



for hearing impaired children

ANNUAL REPORT 2011-2012

VOICE

annual report

2011/12

MISSION STATEMENT

"To ensure that all children with hearing loss have their rights upheld with access to services for developing their abilities to learn to HEAR, LISTEN, and SPEAK."

BELIEF STATEMENT

VOICE believes in a future where children with hearing loss are fully

integrated and independent members of the community, contributing to their fullest potential.

MANDATE AND OBJECTIVES

Founded in the 60s, and celebrating 50 years in 2014, VOICE is dedicated to providing services to children who are deaf or hard of hearing and their families. VOICE teaches children with hearing loss to listen and speak—YES, children who are deaf or hard of hearing can learn to listen and speak—through the advancements of technology and access to communication supports they can learn

to speak, where historically they used sign language. VOICE is recognized as the largest parent-support organization for families of children with hearing loss in Canada with over 1,000 members and chapters across Canada.



Canadian registered charitable organization registration number: 12360 9364 RR0001

EXECUTIVE

DIRECTOR'S

report

Norah-Lynn McIntyre, Executive Director

FAREWELL

This fall I took leave from my work with VOICE for Hearing Impaired Children as its executive director, a role I had held for 8 years. It is bittersweet to say farewell to the many wonderful associates, colleagues, members, and friends I have met over my 25-year-long association with the VOICE organization, first as a parent member, then as a volunteer chapter leader, subsequently as its education and health advocate, and finally as executive director.

Suffice it to say, I believe passionately in the value and importance of the work of the VOICE organization and its mission to ensure that all children with hearing loss have their rights upheld with access to services for developing their abilities to learn to hear, listen, and speak.

As a parent, I have experienced first-hand the tremendous support offered through VOICE programs and services, and held as a model for others the success my own daughter, Jess, has



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achieved. I'm very proud to say she is currently pursuing post-graduate studies. With the right supports, all children with hearing loss can fully engage and participate in a hearing society. That is what every parent wants for their child and that is what VOICE is here to help assure.

VOICE can only exist with the involvement of its many volunteers, committed staff and board members and through the generosity of its long-standing foundation, corporate, and private

donors. It does take a village to help assure that VOICE can continue to provide essential supports for children.

I'm ready to pass the torch knowing with confidence that many other devoted individuals will continue to keep the flame brilliantly alive to sustain and nurture the VOICE community.

Thank you for the opportunity to have served so many wonderful families for these many years. Thank you for the chance to meet so many dedicated

professionals. I would like to take this opportunity to extend my best wishes to you all.

Sincerely,
Norah-Lynn



THE VOICE TRAINING & MENTORING *program*

IN THE AUDITORY-VERBAL APPROACH
MAKING A DIFFERENCE IN SCHOOL
BOARDS ACROSS ONTARIO

By Anita Bernstein, M.SC. LSLS Cert
AVT, Director of Therapy and Training
Programs

Early identification of hearing loss through universal infant hearing screening, advances in hearing technology and increased access to funded auditory-verbal intervention in the preschool years has made it possible for greater numbers of children with hearing loss to learn to listen and speak. In Ontario, over ninety percent (90%) of parents are choosing spoken language as the communication option for their infants who are identified with a hearing loss. As these children are ready to enter the school system, they are joining their typically hearing peers in their neighbourhood schools.

As the demographics of this population changes, it is crucial that Ontario School Boards have qualified personnel and resources to support today's student with a hearing loss.

AUDITORY-VERBAL (AV) TRAINING AND MENTORSHIP PROGRAM

Since 2008, the Ontario Ministry of Education has funded the VOICE AV Mentorship and Training Program to increase the complement of qualified auditory-verbal professionals and to broaden the understanding of decision-makers in Ontario school boards of the needs of students with hearing loss who are learning to listen and speak.

Through its Auditory-Verbal Mentorship and Training Program, VOICE is assisting Ontario school boards to enhance their services by adding AV intervention to support the learning needs of students who access the curriculum through listening and spoken language. Professionals who are participating in this training are developing skills that ensure the availability of evidence-based AV programming through assessment, goal setting and skill tracking. The VOICE AV Training Program's train-the-trainer model has as its ultimate goal to increase the capacity of the boards to provide support to these students by developing in-house expertise for continued training of the board's hearing resource team.

Currently thirty (30) teachers of the deaf and hard of hearing in twenty three (23) school boards across Ontario are participating in the training program. Through this program, over 100 students have had direct AV intervention and hundreds of other students on the

professionals-in-training caseloads benefit from their new expertise.

