



Silent Voice Canada Inc. is a
Catholic Charities member agency
supported by ShareLife





Table of Contents

1. Land Acknowledgement	4
2. Reflection	5
3. Mission & Values	6
4. Message from Shelagh Durno, Board Chair	7
5. Silent Voice Board of Directors	7
6. Message from Jingchan (Jin) Hu, Treasurer	11
7. Silent Voice Statement of Revenue	13
8. Silent Voice Statement of Expenses and Changes in Net Assets	14
9. Sources of Revenue and Areas of Expenses	15
10. Silent Voice Staff	16
11. Message from Kelly MacKenzie, Executive Director	17
12. Corporate, Foundation, Service Club and Government Donors	21



Land Acknowledgement

Silent Voice staff and volunteers live and work on Turtle Island. The Silent Voice head office is located on the traditional territories of many nations including the Mississaugas, Anishnawbe, Wendat, Huron, and Haudenosaunee Indigenous Peoples.

We acknowledge, respect, and look to the original stewards of the land, their treaties to value, share and care for the land, and their restorative social practices and teachings.

To acknowledge the land upon which we live and work, and its original peoples, is to acknowledge the gaps in our education and understanding of the history and culture of Turtle Island Indigenous Peoples, and to fill those gaps with learning, understanding, respect, and action in support of reconciliation.



Reflection

It is sometimes difficult to have a bright outlook considering so much of what is going on in the world – atrocities committed on peoples, war, a global environmental crisis, economic turmoil – all under a blanket of a pandemic.

However, we do wish to reflect on positive impact, on the services and programs of Silent Voice Canada, a charitable organization dedicated to the well-being of Deaf adults, youth, children, infants, and their families.

Let us value truthfulness and honesty, doing what we know is right, taking responsibility for our actions. Let us commit to treating the earth and all its inhabitants with respect, dedicate our efforts to the greater good, and work together for the benefit and well-being of all. Let access, equity, inclusion, anti-racism, representation, and diversity resonate with all do we. And where it does not, let us learn to do better.

*Thank you,
Kelly MacKenzie, Executive Director*



Mission & Values

Silent Voice Canada Inc.

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



Message from Shelagh Durno, Board Chair

It is rewarding being a part of the Silent Voice Board of Directors – a dedicated and engaged group of community-minded people. First, I wish to acknowledge and thank Board members who have left our Board since we last met at our Annual General Meeting (AGM) in 2019: Chris Kenopic, Fotini Stephen, and Gord DaDalt. At the 2021 AGM, we are also saying goodbye to George Postlethwait. George has served the maximum three terms (a total of 9 years) on the Board and will be greatly missed.

The Board comprises expertise in the areas of Catholic and public Deaf education, fundraising, sales and marketing, finance, strategy, ASL education, and is represented with members of the Deaf community and families we serve. There are four committees of the Board: Finance; Fundraising; Governance, which comprises Nominations, and Risk & Policy; and Strategic Planning.

The Silent Voice Board of Directors continues to strive for excellence in governance and continues to participate in governance training and orientation. We also take our fiduciary responsibilities seriously; we conduct our due diligence. Our strategic plan is not a document that collects dust but is instead a dynamic living document that is reported on at every board meeting and drives us forward. We take our accountability to all our stakeholders seriously and are consistently engaged where we need to be.

Silent Voice Governance

Board of Directors at December 31, 2020

Chair:

Shelagh Durno

Treasurer:

Jingchan Hu

Secretary:

Susie Lee-Fernandes,

Members-at-Large:

Rose Auciello

Laura Baker

Gordon DaDalt

Brandon Goure

George Postlethwait Jr.

Robert Wilson

Les Young



Starting in March 2020 we met monthly as the pandemic ushered in a time of uncertainty. Silent Voice services moved seamlessly online but we knew that the finances would be impacted, and it was a time for all hands on deck. Our spring fundraising event was cancelled. Donors were being cautious of their giving as their financial situation too was uncertain. A profound thanks to all who gave to Silent Voice in 2020. Some financially, some of their time and expertise, and many demonstrating dedication over and above, including the Silent Voice staff team.

