

Deafblind and Sensory Support
Network of Canada
Sensity

ANNUAL REPORT
2022-2023



Letter from Board Chair and CEO

Sensity has much to celebrate this year. One of the most exciting highlights is the development of the 2023-2025 Strategic Plan. The strategic plan sets the path forward for the next 3 years and guides us as we align with our purpose statement: Your Journey, Our Supports, Endless Possibilities.

Our Intervenors are critical to our work and we are happy that we were able to settle a fair collective agreement for our employees this past year. We are also grateful to the Ministry of Children Community and Social Services for making permanent the \$3 an hour increase for Intervenors. This is something that we fought hard for, as initially Intervenors were not included in this funding.

Accreditation is something that Sensity has been working towards. This is not a mandated process, rather one that the Board of Directors and the leadership teams felt was important. Sensity is committed to quality improvement and FOCUS Accreditation will help us to identify areas where we are doing well or areas that we can develop. In the coming months; people supported, their families, employees and stakeholders can expect to have opportunities to participation in surveys and interviews.

The Board of Directors are all volunteers and have the responsibility for the overall governance of Sensity. They have actively been engaged in their work both at Board meetings and committee work. This year a review was undertaken to ensure that the by-laws and the articles of Incorporation align with the new Ontario Not for Profit Corporations Act (ONCA). In addition to the development of the new Strategic plan, the Board has approved the Operational plan which focuses on key elements of the Strategic plan for the next year.

There are many wonderful things happening at Sensity that are highlighted throughout this report. As we move forward into the next year, we are excited to build on our strong foundation and focus on the 3 pillars of our strategic plan: Invest in our Team, Evolve our Services and Build on Partnerships.

Sincerely,

Deb Garbett, Board Chair and Cathy Proll, CEO, Sensity

**2022-2023
BOARD OF DIRECTORS**

Deb Garbett, Board Chair

Andrea Matelic, Vice Chair

Gabriel Drouin, Secretary

JoAnn VanSantvoort, Treasurer

David McCloy, Director

Elio Riggillo, Director

Grant Davies, Director

Tanner Stranges, Director

**Sensity Executive
Leadership Team**

Cathy Proll, Chief Executive Officer

Ed Mafa, Chief Financial Officer

Linda Grgurich, Chief Human Resources Officer

Elizabeth Winchester, Chief Services Officer

Strategic Directions and Priorities

Sensity's Purpose Statement

Your Journey. Our Supports. Endless Possibilities.

Organizational Values

We Lead. Our approach to leadership is centered around service, empathy, and a strong sense of purpose. We take the time to understand you, lead with intent, and foster belonging.

We Grow. We grow with our community through a commitment to continuous improvement and lifelong learning. We do with, not for.

We Do. We do what's right, not what's easy. We listen and observe to provide you with personalized support.

We Innovate. We focus on the future through purposeful evolution and change. We adapt early and often while remaining resilient and ambitious.

Pillars and Strategic Directions 2023-2025

1. Invest in our Team	2. Evolve our Services	3. Build on Partnerships
Collectively define and foster an environment of excellence and belonging that allows us to grow as individuals, as a team, and as a community.	Maintain our position as a sector leader through purposeful growth and continually enhance the quality of our person-centered services.	Support and promote increased awareness of deafblindness and sensory supports through collaboration, key partnerships, and enhanced communication.
<ul style="list-style-type: none"> Recruit and retain a skilled and passionate team who live our values and demonstrate a commitment to our purpose. 	<ul style="list-style-type: none"> Develop a plan to secure and maintain affordable and accessible housing. 	<ul style="list-style-type: none"> Expand our service population to include individuals with various sensory needs beyond deafblindness.
<ul style="list-style-type: none"> Develop an Employee Value Proposition (EVP) that articulates why employees want to work at Sensity. 	<ul style="list-style-type: none"> Develop a regional structure to increase access to services and support in other areas of the province (i.e., regional hubs/centres of excellence) 	<ul style="list-style-type: none"> Investigate potential partnerships and external opportunities within our communities to enhance awareness of deafblindness (i.e., partnership tables)
<ul style="list-style-type: none"> Develop a meaningful succession plan that supports the long-term health and sustainability of our organization. 	<ul style="list-style-type: none"> Refine services to meet new/evolving needs of the community, including an aging population and offering services in languages other than English. 	<ul style="list-style-type: none"> Continue to nurture relationships with our partners through collaboration and recognition initiatives.
<ul style="list-style-type: none"> Equip team members to continually grow and develop their understanding of the uniqueness of deafblindness through the expansion of informational and educational resources. 	<ul style="list-style-type: none"> Explore the expansion of family & children services. 	<ul style="list-style-type: none"> Diversify our revenue/funding sources through the exploration of new and existing partnerships.
<ul style="list-style-type: none"> Enhance internal communication systems and processes to ensure all employees feel connected and informed. 		<ul style="list-style-type: none"> Expand and optimize communication efforts with external stakeholders.
<ul style="list-style-type: none"> Identify and implement a support framework during Staffing changes to ensure preparation and minimal disruption for the individuals supported. 		

