



Silent Voice Canada 2024-25 Impact Report

Photo by: Henry Chan

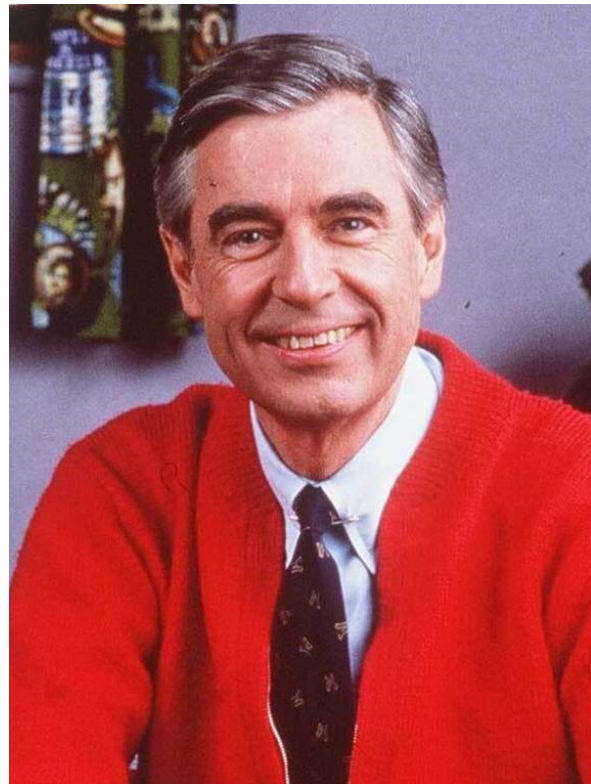


Celebrating 50 Years in the Deaf Community



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We live in a world in which we need to share responsibility. It's easy to say, 'It's not my child, not my community, not my world, not my problem.' Then there are those who see the need and respond. I consider those people my heroes.

Fred Rogers

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



LAND ACKNOWLEDGMENT

Some people may think we do a land acknowledgement, just a formality, or a mere tick on a checklist. This is not how we approach land acknowledgement. It is more than just recognizing whose lands we are on; it is also recognizing the true history of the lands we live on - a history of colonialism, a history of erasure, a history of devaluation of Indigenous humanity and their lives. However, the fact is - it is not just a history; it's still ongoing, and we need to commit to working on recognizing truth and how we can dismantle the systems, attitudes, and biases that continue to cause harm.

Land acknowledgement is a way for all of us to recognize Indigenous people as original and traditional stewards of the lands we reside on - Turtle Island; to intentionally take the time to think about whose sovereign nations you are now in. Perhaps there's a treaty, maybe broken, or perhaps the land was never ceded, in other words, stolen. The lands have a past, a present, and a future. We need to pay attention to what we do in our personal and professional lives to steward the lands, their waters, air, creatures, and elements. The land is not separate from us; it is us.

Silent Voice Canada's head office is based in Toronto. We acknowledge and thank Mississaugas, Anishinaabe, Wendat, Huron, and First Nations under the Haudenosaunee Confederacy for their traditional and ongoing stewardship. We are also located across Ontario and throughout the country. We commit to learning, acting, and furthering the efforts of reconciliation.



Bandolier Bag (Anishinaabe), late 19th century. McCord Stewart Museum, public domain image.

Mission & Values

Silent Voice Canada Inc.

Silent Voice Canada serves Deaf seniors, 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 Canada 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 Canada Governance Board of Directors at March 31, 2025

Chair: Giulio Schincariol
Treasurer: Ian Edmonds

Vice Chair/Secretary:
Ross Dickson

Members-at-Large:

Robert Chamberland
Jingchan (Jin) Hu
Susie Lee-Fernandes

Donna Lin
Mahsa Tahzibi
Robert Wilson

Message from Giulio Schincariol, Board Chair

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Message in ASL, from Giulio Schincariol



It is my pleasure to provide this report on behalf of the Board of Directors of Silent Voice Canada. I would first like to thank all the Board members for their efforts and support to Silent Voice over the past year. It is a pleasure to serve alongside such expertise and active engagement.

2024-25 was an eventful year, and things continue to be exciting. In addition to hosting the Canada Deaf Games in May 2024, we are celebrating our 50th anniversary all year round in 2025. And – spoiler alert – on April 1, 2025, we officially merged with Durham Deaf Services. More on this is in this issue, however, this will be elaborated upon in next year’s impact report.

