:

Yonge and St. Clair

Nearest Subway:

St. Clair Station on the Yonge Line

Vital People

Silent Voice is thrilled to report that it was awarded a grant from Toronto Foundation's Vital People fund for Mike Cyr for capacity building. Mike pursued courses in financial, budget and not-for-profit management.

Staff continue to receive recognition and awards – Teresa Fleming (National Leadership award finalist in 2014), Mike Cyr (Share the Light Award for Excellence in Service Delivery in 2015), and **Jo-Anne Bryan (seen to the right) finalist in the Share the Light Award for Excellence in Service Delivery in 2016.**

Chair report continues on next page



Silent Voice Governance

Board of Directors at December 31, 2016

Les Young, **Chair**

Rose Auciello

Laura Baker

Gordon DaDalt

Shelagh Durno

Robert Lunn, **Secretary**

George Postlethwait Jr.

Fotini Stephen

Silent Voice Programs and Services:

Deaf Adult Services

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

- ASL Language Development Services for children and their families under the Infant Hearing Program throughout the province of Ontario

Friends of Silent Voice

Because of our partners and supporters like you, our April 2016 fundraising event “Friends of Silent Voice” held at the Shamba venue exceeded our fundraising target of \$12,500 (net) by a several hundred dollars. Presentations included Silent Voice clients and families and their stories. Our sincerest thanks for your continued support.



Friends of Silent Voice—April 2016

Our Thanks

Silent Voice is able to continue to make a positive impact on people’s lives because of the generous donors and funders that make it possible. Our supporters are listed in this report. To you all, our heartfelt thanks. To Catholic Charities of the Archdiocese of Toronto that gives so much including but far beyond funding – thank you! Silent Voice’s door is open to all - the most vulnerable and marginalized given priority - with no judgement cast.

The Best of the Best

I have had the privilege of working alongside amazing fellow Board members and with dedicated staff passionate about what they do. My sincere thanks to the Board for its leadership and to Kelly and the Silent Voice team for making me proud to be affiliated with such a great organization and cause.

Les Young, Board Chair



If I had a magic wand ...

Report of the Executive Director of Silent Voice Kelly MacKenzie

Not one, not two, not three, but four camps were hosted in 2016: March Break sports camp for Deaf youth; Sign Language Summer Program (SLSP) day camp for Deaf children and youth and their siblings; KODA (Kids of Deaf adults) camp as part of SLSP; and Deaf Youth Leadership camp.

In 2016, Silent Voice reinstated its Saturday programming for Deaf children and their families. And once again hosted the children’s programming at Mayfest, which is hosted by the Ontario Association of the Deaf.

The SLSP day camp was home to 72 campers, including 11 campers with developmental disabilities, with an average of 31 campers per week for seven weeks of the summer, including a two-week KODA camp. 17 Deaf youth participated in the Deaf Youth Leadership summer camp. And 332 children and youth from eight schools participated in 33 events throughout the school year for a total of 831 contacts with Silent Voice. 64 members of the Deaf community mentored youth through the events and clinics held.

272 Deaf adults participated in programs and services in 2016 and 168 families received language development services through the Infant Hearing Program American Sign Language (IHP ASL) services and the Family Communication Program (FCP).

If I had a magic wand, we would do even more.

If you had a magic wand, what you would you do to enhance your experience?

“I’d wish for unlimited funding so that Silent Voice could have its own site for its camps. It could hire all the counsellors it needed and allow as many campers to enroll as possible. There would be endless summer fun.”

Former camper, now a camp counsellor

“I’d wish for a permanent site where Deaf youth could come together in a larger group to socialize more and have resources available to them (equipment, culture-related items and activities, workshops).”

SLSP and Leadership Camp Counsellor

“I would gather more Deaf children to come together. They are in hearing communities most of the time; Silent Voice programs give them an opportunity to socialize and develop a good, healthy social life. I would reach more kids. Deaf kids can do anything their hearing peers can do. They need access and opportunities. Toronto and the GTA need more programs like this. This is a good program. It gives Deaf kids a chance to connect and make friends outside of school.”

Parents of child participating in the Saturday Program

“I don’t want Deaf and hard of hearing kids to be isolated. They need to feel connected to other Deaf and hard of hearing kids their age. I use ASL and if I’m able to communicate with other kids who use ASL, communication is a lot easier. Thank you for supporting our Deaf community.”