MENTORSHIP PROGRAM EXPANDS TO INCLUDE FRENCH LANGUAGE BOARDS

In the past year, the AV Mentorship Program has expanded its service to support training in French language schools. In the fall of 2011, the first francophone professional began training under the Mentorship Program. VOICE provided consultation services to French language school boards that do not as yet have trained AV educators. this consultation packages include: objective evaluation of the student's skill level in audition, speech, receptive and expressive language; recommendations to the student's individual education plan to address gaps in literacy and language skills; review and interpretation of assessment information with parents and educators and advice to the school team in determining best practice for implementing the educational plan and interface with the grade level curriculum. In the spring of 2012 a workshop in French was offered to administrators and resource teams, in order to provide information on the unique needs of students with hearing loss who are learning to listen and speak and strategies to maximize success for these students in mainstream classrooms.

In the past year the VOICE Auditory-Verbal Mentorship and Training Program

has experienced high demand as it continues to gain recognition throughout Ontario, across Canada and in the United States through exposure at conference presentations, participation

on the AGBell Academy Board and the International Ling Consortium. Fifteen additional Ontario school boards have expressed their interest in participating in the VOICE AV Training Program. Over

the years, the VOICE AV Program has continued to be respected for its expertise, consistency of service, skilled professionals and innovative programs.

Program Results

Parent Support

- **222 members participated** in the Yahoo Chat Group this year.
- **1,200 members attended** Chapter meetings across Canada.
- **250 Conference attendees** learned from expert speakers and workshop participation.

Auditory-Verbal Therapy

- **100%** of VOICE Parents reported improved verbal communication and hearing capacity in their child, as a direct result of AVT.
- **100%** of VOICE's AVT alumni graduate from high school—compared to the 24% of deaf Canadians who graduate from high school.
- In 2011, it was estimated that there are 6000 students integrated into mainstream classrooms in Ontario and through AVT training, VOICE has **increased the professional expertise** supporting these students in the schools significantly.

VOICE Family Camp

- **240 campers** attended our VOICE Family Camp at Bark Lake this year.
- **20 teen campers** volunteered and acted as mentors for younger campers.
- **120 parents** attended our camp workshop and learned about raising a child with hearing loss.
- **100 children with hearing loss** and their parents enjoyed a traditional camp experience and interacted with other children like themselves.

Advocacy

- **2010 recipient of Consumer Advocacy Award**, Canadian Association of Speech Language Pathologists and Audiologists.
- **Successfully advocated for** audiological and communication **supports** through to age 6 under Ontario's Infant Hearing Program.
- **Assured equitable access** in Ontario to Assistive Device Program for Cochlear Implant recipients.
- **Performed consultancy role** to the Ontario Infant Hearing Program: ongoing participation as a parent support network and service provider.

INDEPENDENT AUDITOR'S *report*

To the Members,
VOICE for Hearing Impaired Children

REPORT ON THE FINANCIAL STATEMENTS

We have audited the accompanying financial statements of VOICE for Hearing Impaired Children which comprise the statement of financial position as at May 31, 2012 and May 31, 2011 and the statements of operations and changes in net assets and cash flows for the years then ended and a summary of significant accounting policies and other explanatory information.

MANAGEMENT'S RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement including the assessment of the risks of material misstatement of the financial statements whether due to fraud or error. In making those risk assessments the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audits is sufficient and appropriate to provide a basis for our audit opinion.

OPINION

In our opinion, the financial statements presented fairly, in a material respects, the financial position of VOICE for Hearing Impaired Children as at May 31, 2012 and May 31, 2011, and its financial performance and its cash flows for the years then ended in accordance with Canadian accounting standards for not-for-profit organizations.

COWPERTHWAIT MEHTA - CHARTERED ACCOUNTANTS

Licensed Public Accountants

October, 29, 2012 - Toronto, Ontario

VOICE for Hearing Impaired Children STATEMENT OF FINANCIAL POSITION

As at May 31, 2012, and May 31, 2011

	2012 \$	2011 \$
ASSETS		
Current		
Cash and cash equivalents	445,149	845,429
Marketable securities [note 3]	294,938	292,977
Amounts receivable	29,881	29,919
HST recoverable	23,230	17,250
Prepaid expenses	13,959	27,684
	807,157	1,213,259
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	69,797	47,361
Amounts payable to governments	11,250	8,960
Deferred revenue [note 4]	639,877	1,100,815
	720,924	1,157,136
Net Assets		
Designated [note 5]	34,962	34,963
Unrestricted	51,271	21,160
	86,233	56,123
	807,157	1,213,259

