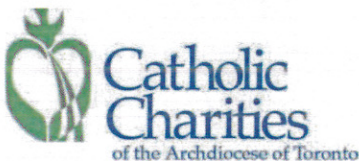


S i l e n t



V o i c e

2017 Annual Report



Silent Voice is a Catholic Charities agency
supported by ShareLife





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

Charitable Registration Number

107980625 RR0001

**Message from Les Young
Chair of the Silent Voice Board of Directors**

2017 was once again an exciting year of continued growth for Silent Voice – contributing to the 108% growth over the past five years. In keeping with that trajectory, Silent Voice moved to its new, larger and more vibrant location in June of 2017. Still in the centre of the city at Yonge and St. Clair, it is easily accessible by TTC. If you have not visited the new office, I invite you to make arrangements to do so.

2017 was also year one of the current Silent Voice five-year strategic plan. Strategic planning is dynamic in nature, responding to the changes in the environment and emerging needs, and so too is our plan, about which we will continue to report back to you—our members and stakeholders.

Executive Director Kelly MacKenzie and the Silent Voice staff team are operationalizing the strategic plan and are doing an amazing job as you will learn in Kelly’s report in the following pages.

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

“No duty is more urgent than that of returning thanks.”

James Allen

What I am delighted to highlight this year is our partners – our members, our government partners, our funders, our stakeholders, our donors, our volunteers, without whom we would not be expanding and innovating and responding.

In 2017, our partnership with the KBSH Spirit Foundation continued. Silent Voice received the honour and privilege of being the recipient of the KBSH Spirit Foundation November fundraising event proceeds, an incredibly generous \$50,000. Held at the Thornton-Smith building, the event treated esteemed invited guests, Silent Voice staff, Board, and volunteers, and past recipients, to an evening of great food, company, and tremendous generosity.

Silent Voice was delighted to be the focus and present Elizabeth Morris, a Deaf actor, to entertain the crowd with her visual comedic genius. Interpreters provided access in the room for Deaf and hearing guests to meet and mingle. The evening was filled with opportunities to share stories. KBSH Spirit Foundation directors took the stage, along with Kelly, who introduced JP Armani, a young Deaf man who participated in the Silent Voice Sign Language Summer Program (day camp) as a boy.



Elizabeth Morris entertains at the KBSH Spirit Foundation fundraiser

JP shared his story of entering the camp with no real language and no solid relationships with his family. He learned American Sign Language (ASL), brought his hearing sister to the camp to get involved in his life, worked as a counsellor at the summer camp, studied to become an Early Childhood Educator, and has just graduated as a Child and Youth Worker. He and his sister are the best of friends. JP continues to work with Silent Voice in our children's Saturday program; and in our camp, and he gives back to Silent Voice and Deaf children and youth in our communities in so many ways.

The generosity of the KBSH Spirit Foundation and its many philanthropic donors helps Silent Voice make the camp happen every year, and impacts children's lives, like it did JP's. In 2018, the camp will be running for its 44th year! Very many thanks to the KBSH Spirit Foundation for your invaluable partnership!

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Silent Voice was honoured and thrilled to be one of the recipients of the Alternative Investment Management Association (AIMA) golf tournament proceeds again in 2017 and JP and Kelly met the golfers for a fabulous day of fun!



Kelly MacKenzie and JP Armani at the AIMA golf tournament

Silent Voice



Silent Voice Governance

Board of Directors at December 31, 2017

Les Young, *Chair*

Rose Auciello

Laura Baker

Gordon DaDalt

Shelagh Durno

Jin Hu, *Treasurer*

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
- Educational Programming

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

We celebrate the TELUS Corporation, J. P. Bickell Foundation, Leonard Foundation, Kiwanis Club, Harry A. Newman Memorial Foundation, and Ingredion Canada who partnered with us supporting Deaf youth sports and leadership programming.

"Silent Voice has become a big part of my life and influenced my life in many ways. Silent Voice youth sports program helps Deaf people break down barriers, like those we face joining hearing peers in their sports activities. Silent Voice makes Deaf people feel that they are a part of the community. It helped me develop ways to join the Deaf basketball community. Since I joined the Silent Voice program, it has built my confidence; I had the opportunity to go to Brazil for my first tournament and if it wasn't for the program, I wouldn't have realized that dream."