Silent Voice Canada's strategic plan's key focuses are:

1. **COVID-19 recovery:** navigating the new normal, hybrid service delivery model, health and safety.
2. **Programming:** continuing to meet the needs of clients and families under new financial pressures, expanding programs into Durham, and filling gaps.
3. **Funding & Ability to Grow:** seeking opportunities to support and grow Silent Voice Canada and Durham Deaf Services infrastructure, programs, services, and resources to the community.
4. **Public Profile:** growing the reputation as the go-to agency for services, expertise, and resources in the Canadian Deaf community.
5. **Sustainability:** ensuring Silent Voice Canada is positioned to continue to thrive.



One project within the Strategic Plan Public Profile objective is to consider the name of the agency, and refresh it to better reflect our programs and services, the Deaf community's needs, and adopt an ASL-friendly approach. We plan to launch the new name and logo in the spring of 2026.

Stay tuned!



I also want to acknowledge that aside from delivering the daily programs, Silent Voice continues to be a presence in so many other ways, Catholic Agencies Committee meetings, community events like Mayfest, London and Ottawa Deaf Expos, partnerships across the country, as well as addressing food insecurity, delivering local school, college and university presentations, and working with medical and law students from the University of Toronto.

A big thank-you to all those who continue to participate and support Silent Voice in the Toronto Waterfront Marathon. We are looking forward to our 14th year in October 2025!

Our other hugely successful annual program at Silent Voice is the Holiday Hamper initiative. Last

year was a great success and it continues to grow every year. Again, many thanks to Catholic Charities supported by ShareLife, corporate supporters, and to the many hands (our faithful volunteers) and donations that make it happen.

Many thanks to the Silent Voice Canada members, volunteers, donors, interest-holders, and staff led by Executive Director Kelly MacKenzie for another outstanding year delivering impact to Deaf seniors, adults, youth, children, infants, and their families! And now, when I mention Silent Voice, that includes its division, Durham Deaf Services!

Giulio Schincariol
Chair, Silent Voice Canada
Board of Directors

“ The First Aid training is so important — it can save the lives of adults, children, and even animals. You never know! The number one reason I trust the classes is because of Stefanie and Sylvia. I learned so much from these two amazing women. I even used what I learned to save my mother's life. She was eating a donut, and it got stuck in her throat. She couldn't breathe, and her face turned red. I ran to her and used the back blows we practiced in class. Finally, the donut came out and she could breathe again. Thank God! It was an incredible experience in my life. I want to say a big thank you to Stefanie and Sylvia for teaching First Aid.

Deaf Client

”

Message from Ian Edmonds, Treasurer

I am pleased to report on the fiscal year ending March 31, 2025, and the results of annual audit. A copy of the Audited Financial Statements is available upon request and is posted on the Silent Voice website. A summary of the financial results from the Audited Financial Statements can also be found in the following page.

Fiscal year 2024-25, represents the ongoing challenge operating a social-purpose agency in today's economic climate.

- We continue to see dramatic increases in the cost of goods and services – the cost of living
- Fundraising has likely not been this challenging for years - corporations and foundations are granting cautiously
- World events are a growing concern and affect economies globally and government grants to support services



I am happy to report that Silent Voice maintained its programs, services, and resources to the community. Its revenues were close to \$2.8 million for the year, an increase of 6.4% over the previous year.

The year ended with a small deficit representing less than 3% of operating costs. This was both anticipated and forecasted by the Board, working closely with the Executive Director Kelly MacKenzie.

I'm pleased to report that in previous years Silent Voice was able to add to its reserve fund for just this kind of circumstance.