Deaf children and youth were also profoundly impacted by the pandemic and experienced increased isolation during this time. I know because my daughter is Deaf. She was sheltering in place with her hearing family members with no in-person Deaf peer, mentor, or community engagement. Silent Voice quickly increased their online presence with these children and youth to keep them engaged, informed, and interacting with their Deaf peers in order to reduce their feelings of stress and isolation.

Silent Voice directly impacts over 1200 individuals each year and indirectly impacts hundreds more. None of this would be possible without you, our stakeholders, members, volunteers, donors, funders, and the clients and families we serve. You inspire us to continue to strive to meet the need. Thank you.



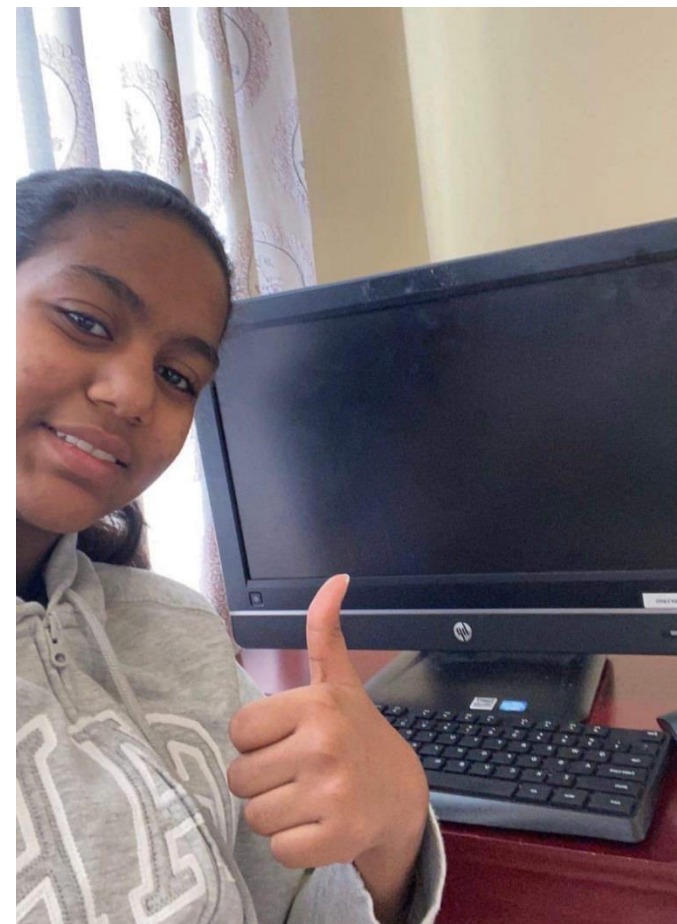


2020 was the fourth year of our five-year strategic plan. And we will be more actively engaging in strategic planning for our next plan in the coming months. Executive Director Kelly MacKenzie and the Silent Voice staff team operationalize the strategic plan. On behalf of the Board, I am thrilled to say that your trust and confidence in Silent Voice is not misplaced.

Silent Voice can 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 on page 21 of this Annual Report.

At Silent Voice we continue to be relevant, thrive, and meet the needs of a dynamic Deaf community with your support. And in 2020, the need has never been as great. Silent Voice continues to be there:

- to overcome barriers faced by our community members to ever-changing and vital information; it was a matter of life and death
- to combat the increased isolation children, youth, adults, and families faced
- to help navigate systems and the tremendous number of new initiatives, restrictions, and information created by the pandemic and its impact on the world, our safety, our finances, and so much more
- to equip families with the tools and materials they needed to move online
- to be innovative in responding to the "new normal"
- to move all its services online smoothly
- to create a COVID-19 website HUB of accessible information in ASL of hundreds of videos keeping our clients and families updated and supported





I have always been proud to serve on the Silent Voice Board. I have served as Chair for three years and that role is coming to an end November 2021. I have never been so proud as to serve on this agency's Board as when it rose to the challenge of meeting the needs of our community during this global pandemic.