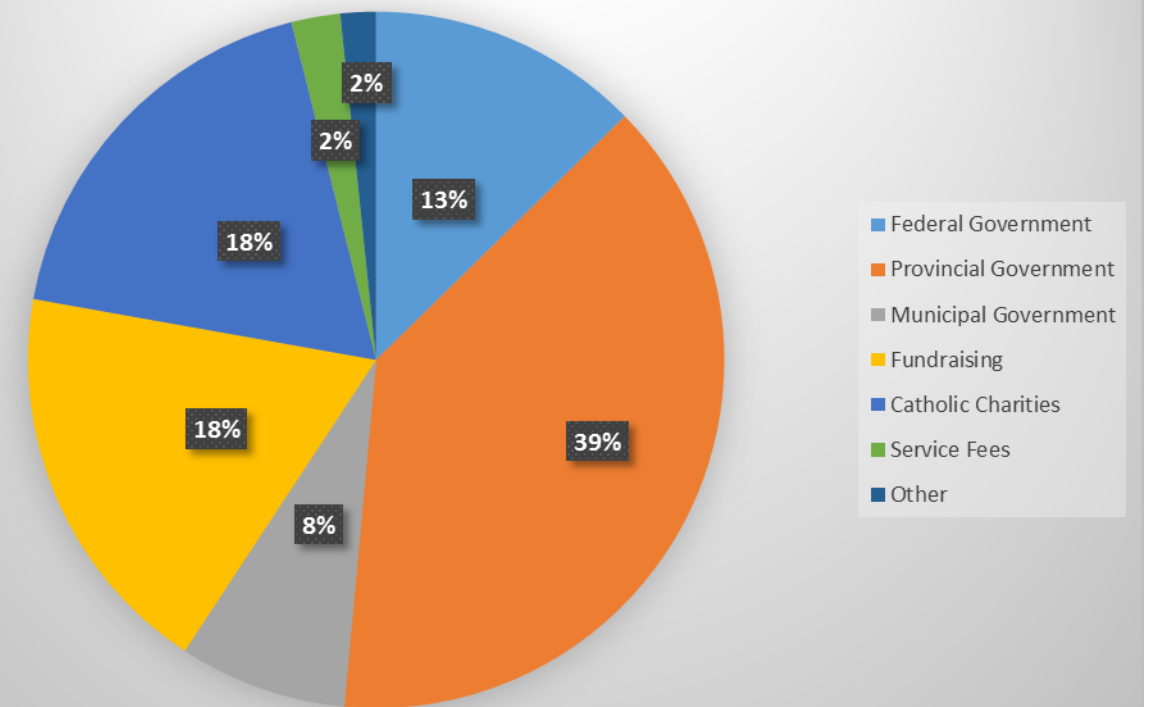
13-year-old Deaf participant in the Saturday program

Silent Voice Canada Inc.

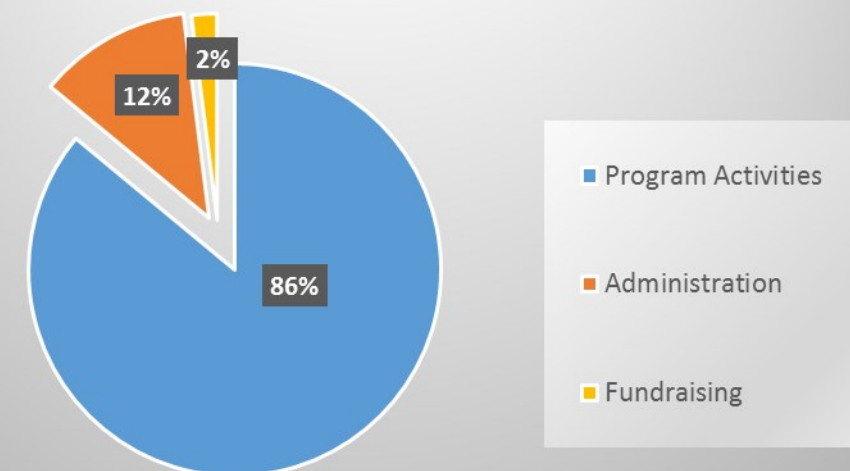
**Statement of Revenue and Expenses and Changes in Net Assets
Year Ended December 31, 2016**

	2016	2015
Revenue		
Grants		
Catholic Charities of the Archdiocese of Toronto	\$ 230,126	\$ 230,126
Citizenship and Immigration Canada	132,085	137,569
City of Toronto	98,116	70,661
Ministry of Children and Youth Services	487,878	363,711
Ministry of Education		4,434
Ontario Trillium Foundation		5,000
Prosper Canada		56,237
Service Canada	27,316	11,599
Fundraising events	67,761	75,480
Donations	165,400	107,668
Service fees	28,367	19,324
Interest and other	20,849	18,057
	1,257,898	1,099,866
Expenses		
Amortization	911	1,205
Communications	8,787	13,215
Employee benefits	99,917	86,080
Fundraising expenses	18,304	14,319
Occupancy costs	21,612	14,108
Office	30,434	19,031
Professional fees	13,175	8,458
Program fees and supplies	235,673	227,903
Rent	52,387	52,087
Salaries	775,450	632,393
	1,256,650	1,068,799
Excess of expenses over revenue	1,248	31,067
Net assets, beginning of year	140,947	109,880
Net assets, end of year	\$ 142,195	140,947