I want to thank Catholic Charities of the Archdiocese of Toronto supported by ShareLife for not only their continued core and essential



Sources of Revenue and Areas of Expenses

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

	2025	2024
Revenue		
Grants		
Catholic Charities - Archdiocese of Toronto	\$ 340,306	\$ 258,002
City of Toronto	44,467	65,281
Government of Canada, Department of Canadian Heritage	299,500	57,500
Immigration, Refugees, and Citizenship Canada	356,717	351,742
Ministry of Labour, Immigration, Training, and Skills Development	70,000	70,000
Ministry of Children, Community and Social Services Early Child Development Branch	636,940	642,917
Ontario Ministry of Education	162,905	210,000
Service Canada	57,261	144,457
Fundraising events (Note 6)	100,442	108,171
Donations (Note 6)	249,872	156,614
Rebates and other	35,546	29,825
Service fees	361,812	404,831
	2,715,768	2,499,340
Expenses		
Communications	82,078	81,864
Employee benefits	314,351	302,058
Fundraising expenses (Note 6)	19,009	12,335
Occupancy costs	7,726	10,214
Office	26,033	34,814
Professional fees	63,311	58,124
Program fees and supplies	567,707	378,899
Rent	119,740	116,221
Salaries	1,591,850	1,627,168
Amortization	6,565	9,335
	2,798,370	2,631,032
Deficiency of revenue over expenditures for the year	(82,602)	(131,692)
Net assets, beginning of year	327,127	458,819
Net assets, end of year	\$ 244,525	\$ 327,127



“ As parents with a Deaf son, we are so grateful to the Family Communication Program. This amazing Silent Voice program introduced ASL to our family and into our home, so that we could have meaningful communication with him. ”

Parents of a Deaf child

“ I lost my job and was having so much trouble affording food, as everything is so expensive. The Silent Voice food pantry has helped me so much. They offer a lot of different types of food and are so welcoming. Being able to communicate in ASL makes me feel less nervous and they answer all my questions and are very patient with me. ”

Silent Voice Food Pantry Recipient



funding and support, but also additional funding for increased staffing, funding to combat food insecurity, and project funding to elevate Equity, Diversity, Inclusion and Belonging core principles. Silent Voice also benefits from professional development, its network of agencies, and more. Silent Voice participates in shared back-office services for IT, HR, and Financial Management. These were initiated by Catholic Charities. A profound thank you for our continued partnership.

All government and specially earmarked funding was spent as directed - on the programs and services we offer. Silent Voice has a fiscally responsible team led by Kelly.

“ I hadn't done my taxes in three years because I didn't understand the process and could not find anyone who could help me do them in ASL. I heard about the Silent Voice free tax clinic and not only did they help me file my taxes, but I received a nice tax refund. It's so nice to know I'm all caught up on filing taxes and I will continue using this wonderful Silent Voice service. ”

Deaf Adult

The key financial resource for Silent Voice continues to be funding from our generous supporters – including government agencies, at all three levels. We would like to thank the City of Toronto as well as Provincial and Federal governments, for their partnership in enabling us to provide services to members of the Deaf community and the community at large.

Our auditor has performed an independent review of the financial results for fiscal year 2024-25. Consistent with prior years, we have been 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 interest-holders, you should feel confident that the agency is being properly managed as it delivers programs, services, and resources to the community, and that the finance committee of the Board is working closely with Kelly to ensure agency sustainability.

Ian Edmonds
Treasurer, Silent Voice Canada
Board of Directors

Message from Kelly MacKenzie, Executive Director

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Please view online to see ASL videos.

Message in ASL, from Kelly MacKenzie

We are reflecting on the year from April 1, 2024, to March 31, 2025. It was a fabulous year!

In May, we hosted Canada Deaf Games 2024 from the 7th to 11th. Hundreds of athletes, coaches, family members, and fans from six provinces joined in for the opening and closing ceremonies. The flag parade, the entertainment, and the presenters were spectacular.

Six sports ran in three venues with gold, silver, and bronze medals awarded to world-class and next-generation athletes.

We partnered with the Ontario Association of the Deaf (OAD) to host the Games the same weekend

as Mayfest. Folks in town for one or the other, got to participate in both. Also Deaf Community of Toronto (Deaf Night Out and Deafest) hosted a fabulous party. Toronto was the place to be.

The Games were sanctioned by the Canadian Deaf Sports Association, and hosted in partnership with the Ontario Deaf Sports Association (ODSA). Proceeds from the Games are being used by Silent Voice and ODSA to support Ontario Deaf Sports.

Then, in January 2025, we turned 50! Celebrating all year round this very cool milestone!

Giulio mentioned that as part of our

50th, we are asking the community to think of a new name for Silent Voice Canada.

Silent? Voice?

The two English words don't resonate with the Deaf community, with our programs and services, with our growth. And is represented inconsistently in ASL.

Let's bring in the next 50 years with a refreshed name and look!