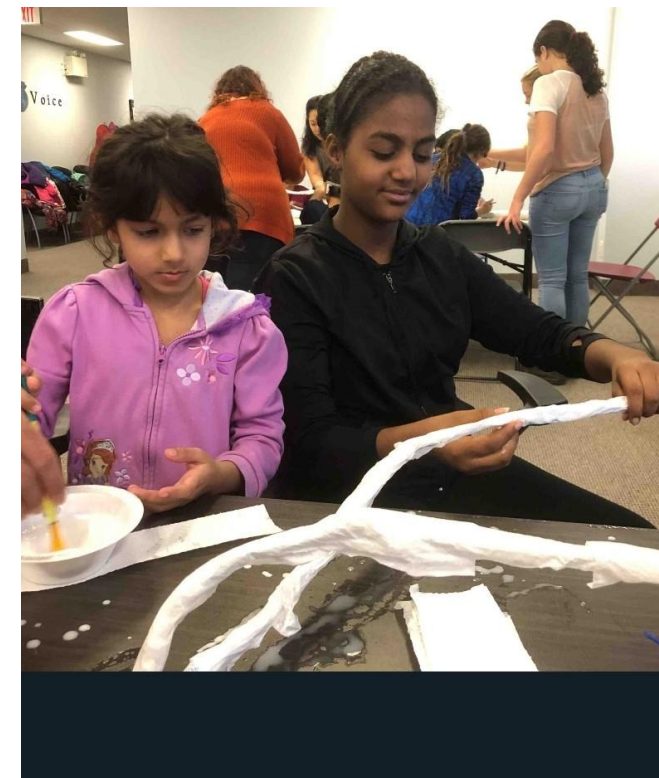
I have had the privilege of working alongside amazing fellow Board members and with a dedicated staff passionate about what they do.

Thank you to my fellow Board members for your valuable contribution to the governance of Silent Voice. As a group we are raising the bar of Silent Voice's governance and supporting the people on the ground to provide the best they can to the community, at the same time being accountable to stakeholders and funders.

On behalf of the Board of Directors, a huge thank you to Kelly MacKenzie, our extraordinary Executive Director, and to the staff of Silent Voice for your unwavering commitment to our mission and to the communities we serve. The Board commends your leadership for its strong fiscal management.

We look forward to our next strategic plan, moving forward, seeing the world and people in our lives without a pandemic looming over us. Please keep safe and be well until next we meet.

Shelagh Durno
Chair, Silent Voice Canada Board of Directors



Saturday Program, pre-COVID






Message from Jingchan Hu, Treasurer

It is my responsibility to present a summary of the Audited Financial Statements for Silent Voice Canada for the year ended December 31, 2020. A copy of the Audited Financial Statements is available to any member of Silent Voice and is posted on the Silent Voice website.

2020, we all know was an extraordinary year, starting in March with the COVID-19 pandemic and 'stay at home' orders. The pandemic had an impact on economies globally. Government rallied to offer flexibility and relief. Some core donors and funders reduced funding due to constraints while others increased funding to meet increased need. Revenues were \$1,390,338 for the year, down 4.8% over the previous year.

I want to thank Catholic Charities of the Archdiocese of Toronto (CCAT) for their continued funding and although there was a reduction in CCAT funding as a precaution due to the pandemic's impact on fundraising, Catholic Charities dipped into its reserves to ensure reductions were not greater. Catholic Charities continues to be one of our largest and most loyal of sponsors offering much more than core funding. Silent Voice participates in its shared services for medical/dental benefits and pension to our staff, shared HR, IT, and Financial Management services, evaluations and professional development, its network of agencies, and so much more.

Despite the financial impact on fundraising and fees for service, I'm pleased to report that we ended the year with a small surplus of \$7,160, which will be allocated to our reserve fund. All government and specially ear-marked funding was spent on the programs and services we offer. We were able to achieve this result through discretionary funding from our generous donors and decreased discretionary spending in 2020 by the amazing Silent Voice team with Executive Director Kelly MacKenzie at the helm.



One of our goals continues to be to increase our reserve fund to be more in line with the rapid growth Silent Voice has experienced over the last few years, so that we are able to sustain our organizational needs in the event of anticipated, or unanticipated shortfalls, especially as we are wading through uncertain times. There was less of an opportunity to do that in 2020 due to the pandemic, which hit charities quite dramatically.