Kareem Al-Akhras

(on the left)

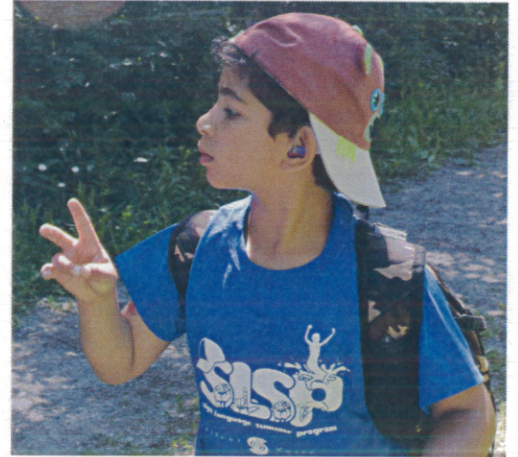


The Baker Foundation, Robert Campeau Family Foundation, and Kensington Foundation and Industrial Alliance Insurance were partners in our Family Communication Program, bringing a shared language to families with a Deaf child.

"The Silent Voice Family Communication Program rescues children from social isolation and helps build relationships between Deaf children and their hearing parents and siblings. It offered my daughter a chance to feel a sense of belonging and have fun in her own language in her own home with her own family members. She also found her place in her school and in her own community. Now our family has a shared language, which by definition, is a fundamental element of families and communities."

Shelagh Durno, Parent

The Alice and Murray Maitland Foundation, Bowling for Frankie, the Catherine and Maxwell Meighen Foundation, Community Foundation of Mississauga, Jackman Foundation, Polar Foundation, Rotary Club of Mississauga, Selah Charitable Trust, Toronto Star Fresh Air Fund, and TD Securities underwriting Hope are our partners in bringing the Sign Language Summer Program day camp to Deaf children and their hearing siblings and children of Deaf adults for an accessible, fun filled, summer camp!



"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."

Mikayla, former camper



Silent Voice



Staff at December 31, 2017

Kelly MacKenzie, Executive Director

Katie Bottomley, Interpreter

Gieselle Bourgault, IHP ASL Consultant

Michelle Chung, IHP ASL Consultant

Mike Cyr, Program Director, Child and Family Services

James Etheridge, Community Service Worker, Deaf Adult Services

Rose Etheridge, IHP ASL Consultant

Katie Fisher, IHP ASL Consultant

Teresa Fleming, IHP ASL Consultant

Erin Kaufman, IHP ASL Consultant

Danielle Leddy, Interpreter

Robyn Mackie, IHP ASL Consultant

Kayleigh Marshall, Volunteer Coordinator

Amanda Ranger, IHP ASL Consultant

Melissa Roles, IHP ASL Consultant

Gayathri Samaroo, Office Coordinator

Rosaria Skarp, Settlement Worker

Megan Youngs, Program Director, IHP ASL Services

George Lunan Foundation has continued our partnership empowering Deaf adults in our community.

Mihret immigrated to Canada from Eritrea in 2001, was connected to Silent Voice services – free tax clinic, parenting programming, her children attended the summer camp, she brought her family to Canada with the help of the Silent Voice Settlement Program; Mihret has become an instructor and facilitator of parent classes and ASL.

“Silent Voice opened doors for me to access services and opportunities to follow my passion – to teach parenting education and work with families.”

Mihret Tekle

(Pictured above and with her family)



...
We thank all the partners, our stakeholders in the public and catholic school boards, Ontario Association of the Deaf, Rumball Centre, Canadian Hearing Society, and Associations of and for Deaf people.

And our individual donors, we cannot do it without you. Thank you for your continued support.

We continue to partner with all levels of government to provide programs and services that so positively impact the clients and families we serve.



Government of Canada

Gouvernement du Canada



Ontario



And are grateful to the amazing volunteers who gave over 3,000 hours to Silent Voice in 2017. We are humbled by your support and gifts of financial support, time and expertise.

We continue to be relevant, thrive, and meet the needs of a dynamic Deaf community with your support.