VOICE for Hearing Impaired Children STATEMENT OF CASH FLOWS

For the years May 31, 2012, and May 31, 2011

	2012 \$	2011 \$
OPERATING ACTIVITIES		
Excess of revenue over expenses for the year	30,110	20,489
Add amortization not involving cash		1,023
Net change in non-cash working capital items	(428,429)	(424,195)
Cash used for operations	(398,319)	(402,683)
INVESTING ACTIVITIES		
Net purchase (redemption) of marketable securities	(1,961)	695,922
INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS FOR THE YEAR	(400,280)	293,239
Cash and cash equivalents, beginning of year	845,429	552,190
CASH AND CASH EQUIVALENTS, END OF YEAR	445,149	845,429
Net change in non-cash working capital items:		
Decrease (increase) in current assets		
Amounts receivable	(5,942)	(3,123)
Prepaid expenses	13,725	2,987
Increase (decrease) in current liabilities		
Accounts payable and accrued liabilities	24,726	(29,980)
Deferred revenue	(460,938)	(394,079)
	(428,429)	(424,195)

VOICE for Hearing Impaired Children STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

For the Years Ended May 31, 2012, and May 31, 2011

	2012 \$	2011 \$
REVENUE		
Grants [note 6]	475,876	446,077
Contributions [note 7]	212,035	208,465
Contracted services	96,250	110,322
Fundraising and special events	87,494	59,221
AV therapy fees	57,444	46,754
Conference fees	25,897	16,507
Other	211	5,633
	955,207	892,979
EXPENSES [note 8]		
Program		
Training and mentorship	462,857	433,942
Therapy program delivery	130,030	127,491
Parent support	78,017	87,441
Public information	29,487	30,495
Advocacy	23,372	29,636
	723,763	709,005
Other		
Administrative and general support	101,539	83,854
Fundraising and special events	99,795	79,631
	925,097	872,490
EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	30,110	20,489
Net assets, beginning of year	56,123	35,634
NET ASSETS END OF YEAR	86,233	56,123

VOICE FOR HEARING IMPAIRED CHILDREN

Notes to the Financial Statements
May 31, 2012 and May 31, 2011

1. THE ORGANIZATION

VOICE for Hearing Impaired Children (the organization) is incorporated in the province of Ontario and without share capital. The organization is exempt from income tax in Canada as a registered charitable organization under the Income Tax Act (Canada).

VOICE for Hearing Impaired Children is a Canadian pediatric hearing association for children with hearing loss whose parents have chosen to help them learn to hear, listen, and speak. The organization's mission is to ensure that all children with hearing loss have their rights upheld with access to service for developing their abilities to hear, listen, and speak.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements have been prepared by management in accordance with Canadian accounting standards for not-for-profit organizations and include the following significant policies:

CASH AND EQUIVALENTS

Cash and cash equivalents consist of cash, short-term notes with an initial maturity of three months or less and money markets mutual funds.

MARKETABLE SECURITIES

Marketable securities are recorded at fair market value. Fair market values are determined by reference to published price quotations in an active market at year end.

REVENUE RECOGNITION

The organization follows the deferral method of revenue recognition. Under the deferral method amounts received in the year for expenses to be incurred in the following year are recorded as deferred revenue. The organization's principal sources of revenue and recognition of these revenues for financial statement purposes are as follows:

i) Unrestricted grants and contributions are recognized as revenue when they are received or receivable. Restricted grants and contributions are recognized as revenue in the year in which the related expenses are incurred. Donated materials and services which are normally purchased by the organization are not recorded in the accounts.

ii) Special events and conference fee revenue is recognized in the period in which the event is held.

iii) Contracted service revenue and audio verbal therapy fees are recognized in the period in which the service is performed.

iv) Fundraising revenue is recognized when received.

v) Investment income, including interest, dividends, realized and unrealized gains and losses on funds advanced by Ontario Ministry of Education – Training and mentorship program, which are unspent at year end, is recorded as deferred revenue and is fully recognized at the conclusion of the funding agreement. All other investment income is recognized in the period earned. Related transaction costs are expensed as incurred.

USE OF ESTIMATES

The preparation of these financial statements requires management to make estimates and assumptions that affect the reported amount of assets, liabilities, revenues and expenses. Specifically, assumptions have been made in calculating investment income on funds received from Ontario Ministry of Education which is deferred at year end and in the allocation of administrative expenses to programs (see note 8). Estimates are reviewed annually, and, as adjustments become necessary, they

are reported in the period in which they become known.

ALLOCATION OF EXPENSES

Program costs include the costs of personnel, premises, administrative and other expenses that are directly related to providing the programs. Non-direct expenses required for delivery of programs are allocated to the programs on equitable basis applied consistently year year (see note 8).

3. MARKETABLE SECURITIES AND RISK MANAGEMENT

Marketable securities are held by a major Canadian financial institution and consist of equities and fixed income investments which include government and corporate bonds and guaranteed investment certificates. Fixed income securities have interest rates ranging from 1.56% to 2.50% on an annual basis with maturity dates ranging from one month to four years.