The key financial resource for Silent Voice continues to be funding from our generous supporters. Silent Voice continues to request funding from government agencies, at all three levels, to provide funding up front where possible to minimize any risk of cash flow issues in our organization. We would like to thank the City of Toronto as well as the Ontario and Federal governments, for their partnership in enabling us to provide services to members of the Deaf community. In addition, the federal government through United Way of Canada, Community Foundations of Canada, and the Canadian Red Cross granted funds and supplies to help Silent Voice provide much needed materials and services to our clients and families who experienced undue hardship as a result of the pandemic.

The auditor for Silent Voice is Ian Edmonds, EPC Accounting. He has performed an independent review of the financial results for 2020. For 2020, consistent with prior years, he has provided a positive opinion on the financial results which is normal and expected for a charitable organization such as Silent Voice.

As members of the agency, funders, and stakeholders, you should feel confident 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.

Jingchang (Jin) Hu
Treasurer, Silent Voice Canada Board of Directors



Silent Voice Statement of Revenue

Silent Voice Canada Inc.
Statement of Operations and Net Assets
For the year ended December 31,

	2020	2019
Revenue		
Grants		
Catholic Charities - Archdiocese of Toronto	\$ 226,329	\$ 249,729
City of Toronto	39,460	38,770
Immigration, Refugees, and Citizenship Canada	161,257	155,042
Ministry of Children, Community and Social Services Early Child Development Branch	585,520	512,146
Ministry of Children, Community and Social Services Citizenship and Immigration Division	32,872	32,500
Ontario Ministry of Education	-	100,000
Ontario Ministry of Tourism, Culture, and Sport	10,545	51,728
Service Canada	90,000	58,157
Fundraising events (Note 6)	47,884	89,661
Donations (Note 6)	111,810	96,753
Rebates and other	9,316	8,711
Service fees	75,345	67,601
	1,390,338	1,460,798