Message from Les Young continues



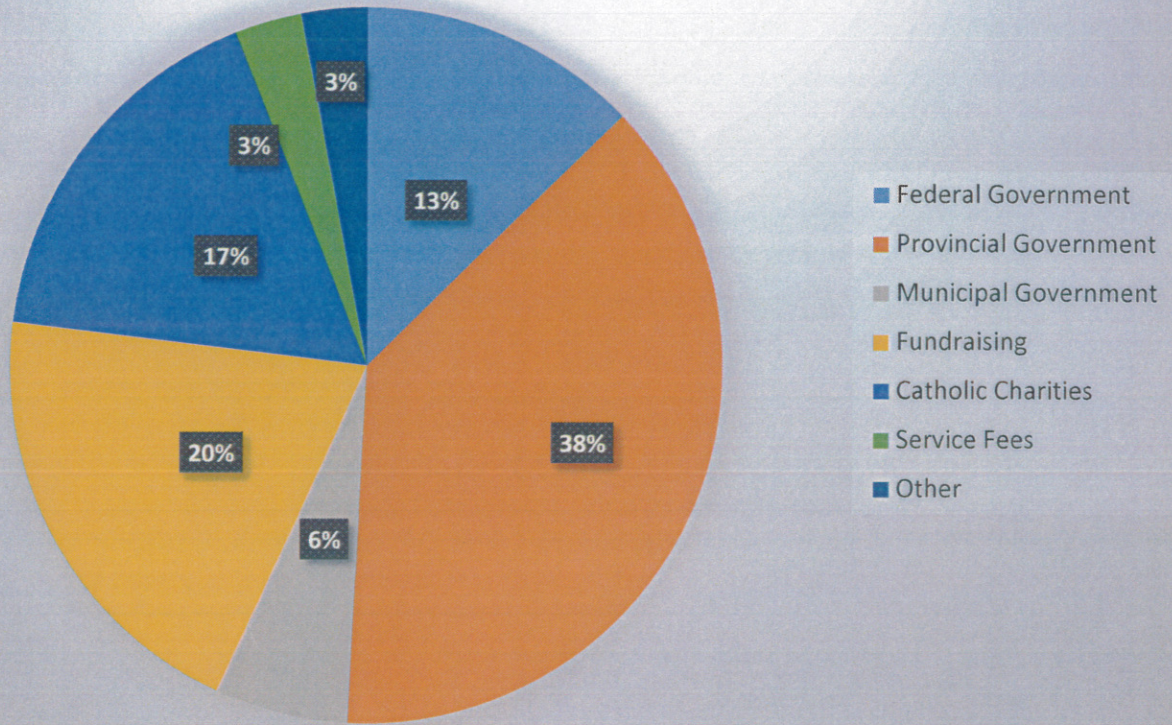
Silent Voice Canada Inc.

Statement of Revenue and Expenses and Changes in Net Assets

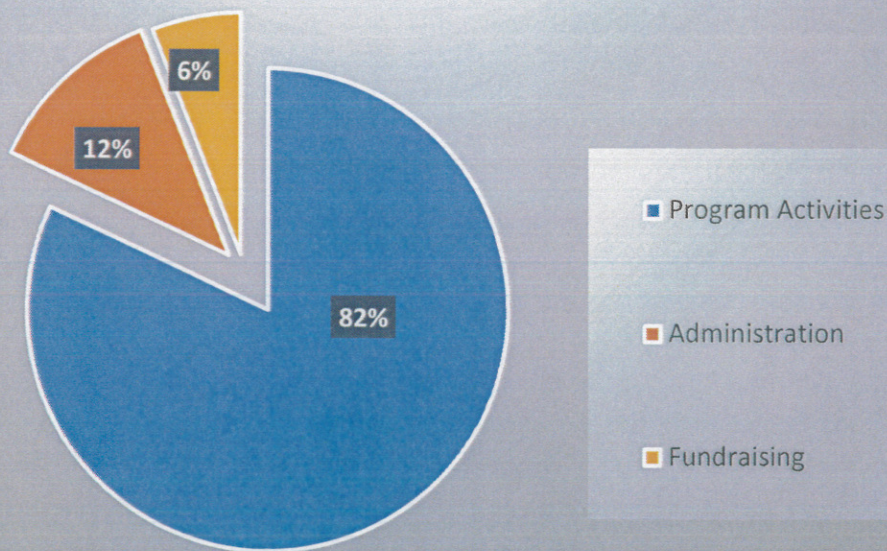
Year Ended December 31, 2017

	2017	2016
Revenue		
Grants		
Catholic Charities of the Archdiocese of Toronto	\$ 234,729	\$ 230,126
Citizenship and Immigration Canada	135,369	132,085
City of Toronto	77,380	98,116
Ministry of Children and Youth Services	510,370	487,878
Service Canada	42,688	27,316
Fundraising events	56,173	67,761
Donations	217,776	165,400
Service fees	34,533	28,367
Rebates and other	35,878	20,849
	<u>1,344,896</u>	<u>1,257,898</u>
Expenses		
Amortization	1,201	911
Communications	36,091	8,787
Employee benefits	113,242	99,917
Fundraising expenses	10,783	18,304
Occupancy costs	24,490	21,612
Office	25,699	30,434
Professional fees	16,345	13,175
Program fees and supplies	185,090	235,673
Rent	95,087	52,387
Salaries	830,756	775,450
	<u>1,338,784</u>	<u>1,256,650</u>
Excess of expenses over revenue	6,112	1,248
Net assets, beginning of year	142,194	140,946
Net assets, end of year	\$ 148,306	142,194

Silent Voice Revenue 2017



Silent Voice Expenses 2017



Message from Les Young, continued

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 supported by ShareLife. This 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, of serving the most vulnerable and marginalized in our communities, and filling the gap where services do not exist.