Silent Voice Revenue 2016



Silent Voice Expenses 2016



Staff at December 31, 2016

Kelly MacKenzie, **Executive Director**

Gieselle Bourgault, IHP ASL Consultant

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

Mike Cyr, Program Director, Child and Family Services

Rose Etheridge, IHP ASL Consultant

Teresa Fleming, IHP ASL Consultant

Amanda Grimaldi, Interpreter

Erin Kaufman, IHP ASL Consultant

Danielle Leddy, Program Assistant, Child and Family Services

Robyn Mackie, IHP ASL Consultant

Kayleigh Marshall, Volunteer Coordinator

Irshad Osman, Director of Development

Ryan Parkinson, Community Service Worker, Deaf Adult Services

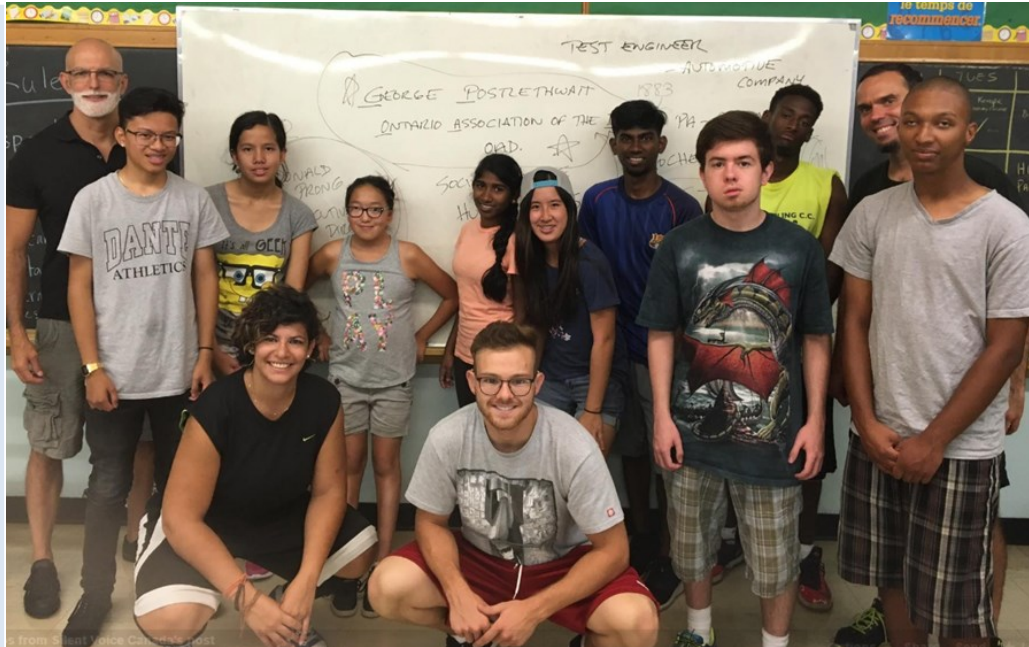
Amanda Ranger, IHP ASL Consultant

Catriona Revell, Interpreter

Gayathri Samaroo, Office Coordinator

Rosaria Skarp, Settlement Worker

Megan Youngs, Program Director, IHP ASL Services



Ontario Association of the Deaf President George Postlethwait (left) at the Silent Voice Deaf Youth Leadership Camp 2016

THANK YOU! to the supporters listed in this report for your generous gifts; to Catholic Charities, and the Federal, Provincial and Municipal Governments for your support of Silent Voice services to Deaf adults, youth, children, infants, and their Families; and to the 150 volunteers who gave over 3,400 hours to Silent Voice programs and operations. We are humbled by your support and gifts of funding, time and expertise.

To our many meaningful partners – 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 to the Deaf adults, youth, children, infants, and their families whom we serve.

Kelly MacKenzie, Executive Director



Donor Recognition

Your Generosity
keeps our programs alive



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Alexandre Richard	Fabricland Distributors	Legends Estate Winery	Pizza Pizza
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Catherine McKibbin	James McGovern	Mike Glover	Susan Main
Cathy Shilton	Jane & Don Durno	Mike Lavigne	Susan Sembaj
Celia Tucci	Jennifer Howlett	Miranda Lahtinen	Sweet Nutcracker Inc.
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Costco	Jo DeLuzio	Mysteriously Yours Theatre	The Rock Oasis Inc.
Crayola Canada	Joe Mihevc	Nancy Dye	Tony Fuoco
Danielle Leddy	Judith Ercolino	Neil Simons	Toronto Firefighters
David Sharpe	Judith Kidd	Odel Caritey-Yung	Troy Yung
Debbie Douglas	Kareem al-Akhras	Orsi Ballai	Vanessa Floros
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