And how exciting during our 50th anniversary year to work with Durham Deaf Services (DDS)!

DURHAM

Deaf Services



I served as the Executive Director of Silent Voice and DDS from October 2024 while working through the merger of the two orgs. DDS held a townhall members' meeting on October 17, and the members voted in favour of a motion to pursue merging with Silent Voice in order to sustain and likely expand services in Durham, and voted in support my taking on managing DDS in the interim. The Durham Deaf community so well received Silent Voice; the merger was embraced, and CRA finalized it for an official April 1, 2025, merger. Durham Deaf Services is keeping its name, all staff, all programs, all clubs. It is a division of Silent Voice Canada. And we are thrilled. Silent Voice programs are expanding into Durham and DDS



services are expanding beyond its boundaries. Our combined reach is provincial across Ontario, and we have partners nationwide. Never a dull moment at Silent Voice / DDS!

The real impact is on the Deaf and Hard of Hearing seniors, adults, youth, children, infants, and their families, whom we serve. First at bit about us:

Silent Voice Canada/DDS staff comprises more than 90% Deaf and Hard of Hearing professionals, including full-time, part-time, and contract staff, at all levels of the agency.

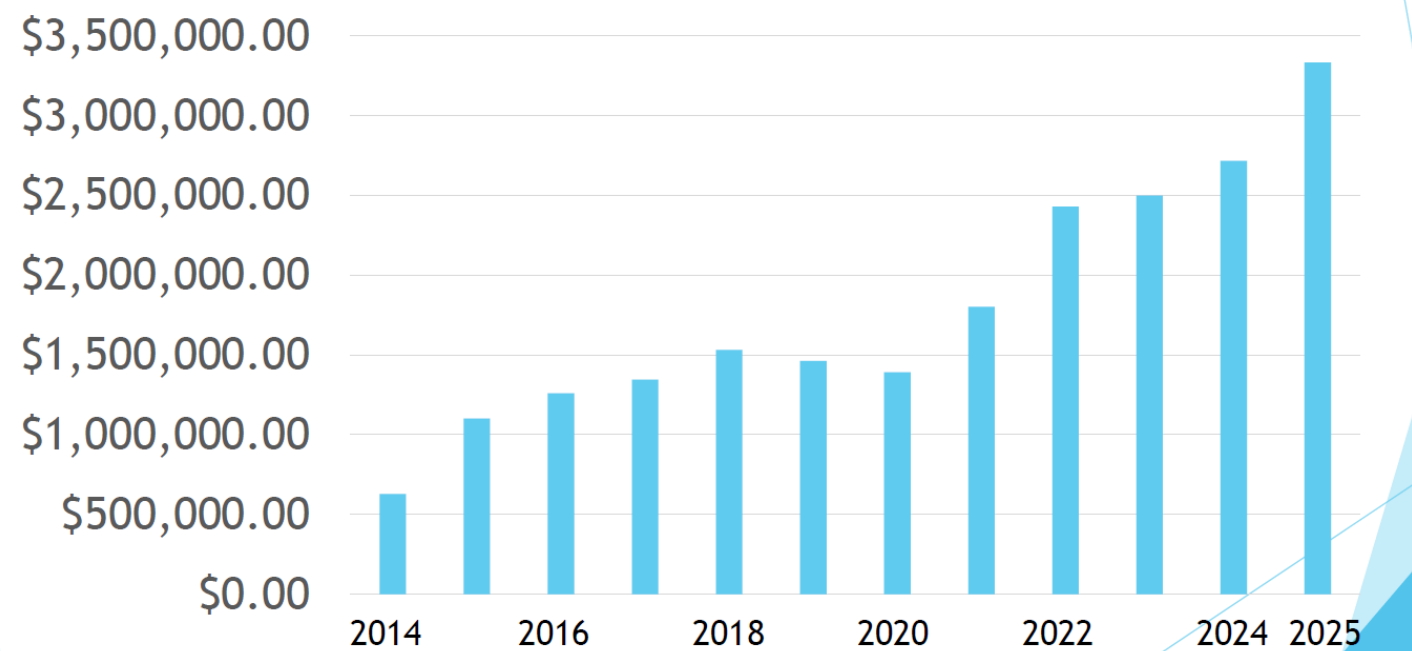
Greater than 50% of the Silent Voice Canada Board of Directors are members of the Deaf community. Deaf professionals, CODAs, Parents of Deaf Children, educators.