The benefits of membership are tangible – from core funding allocations to Silent Voice, and shared services for Human Resources, IT, group benefits, pension, coaching, evaluations, and strategic planning, to being held accountable through our membership, Board professional development, networking, and a relationship with ShareLife, the fundraising arm of Catholic Charities. We extend our sincere thanks to Catholic Charities for its generosity to its member agencies.

The initiatives Silent Voice undertakes through Catholic Charities provide the Board and stakeholders, partners and supporters with confidence that Silent Voice is run fiscally responsibly, providing the best they can to its clients and its staff, as well as responsibly mitigating risk.

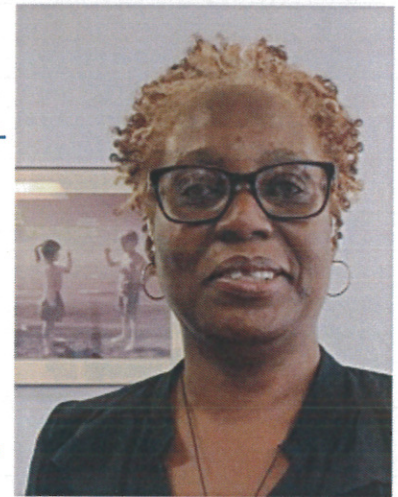
.....
Silent Voice is able to continue to make a positive impact on people's lives because of the generous donors and funders that make it possible. Our supporters are listed within these pages.

I have had the privilege of working along side dedicated fellow Board members and with a staff passionate about what they do.

On behalf of the Board of Directors, thank you to Kelly MacKenzie, the Executive Director, and the 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 leadership for its strong fiscal management and services to the community.

My sincere thanks to the Board for its leadership and to Kelly and the Silent Voice team. I have said it before and I will say it again, I am very proud to be affiliated with such a great organization and cause.

We look forward to a prosperous, innovative and progressive year in 2018 with your continued support. Thank you!



Les Young, Board Chair



Staff at December 31, 2017

- Kelly MacKenzie, Executive Director
- Katie Bottomley, Interpreter
- Gieselle Bourgault, IHP ASL Consultant
- Michelle Chung, IHP ASL Consultant
- Mike Cyr, Program Director, Child and Family Services
- James Etheridge, Community Service Worker, Deaf Adult Services
- Rose Etheridge, IHP ASL Consultant
- Katie Fisher, IHP ASL Consultant
- Teresa Fleming, IHP ASL Consultant
- Erin Kaufman, IHP ASL Consultant
- Danielle Leddy, Interpreter
- Robyn Mackie, IHP ASL Consultant
- Kayleigh Marshall, Volunteer Coordinator
- Amanda Ranger, IHP ASL Consultant
- Melissa Roles, IHP ASL Consultant
- Gayathri Samaroo, Office Coordinator
- Rosaria Skarp, Settlement Worker
- Megan Youngs, Program Director, IHP ASL Services

**Message from Kelly MacKenzie
Executive Director, Silent Voice**

Les has highlighted the tremendous support we receive from our partnerships. I echo his sincere thanks.

As we finish year one of our five-year strategic plan, I am happy to report on the progress made operationalizing the plan, which provides the direction we are taking.

First let me touch on some of the activities of 2017:

- record high number of campers at the Sign Language Summer Program day camp providing Deaf campers and their hearing siblings a fun, rich, camp experience where role models inspire and are inspired, where friendships are made, where skills are learned, and confidence is built – 20% increase over 2016. 89% of the parents report that it is the use of ASL that is the reason for sending their child to the camp.
- a two-week KODA (Kids of Deaf Adults) camp continued again in 2017 with KODA counsellors providing a real sense of shared experience – 22% increase in the number of KODA campers attending the camp over last year.
- Deaf children participating in the Saturday program that ran again in the spring and fall of 2017.
- We once again partnered with Ontario Association of the Deaf to host the children's programming at Mayfest.
- 263 children and youth participated in 27 events throughout the school year for a total of 656 contacts with Silent Voice. 79 members of the Deaf community mentored youth through the events and clinics held.
- 302 Deaf adults participated in programs and services in 2017.
- 185 families received language development services through the Infant Hearing Program American Sign Language (IHP ASL) Services (for Deaf children age 0 – school entry) and the Family Communication Program (majority of the Deaf children are between the age of 5 and 14).