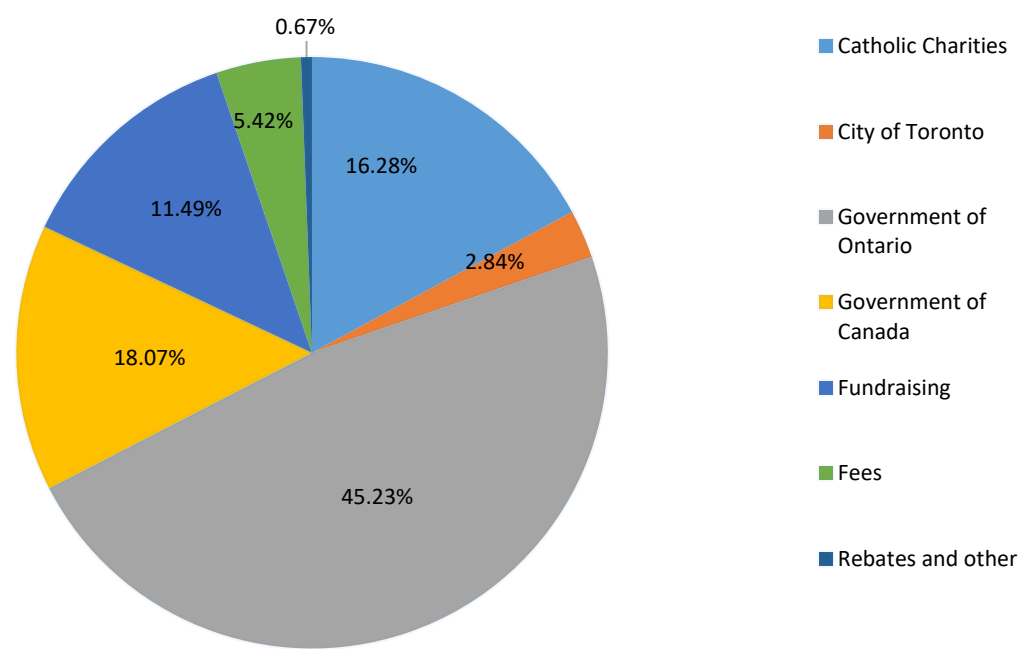


Silent Voice Statement of Expenses and Changes in Net Assets

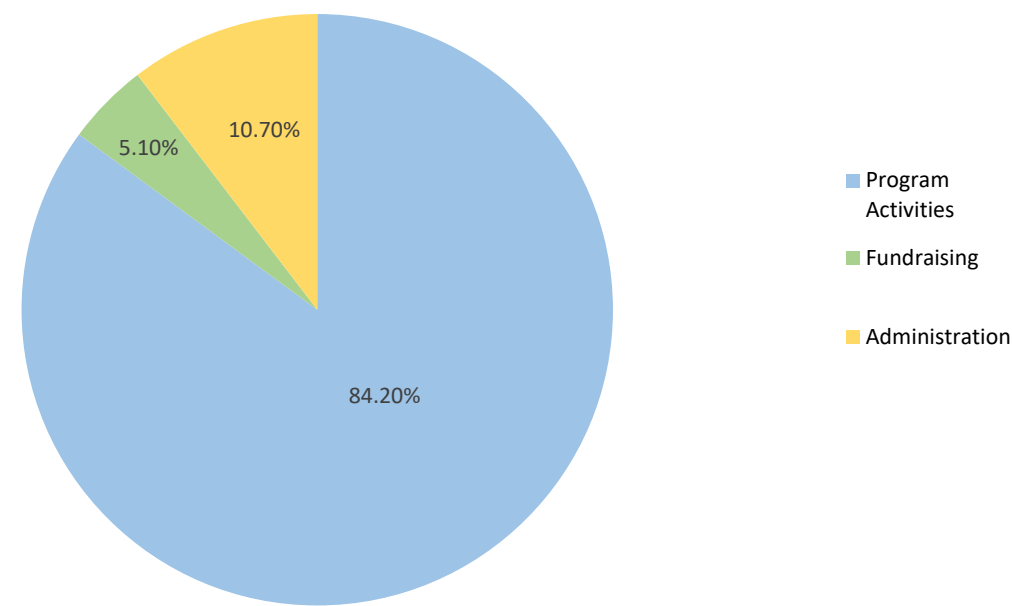
	2020	2019
Expenses		
Communications	51,380	17,075
Employee benefits	145,253	106,882
Fundraising expenses (Note 6)	9,663	19,133
Occupancy costs	8,239	4,885
Office	28,755	28,852
Professional fees	58,550	31,235
Program fees and supplies (Note 3)	115,868	211,017
Rent	113,908	109,950
Salaries	846,134	955,800
Amortization	5,428	1,010
	<u>1,383,178</u>	<u>1,485,839</u>
Excess (deficiency) of revenue over expenditures for the year	7,160	(25,041)
Net assets, beginning of year	<u>202,139</u>	<u>227,180</u>
Net assets, end of year	<u>\$ 209,299</u>	<u>\$ 202,139</u>

Sources of Revenue and Areas of Expenses

Silent Voice Revenue 2020



Silent Voice Expenses 2020





Silent Voice Canada Staff at December 31, 2020

Kelly MacKenzie, Executive Director

Melissa Baker, Community Support Worker

Wanda Blackett, ASL Resource Development Coordinator

Gieselle Bourgault, IHP ASL Consultant

Dallas Boyd-Zagozdzon, IHP ASL Consultant

Michelle Chung, IHP ASL Consultant

Mike Cyr, Director, Community Programs

Rose Etheridge, Project Manager, Resource Development Services

Teresa Fleming, IHP ASL Consultant

April Holtom, Program Assistant/ASL-English Interpreter

Amanda Klages, IHP ASL Consultant

Ken Koffman, Director of Development

Kayleigh Marshall, Volunteer Coordinator

Thinaja Nadarajah-Israel, Program Assistant ASL and Family Education

Melissa Roles, IHP ASL Consultant

Gayathri Samaroo, Office Manager

Rosaria Skarp, Settlement Worker

Mihret Tekle, Instructor, ASL and Family Education

Megan Youngs, Director, ASL and Family Education

Programs and Services conducted in American Sign Language (ASL)

that open the world to

Deaf adults, youth, children, infants, and their families

- **Empowering Deaf Adults** – through an array of accessible direct one-to-one services and educational programming
- **Engaging Children and Youth** – through accessible recreational, sports, social, and leadership programming
- **Bringing ASL home** – through ASL education and resources to Deaf infants, children & youth, and their families
- **Accessibility Services** – communication access through ASL content development, education, consulting services, and more.

