

ANNUAL REPORT

2018-2019



Message from the President

Welcome to the 2018-2019 AGM for Durham Deaf Services.

What an interesting past 12 months we have had! As you all know, Maggie Doherty-Gilbert started with us in July of 2018 and has been a great addition to DDS. It was with a heavy heart that we all wished Yvonne all the best in her post DDS life. Yvonne did a tremendous job for DDS during her tenure with DDS and Maggie has picked right up where Yvonne left off. Maggie is doing an outstanding job for DDS and will take us to the next level as a service organization.

First off, I want to thank Maggie and her staff for their tremendous efforts over this past year despite the challenges that DDS has faced! As you all know the building has been sold and the new owners take possession at the end of June 2019. As you may not be aware, Maggie is currently in the midst of preparing DDS for our upcoming move to a new home. The board is currently examining our options for a new location for DDS to call home. Once we have determined the best location, we will be notifying everyone.

We had another successful curling event this year. We raised \$4,660.00 at the event. We already have a tentative date booked for next year and hopefully, we will have a larger turnout at the event. I would like to thank Hans and Rino for their time and effort in putting this event together again this year. The recycling program continued to generate a steady flow of revenue for us and in turn, generated a small profit. The program as you know has been discontinued due to the sale of the building and our move.

As we move into a new fiscal year, we will undoubtedly be faced with numerous new obstacles to overcome. The board and I have the utmost confidence in Maggie and her team to lead us through the upcoming year. As always, the board is here to support and provide guidance and knowledge to Maggie and her team. Remember that we all have the best of intentions for DDS and everyone that comes through the door.

The on-going success of DDS rests with the board, staff, volunteers and members and each has a defined and unique role to play. The coming year/years will need to see increased participation of all the groups to ensure the continued success of DDS.

Have a happy, safe and healthy summer!

Rob Lalonde

Staff 2018-2019

Maggie Doherty-Gilbert
(Executive Director)

Stefanie Gibbons
(Literacy Coordinator)

Behishta Mushtaq
(Literacy Instructor)

Ewa Swiecicki
(ASL Instructor)

Rebecca Salisbury
(Administrative Assistant)

Board of Directors 2018-2019

Rob Lalonde
(President)

Ken Jackson
(Vice President)

Josephine Geraghty
(Secretary)

Rino Cipparrone
Vince Della Pia
Joan Fillmore
Ed Hughes
David Poirier
Kathryn Ranger
Madison Taylor
Hans Wilimek
Randy Vodden

Message from the Executive Director

With more than 37 years of serving the Deaf, deafened and hard of hearing community in the Durham Region, we are faced with limited dollars to provide much-needed programs and services.

I have reviewed many of our past annual reports and it is clear that we have undergone a number of changes here at Durham Deaf Services (DDS). In 2017 DDS lost crucial funding from two sources: George Brown College and the United Way of Durham. This loss of revenue has impacted many who depend on us. In 2015, Durham Deaf Services employed ten staff members; today we only have four staff members. Although our financial resources are limited, we will continue to provide the best possible services to the Deaf, deafened and hard of hearing community.

Right now, our main source of funding is from the Provincial government's Ministry of Training, Colleges, and Universities. Also, in addition to government funding, DDS generates funds through memberships, fundraising events, donations, and sign language fees, etc.

This past year DDS received Federal government funding from Human Resources and Skills Development Canada to hire a summer student, as well, DDS received a grant from the New Horizons for Seniors program. This was a partnership with Oshawa Senior Citizens Centre, Oshawa Deaf Senior Citizens, and Durham Deaf Services.

We have had three successful fundraising events: Walk for a Cause, GivingTuesday, and our annual London Life Curling Bonspiel. Overall we raised \$5,453.00 on these 3 events. Our donations received through Canada Helps has also increased this year. Also, we sent letters to nearly 40 service clubs and were able to raise \$1,750.00.

Over the year, we have met with local MP's, MPP's, Durham Chair John Henry, local service clubs, the Durham District School Board, the Durham Regional Police, and Oshawa Fire Services to update them on some of the challenges that DDS is currently facing.

We are so grateful to our members! Our members are the backbone of Durham Deaf Services. Each membership is an investment in providing high-quality literacy training, advocacy, and enhanced services for many in our community. Membership to DDS has increased this year by 10%.

The Deaf Adult Upgrading Program offers upgrading skills providing individuals the tools to become more self-reliant, independent and reduce isolation. Our Deaf Adult Upgrading Program has had its highest registered membership, mainly due to the hard work and commitment of Stefanie Gibbons and Behishta Mushtaq. They have created and delivered new courses and programs in response to learners' feedback.

THANK YOU!