Communication is an integral part of Silent Voice programs and Services. We offer barrier-free programming accessible in ASL with Deaf and hearing staff; as well as ASL education to families.

We all want to communicate!

Operationalizing the Strategic Plan

Increase capacity to serve more families in the Family Communication Program

The structure of Silent Voice has changed in terms of streams of programs and oversight. The Family Communication Program (FCP) is now with other family and education programming and is being re-envisioned for both within the GTA and outside the GTA. Look forward to more news about FCP. Its staffing model has changed (implemented in 2018) and more families will be able to access ASL education, improving communication, engagement and relationships within families.

Increase capacity to serve families in Silent Voice Infant Hearing Program ASL Services

The new model of service delivery for ASL services in the IHP was launched by Silent Voice in mid 2015. In July 2017, Michael Coteau, Minister of Children and Youth Services, announced the expansion of the province's Infant Hearing Program by providing additional funding.

Silent Voice received a 60% increase in base funding for the ASL services of the IHP. It allowed us to hire more ASL consultants and reduce wait lists and the time consultants are on the road, therefore increasing the time they have with families. We continue to work in partnership with the IHP on processes and services for ASL language development.

Improve quality of life/engagement of Deaf children & youth

2 weeks of KODA camp ran again in 2017, and will again in 2018. The Saturday programming that started up again in 2016, ran again in the spring and fall of 2017. In 2018 we will be examining the Sign Language Summer Program (SLSP) day camp, re-imagining SLSP for the future, including piloting outside of Toronto.

Our Sports Program will continue to grow and engage Deaf youth who face barriers to participating in sports activities.



Increase capacity to meet the demand on Deaf Adult Services Programming

We are examining the needs Deaf adults present to us, evaluating our services, identifying gaps, examining our mandate, roles, and policies, to better serve Deaf adults in achieving their short and long term goals and accessing services in the broader community.

Ensure a sustainable organization

Policy review, risk management, evaluations, efficiencies—those critical factors behind the scenes that make Silent Voice a well-oiled machine, safe from risk, and operating smoothly.

To that end we have restructured our programs and their oversight, moved to a larger office space to accommodate our growth, ensured that the workplace is accessible with visual fire alarms and signaling devices. Several projects, including a policy review, and comprehensive evaluations, will take place over the next number of years to ensure our sustainability.

Increase Funding to sustain and grow

2018 promises even more growth.

What all this means is that Silent Voice continues to be committed to continuous improvement, being responsive to the needs of the communities and families we serve, being fiscally responsible, and making a difference in the lives of Deaf adults, youth, children, infants, and their families. We are on track and I will continue to be transparent and accountable to you—our members, stakeholders, and partners.

I wish to acknowledge the Silent Voice Board of Directors whose members give in so many ways and are ambassadors of the agency. They give of their time, expertise, and resources. They are behind the successes that we celebrate. Thank you for your commitment to the mission of Silent Voice and the Deaf adults, youth, children, infants, and their families whom we serve.

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

Thank you to our clients and families for the privilege of working with you.

Kelly MacKenzie, Executive Director



Thank you to our Corporate, Foundation and Service Club Donors

Alice & Murray Maitland Foundation

Alternative Investment Management
Association (AIMA)

Bowling for Frankie

Catherine & Maxwell Meighen Foundation

Charles Norcliffe Baker & Thelma Scott
Baker Foundation

Community Foundation of Mississauga

George Lunan Foundation

Harry A. Newman Memorial Foundation

Industrial Alliance Insurance

Ingredion Canada

Jackman Foundation

J.P. Bickell Foundation

KBSH Spirit Foundation

Kensington Foundation

Kiwanis Club (Riverdale) & Kiwanis Club
(Toronto)

Leonard Foundation

Polar Foundation

RBC Foundation

RBC Insurance Claims

Robert Campeau Family Foundation

Rotary Club of Mississauga

Selah Charitable Trust

TD Securities Underwriting Hope

TELUS Foundation

Toronto Star-Fresh Air Children's Fund

Unsung Heroes

We are grateful to so many more people than we can name on this page.

Thank you to everyone who supported Silent Voice. Your contributions truly made a difference in our community!



S i l e n t



V o i c e

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Charitable Registration Number:

107980625 RR 0001