Message from Kelly MacKenzie, Executive Director

Last time we met in person for a Silent Voice Annual General Meeting, the Toronto Raptors were taking the championship! But Silent Voice Canada is not only in Toronto, or the GTA, or its outskirts. Since 2015, we have successfully branched out across the province, and continue to grow. We have partners in other provinces. Silent Voice continues to be on a trajectory of growth although the pandemic curtailed some of that, starting in March 2020.

As Silent Voice Board Chair Shelagh Durno reported, our strategic plan is not one that collects dust but one that truly guides us and is measured and reported on.

To update you on the major strategic objectives and how they were met in 2020:

1. Family Communication Program - we continue to give more families American Sign Language (ASL) education in the Family Communication Program (FCP). At first families thought the “stay at home” order would be temporary so some halted their ASL instruction until we could provide services in person again. When it was clear that this was not a temporary state, FCP moved online and is conducted in areas across the province.

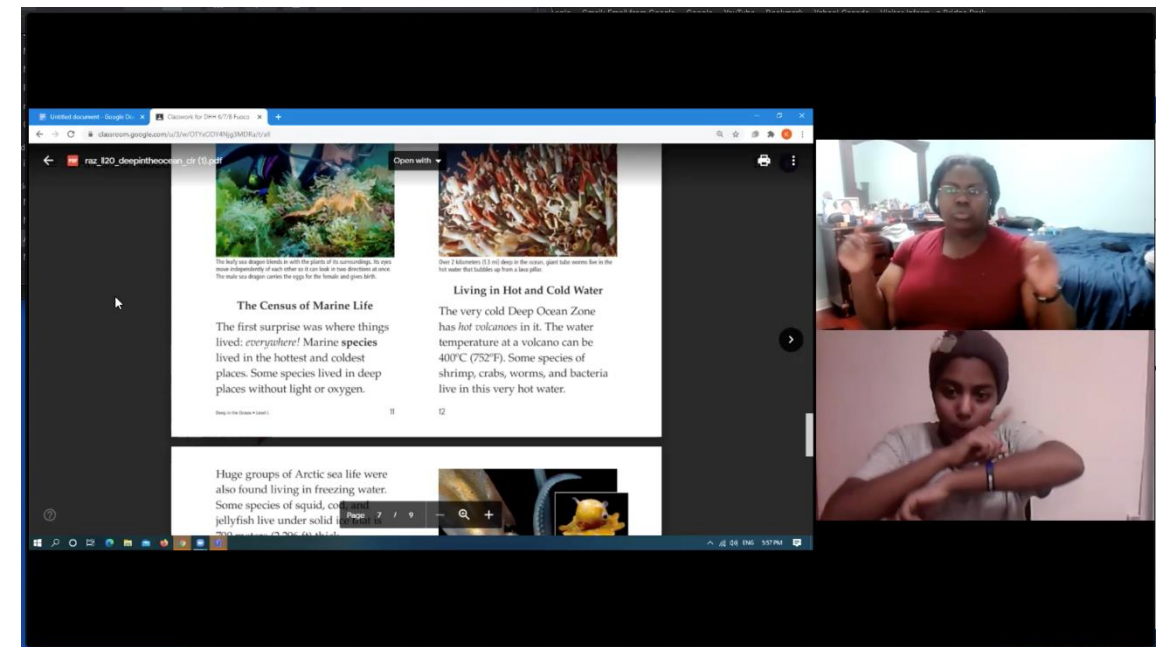
2. Ontario Infant Hearing Program (IHP) ASL Services – moved online as well. To our surprise, it was more effective and successful with some families than we anticipated. For others, we are as desperate as they are to return to in-person services.



3. Deaf children and youth programming - the isolation faced by Deaf children and youth has never been so pronounced. Our “Saturday Program” moved online and expanded to five, even six, days/week to meet the needs of families. The education system – online, in class, back online, hybrid – it was difficult for families to keep up. We provided outreach to ensure they were aware of the changing landscape. We provided homework support, in ASL, to help families, not proficient in ASL, assist with their child’s homework. We went into overdrive providing peer and mentor engagement and support in ASL, online, whenever we could.

2020 hosted the first ever virtual Sign Language Summer Program (SLSP) day camp – SLSP@HOME! What a learning opportunity for all. But we knew we had to engage kids, in ASL, with peers and mentors in the first summer of the COVID-19 pandemic.