“Nothing about us, without us” grounds our work.

Silent Voice and its division, Durham Deaf Services, employ 30 full-time staff and three part-time staff. Plus: More than 150 ASL professionals are hired on temporary contracts (family and community ASL instructors, literacy instructors, ASL copywriters and coaches, ASL on-camera hosts, and camp counsellors).

More than 150 volunteers contribute over 5000 hours to governance, operations, programs and services.

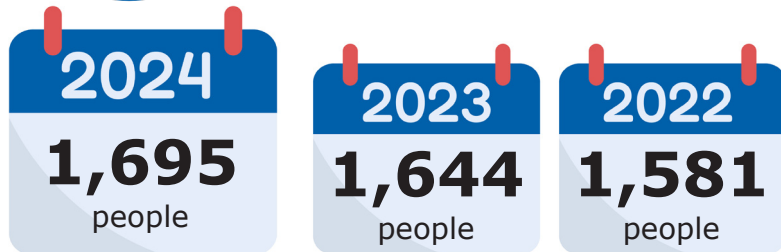
We are five (5) times bigger than we were ten years ago - and still growing with the addition of DDS.



Our Reach



Number of individuals **Directly Served**



*Each person counted only once, regardless of number of visits or programs they participated in. So many more people are indirectly served.



Website Views

Silent Voice Canada: 178,273

Resource Development Services: 24,130

258HUB: 13,360

Follow us on Social Media



We can't do everything we do without our partners and donors. In this Impact Report please find our list of donors.

In addition to those listed, we have so many unsung heroes. Our volunteers, all our interest-holders, and suppliers.

We have a roster of freelance interpreters who are profound friends of Silent Voice and give so much in addition to their professional services, unrecognized. I want to take a moment to acknowledge our freelance interpreter colleagues who demonstrate their commitment to our mission every day. To our many suppliers practitioners, and contractors, thank you for making our dollars stretch so far!

THANK YOU!

Regarding the opening reflection on page 2, a quote from Mr. Rogers, allow me to say that I am surrounded by those who see the needs, take action, and are agents of change. I am privileged to be surrounded by true heroes.

Thank you.

Kelly MacKenzie
Executive Director
Silent Voice Canada



Our Impact

- Deaf babies gain language early, preventing language deprivation.
- Deaf seniors connect, learn, and play - reducing isolation.
- Deaf & Hard of Hearing youth join accessible camps and meet Deaf mentors and peers; thriving, giving hope and joy to their families
- Deaf newcomers find community, navigate life in Canada, and build belonging.
- Together with our partners, we fight food insecurity faced by community members.
- Families of Deaf children learn ASL and build bridges at home.
- Employment barriers are being removed through employment services.
- Community supports ensure access - from translation to crisis management.
- Deaf parents connect with peers and parent-education programs.
- Deaf and Hard of Hearing youth, teachers & families use the Deaf Youth Hub for smooth school-to-life transitions.
- Accessible e-learning designed by Deaf professionals, in signed languages.
- ...And so much more!

Impact Statements from our Community

I had been told about Silent Voice when my family came to Canada, but it wasn't until we went to the Silent Voice Newcomer BBQ that we realized how many programs they offer people like us. My husband and I are both Deaf and we met so many other newcomers at the BBQ. Silent Voice helped us understand how to get housing and employment and we are so happy.

Deaf Newcomer



The first Deaf person we ever met was our own child. We didn't want this to be the case for our daughter and Silent Voice has been instrumental in creating the environment for her to meet other children just like her. This experience is invaluable and I am so grateful that our hearing son is also able to participate and be exposed to ASL. In Ontario, if parents choose to place their deaf children into mainstream education, there are no options to learn ASL in the school environment. The Sign Language Summer Program (SLSP) day camp fills this massive void (and then some). We are so grateful our children can benefit from an amazing program such as this.

Parent of a Deaf Child

Working with Silent Voice Canada to not only learn about the barriers faced by Deaf community members accessing healthcare but working with them to design ways to dismantle the barriers has been tremendous. A Knowledge Transfer session held at a Toronto hospital was nothing less than transformative!