To our Funders:

- Canadian Summer Jobs 2019
- MDRT Foundation Canada
- Ministry of Training, Colleges and Universities
- New Horizons for Seniors
- W.F. Hayball Foundation

To our Community Partners:

- Bob Rumball Canadian Centre of Excellence for the Deaf
- Canadian Hearing Society
- Central East Local Health Integration Network (LHIN)
- Centre for Research and Education on Violence Against Women and Children
- City of Oshawa Diversity and Inclusion Committee
- Deaf Literacy Initiative
- Durham Deaf Accessibility Committee
- Durham Deaf Club
- Durham Elder Abuse Network
- Durham Regional Police Services
- Elder Abuse of Ontario
- Literacy Network of Durham Region
- Ontario Association of the Deaf
- Oshawa Deaf Senior Citizens
- Oshawa Fire Services
- Oshawa Senior Citizens Centre
- Silent Voice

Message from the Executive Director - Continued

Through the generosity of the William F. Hayball Charitable Foundation, Durham Deaf Services is able to provide children's recreational programs throughout the year. The children's recreational program provides Deaf children and their families a barrier-free, a bi-cultural/bi-lingual environment where participants are included in all activities.

The donation we received from the Million Dollar Round Table Foundation Canada is supporting the literacy program by expanding our current program and brings learning to a new level for our student using today's technology. Increasing literacy skills allows individuals to be more inclusive in the community and provides the tools needed to live more independent lives.

We would also like to acknowledge and thank London Life for their financial assistance and to Rino Cipparrone and Hans Wilimek for their ongoing leadership in organizing our annual Curling Bonspiel.

Intro to ASL also remains very popular and the demand for sign language classes has increased. Going forward our plan is to expand our sign language classes by offering Intro to ASL during the summer and in September, by offering ASL Levels 1, 2 & 3.

Our focus this year was to improve our social media presence. We have updated our newsletter as well have improved the DDS literacy website.

This past year has been extremely busy welcoming the Durham Deaf Club and Oshawa Deaf Senior Citizens. DDS is home to many that come here weekly to socialize while embracing Deaf culture and language. All of this relates to our mission that DDS improves the quality of life for Deaf people.

I also would like to acknowledge and thank those who provided interpreting services for us: Glenda Messier, Amber Kageyama, Carolyn Lesonsky, Donna May, and Tara Godfrey.

As always, my appreciation goes out to the DDS staff and to the DDS Board of Directors for their support throughout the year. I wish everyone a safe and happy summer.

Maggie Doherty-Gilbert



William F. Hayball Foundation

MDRT
FOUNDATION
CANADA



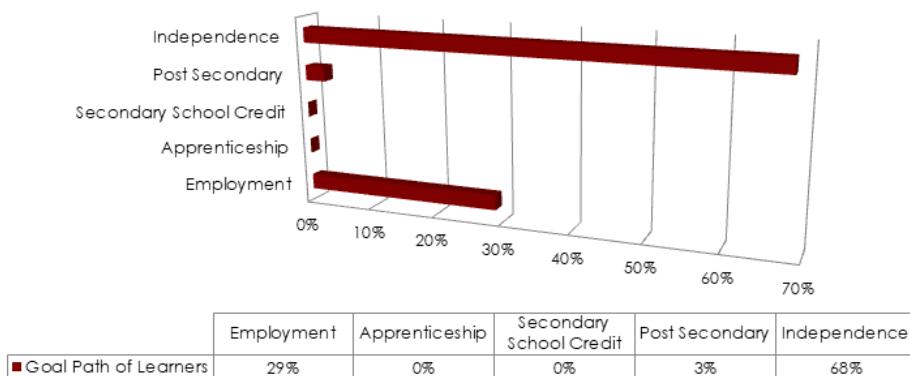
Deaf Adult Upgrading Program (DAUP)

Like most successful programs, success is the result of all the hard work of the people behind the scenes. We have a strong team here at Durham Deaf Services and it was all of us that made the 2018-2019 fiscal year so rewarding for the learners and our stats. We had a substantial increase with our stats in comparison to years past. We finished our year exceeding provincial targets and achieving a high ministry service quality score.

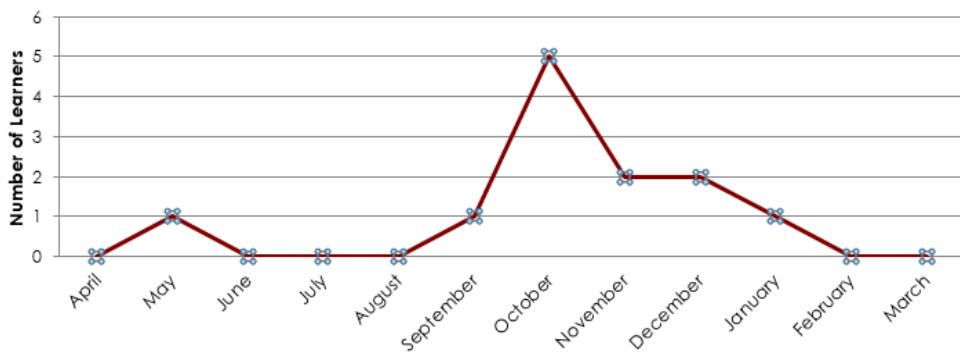
This year, DDS has continued to provide quality classes for literacy. This past fall, we revised the courses offered to match the Ministry of Training, Colleges and Universities (MTCU) Ontario Adult Literacy Curriculum Framework. The new computer module course that we offered and our current social enterprise business project are innovative and supports the current needs of the community. The team has also done great things with community partners by making referrals in order to support learners in all aspects of their lives.

For more information about DAUP, please visit our website at www.ddsclasses.org.

Goal Path of Learners



Recruited Learners



**EMPLOYMENT
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