4. Community Support Services – also went into overdrive meeting the increased demand on service for information on the pandemic, public health restrictions, relief opportunities, navigating their children’s education options, mitigating financial crises, moving online for everything, getting the equipment to do so, getting hampers of food and supplies. We had a real push over the holidays for hampers of food, toys, and supplies to support families. Thank you to Canadian Red Cross and donors like you who gave to the campaign!





5. Sustaining the organization – Silent Voice not only sustained itself, when sadly many charities did not do well and some closed their doors, we became a leader in the community, creating a web HUB for COVID information, tips, mental health supports, activities to do at home, and more. Our virtual doors remained open and our outreach to check on vulnerable clients and families was increased.

6. Funding - governments were generous, flexible, and caring, and continue to respond to the impact of the pandemic. Fundraising revenue was down – as was predicted – as donors attended to their circumstances; foundations received fewer funds and could give fewer funds, and corporations responded to competing and emerging priorities.

Those are some of the 2020 achievements aligned with our strategic plan, and during a global pandemic. But more important is the impact on those we serve:

- **Enhanced & Accessible Communication** – at a time when information has never been more important, never been so fast changing, and families needing to communicate with one another as they shelter in place
- **Barriers Navigated & Removed** – so many new systems put in place, different approaches to education, financial relief, and safety
- **Engagement, Inclusiveness, and Outreach** – at every turn, even though everyone had to move online
- **Skills and Knowledge Developed** – to learn how to function online, and cope with the new and changing normal





Silent Voice staff and volunteers continue to demonstrate a passion and commitment to the clients and families we service, and in 2020 have gone over and above. I thank them. I thank the Silent Voice Board of Directors, which met monthly starting in March to make sure we were supported during this unprecedented time in our history.

Each Board Chair, in my experience at Silent Voice, has left a lasting legacy. Shelagh is no different. She participated in Board Chair leadership coaching, she had objectives she wanted to accomplish as Chair and laid out the steps to achieve them. She raised the bar of governance of Silent Voice and has a passion for the organization almost unparalleled. As she leaves the role of Chair, I wish to acknowledge her dedication, her passion, her critical thinking, her support of me and the staff, and her undying commitment to Silent Voice.

Thank you to all friends of Silent Voice, supporters, donors, members, volunteers, clients and families, partners and stakeholders. 2020 has been a year like no other and together we came through it braced for 2021. Thank you!

Kelly MacKenzie
Silent Voice Executive Director



Holiday Hampers assembly December 2020





Corporate, Foundation, Service Club, and Government Donors

- | | |
|---|--|
| Benevity Community Fund | Ingredion Canada |
| Canadian Red Cross | J.P. Bickell Foundation |
| Catherine & Maxwell Meighen Foundation | KBSH Spirit Foundation |
| Catholic Charities supported by ShareLife | Kiwanis Club Riverdale |
| Charities Aid Foundation Canada | Madsen Controls Inc. |
| Charles Norcliffe Baker and Thelma Scott Baker Foundation | Meridian Credit Union |
| CHUM Charitable Foundation | Polar Foundation |
| City of Toronto | Robert Campeau Family Foundation |
| Community Foundation of Mississauga | Scotiabank Toronto Waterfront Marathon |
| Fournier Ethier Charitable Foundation | Starbucks Coffee Company |
| Gary Bluestein Charitable Foundation | TD Securities Underwriting Hope |
| Government of Canada | United Way of Greater Toronto |
| Government of Ontario | Youth and Philanthropy Initiative Canada |
| Harry A. Newman Memorial Foundation | |

Thank you to all our incredible individual donors and to everyone who supports Silent Voice through monetary and in-kind donations.

Your contributions truly change lives!





Silent Voice Canada Inc.
60 St Clair Avenue East,
Suite 400 | Toronto, ON
M4T 1N5

Phone: 416 463 1104
TTY: 416 463 3928
silent.voice@silentvoice.ca
www.silentvoice.ca

Charitable Registration
Number 107980625 RR 0001

Keep up with all the latest at Silent Voice Canada! Follow us on our Social Media:



Want to stay connected with us? Sign up for our Newsletter!

Please visit <https://silentvoice.ca/subscribe/>