Marketable securities comprise the following:

	2012 (\$)	2011 (\$)
Fixed income	286,636	291,977
Equities	8,302	1,000
	294,938	292,977

4. DEFERRED REVENUE

Deferred revenue is composed of the following:

	2012 (\$)	2011 (\$)
Ontario Ministry of Education		
Training and mentorship program	549,230	1,012,087
Other	43,810	43,810
Scholarship	20,201	20,031
Special events and other	26,636	24,887
Deferred revenue, end of year	639,877	1,100,815

Continuity of deferred revenue for the year is as follows:

Deferred revenue, beginning of year	1,100,815	1,494,893
Add cash received in the year	494,269	498,901
Revenue recognized in the year	(955,207)	(892,979)
Deferred revenue, end of year	639,877	1,100,815

5. DESIGNATED NET ASSETS

The board has designated net assets for the purpose of maintaining the long-term viability of the organization.

6. GRANTS

Grant revenue recognized in the year was as follows:

	2012 (\$)	2011 (\$)
Ontario Ministry of Education		
Training and mentorship program	462,857	433,942
Government of Ontario		
– other programs	9,820	12,135
Human Resources Skills Development Canada	3,199	
	475,876	446,077

7. CONTRIBUTIONS

Contributions received in the year were as follows:

	2012 (\$)	2011 (\$)
Service clubs	82,488	43,378
Corporations	55,325	62,166
Foundations	42,300	77,105
Individuals	31,922	25,816
	212,035	208,465

8. ALLOCATION OF ADMINISTRATIVE EXPENSES

Administrative expenses were allocated to programs as follows:

	2012 (\$)	2011 (\$)
Training and mentorship	127,220	134,295
Administrative and general support	101,539	83,854
Fundraising and special events	72,795	53,421
Parent support	36,725	29,636
Advocacy	22,329	12,061
Therapy program delivery	12,137	36,715
Public information	9,428	12,140
	382,173	362,122

9. LEASE COMMITMENTS

The organization has annual lease commitments for rent of its national office premises. Minimum future lease payments over the term of the lease are as follows:

2013	\$55,903
2014	\$38,330

10. ADOPTION OF ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS

Effective June 1, 2011, the organization elected to adopt the Canadian accounting standards for not-for-profit organizations. These are the first financial statements prepared in accordance with this new framework which have been applied retrospectively.

Management reviewed the exemptions provided on transition to the Canadian accounting standards for not-for-profit organizations and has selected to designate all investments to be subsequently measured at fair value, which is consistent with the accounting policy in place at the time of the transition. The adoption of Canadian accounting standards for not-for-profit organizations had no impact on the previously reported assets, liabilities and net assets of the organization, and accordingly, there has been no restatement of previously reported amounts as at the date of the transition being June 1, 2010. The presentation and disclosures in the financial statements reflect the requirements under the new accounting framework.

11. COMPARATIVE AMOUNTS

Comparative amounts as at May 31, 2011 and for the year then ended were audited by the organization's prior auditors. Certain balances of the preceding year have been reclassified to conform with the current year's financial statement presentation.





CONTACT INFORMATION



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STAFF

Anita Bernstein - Director of Therapy & Training Programs
Nicole Nayman - AV Program Consultant
Jessica Chan - Finance Manager
Anne Cyr - Parent Mentor Program Coordinator
Sarah Smith - Manager, Fund Development
Victoria Scullion - Development and Event Assistant
Eileen Boxall - Office Manager

AUDITORY-VERBAL THERAPISTS AND PROFESSIONAL MENTORS

Anita Bernstein, LSLS Cert AVT®
Angelina Cook, LSLS Cert AVT®
Dana Cohen, LSLS Cert AVT®
Darlene Laferriere, LSLS Cert AVT®
Debra Sandlos, LSLS Cert AVT®
Debbie Gray, LSLS Cert AVT®
Jane Hebert Koufos, LSLS Cert AVT®
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Josee Levasseur, LSLS Cert AVT®
Margaret Louwerse, LSLS Cert AVT®
Marie Novak, LSLS Cert AVT®
Melda Wales, AVT Intern, OCT
Muriel Mischook, M.Sc., LSLS Cert AVT®
Nancy Greenwald, LSLS Cert AVT®
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Vickie Hlady-MacDonald, LSLS Cert AVT®
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Thank you to all of our generous supporters for helping to give a child with hearing loss a VOICE for life!

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Bridlewood Junior Public School
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The Second City
Pathways Health Centre for Children

IN MEMORY

In memory of ...

April Kachur
April Kachur
Beatrice Halford
Beatrice Halford
Beatrice Halford
Beatrice Halford
Beatrice Halford
Beatrice Halford
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In honour of ...

Lynn Lockhart-Menzies
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Nayman 50th
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