Healthcare provider

I'm a Deaf senior and the Silent Voice Seniors program is my favorite place to go. I have met other Deaf seniors like me who live alone, and I have made so many new friends there. The few hours we spend at the Silent Voice office having breakfast and socializing makes Wednesday the best day of my week!

Deaf Senior

I honestly think this camp is great! Kids with hearing difficulty get to be among their peers...and they also get to communicate with sign language...I love this space you have created for deaf and hard of hearing people...if it wasn't for this camp my daughter would have to go to another camp where she would just be there lost and not understanding what's going on.

Parent of a Deaf child

Amazing my son could attend a camp where the staff used his language and he understood everything. Signing with peers is a bonus because all kids can play together, but signing staff is what sets it apart from other camps. Would send again. 10/10 would recommend to Deaf families.

Parent of a Deaf Child

Programs and Services conducted in ASL that open the world to Deaf seniors, adults, youth, children, infants, and their families

Engaging Children and Youth

Saturday Program
Sign Language Camps
Community Outreach
Deaf Youth Hub

Infant Hearing Program ASL Services
Family ASL
Community ASL
Resource Development Services and the 258HUB LMS

Community Support Services

General Support
Settlement Services
Parent Education Program
Tax Clinic
Parent Education Program
Employment Services

At Ottawa Deaf Expo, a hearing woman came up to the Silent Voice table and told me she was the first family served in the Family Communication Program and that her daughter is an adult now and thriving. She was so grateful to Silent Voice. She referred to her family as being a guinea pig in the program, and the program continues to this day in our Family ASL services.

Parent of a Deaf Child



Silent Voice Canada Staff at March 31, 2025

Kelly MacKenzie, Executive Director

Rose Etheridge, Director, Resource Development Services

Ken Koffman, Director of Development

Connie Russell, Director, Community Support Services

Gayathri Samaroo, Office Manager & Community Liaison

Sanja Wirch, Director, Children and Youth Programs

Megan Youngs, Director of ASL Programs

Melissa Baker, Community Support Worker

Ley Bergeron, Research and Development Specialist

Mana Bijandgoodarz, Volunteer Coordinator

Wanda Blackett, eLearning Tech Specialist

Dallas Boyd-Zagozdzon, ASL Consultant

Vanita Dama, Program Assistant

Rylyn Delaney, Communications Specialist

Kateryna Gorodetska, Settlement Worker

Elisabet Goure, ASL Consultant

Lenesha Hall, Operations Specialist

Rachel Kelly, ASL Consultant

Amanda Klages, ASL Consultant

Mathew Kuntz, Employment Counsellor

Trista Langford, ASL Consultant

Kayleigh Marshall, Volunteer Coordinator

Anuja Nadarajah, Children and Youth Programs Coordinator

Jen Reda-Lagrandeur, ASL Consultant

Shannon Rusnak, Digital Media Specialist

Mihret Tekle, Program Navigator

Marnie Walsh, ASL Consultant

Theodor Wolff, Digital Media Specialist

Anna Wren, Research and Development Specialist

Thank you to our Corporate, Foundation, Service Club, and Government Donors

Benevity Community Fund

Catherine and Maxwell Meighen Foundation

Catholic Charities of the Archdiocese of Toronto, Supported by ShareLife

Charities Aid Foundation Canada

Charles Norcliffe Baker and Thelma Scott Baker Foundation

City of Toronto

Community Foundation of Mississauga

CP24 CHUM Christmas Wish

Delta Bingo Etobicoke

Gary and Maxie Bluestein Charitable Foundation

Government of Canada

Government of Ontario

Harry A. Newman Memorial Foundation

Ingredion Canada

KBSH Spirit Foundation

Kids Up Front Toronto

Kiwanis Club of Riverdale

Knights of Columbus- Jesus the King Council

Leo Baeck School

Medallion Corporation

Meridian Credit Union

Mississauga Foundation-Pendle Fund

Mississauga Foundation-Impact Fund

Paypal Giving Fund Canada

Polar Foundation

Robert Campeau Family Foundation

Scotiabank

TCS Toronto Waterfront Marathon

Tristan Kong Group

Toronto Star Fresh Air Fund

United Way

Vaughan Food bank

Xin Family 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! You are our heroes!



Celebrating 50 Years in the Deaf Community



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



Want to stay connected with us?
Sign up for our emails!
<https://silentvoice.ca/subscribe/>

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