DEAFBLIND AND SENSORY SUPPORT NETWORK OF CANADA "SENSITY"

SUMMARY STATEMENT OF FINANCIAL POSITION (March 31, 2023)

	Sensity	Ministry Funded	Total 2023	Total 2022
ASSETS				
CURRENT ASSETS				
Cash	\$ 1,673,427	\$ 1,523,890	\$ 3,197,317	\$ 2,782,986
Accounts receivable	260,452	46,355	306,807	113,391
Inventory and prepaid expenditures and deposits	75,119	-	75,119	51,551
	2,008,998	1,570,245	3,579,243	2,947,928
TANGIBLE CAPITAL ASSETS	5,160,663	-	5,160,663	5,231,541
	\$ 7,169,661	\$ 1,570,245	\$ 8,739,906	\$ 8,179,469
LIABILITIES				
CURRENT LIABILITIES				
Accounts payable and accrued liabilities	\$ 143,579	\$ 872,789	\$ 1,016,368	\$ 437,148
Deferred revenue	124,944	-	124,944	130,293
Due to Ministries	-	697,456	697,456	776,361
Current portion of long-term debt	55,912	-	55,912	122,320
	324,435	1,570,245	1,894,680	1,466,122
DEFERRED CAPITAL CONTRIBUTIONS	1,243,434	-	1,243,434	1,179,699
LONG-TERM DEBT	917,890	-	917,890	973,802
TOTAL LIABILITIES	2,485,759	1,570,245	4,056,004	3,619,623
FUND BALANCES				
Investment in tangible capital assets	2,943,427	-	2,943,427	2,955,720
Internally restricted	1,074,117	-	1,074,117	1,008,238
Unrestricted	666,358	-	666,358	595,888
	4,683,902	-	4,683,902	4,559,846
	\$ 7,169,661	\$ 1,570,245	\$ 8,739,906	\$ 8,179,469

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of Deafblind and Sensory Support Network of Canada

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2023 and the summary statements of Sensity operations and Ministry Funded operations for the year then ended, are derived from the audited financial statements of Deafblind and Sensory Support Network of Canada for the year ended March 31, 2023. We expressed an unmodified audit opinion on those financial statements in our report dated July 13, 2023. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Deafblind and Sensory Support Network of Canada.

Management's responsibility for the summary financial statements

Management is responsible for the preparation of a summary of the audited financial statements which are presented on the same basis as the audited financial statements with condensed groupings and excludes the notes and the cash flow statement.

Independent Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Deafblind and Sensory Support Network of Canada for the year ended March 31, 2023 are a fair summary of those financial statements in accordance with the described presentation basis.

Peter Bennett Professional Corporation

Chartered Professional Accountant, Authorized to practise public accounting by

Chartered Professional Accountants of Ontario

Orillia, Ontario

July 14, 2023

DEAFBLIND AND SENSORY SUPPORT NETWORK OF CANADA "SENSITY"

STATEMENT OF SENSITY OPERATIONS (Year Ended March 31, 2023)

	2023 Budget	2023 Actual	2022 Actual
REVENUE			
Administration charge by Sensity	\$ 1,310,000	\$ 1,308,752	\$ 1,220,413
Rental income	130,000	129,250	125,400
Nevada sales	295,000	209,899	305,945
DBI Secretariat	20,000	13,749	15,531
Training, grants, donations and miscellaneous	70,000	79,574	50,219
Interest	15,000	13,803	1,697
Amortization of deferred contributions	260,000	258,280	247,924
TOTAL REVENUE	2,100,000	2,013,307	1,967,129
EXPENDITURES			
Wages and benefits	940,000	897,150	816,402
Nevada cost of sales	156,000	140,202	156,019
Children's intervenor and family services	48,000	47,454	43,879
Professional fees	110,000	42,662	30,882
Office and miscellaneous	55,000	50,583	33,693
Board	6,000	2,167	2,727
Professional development and memberships	30,000	25,231	9,486
Telephone and utilities	72,000	71,386	39,024
Repairs and maintenance	90,000	87,602	51,382
Insurance	48,000	45,213	30,500
Travel	36,000	36,799	833
Interest on long-term debt	65,500	49,824	31,509
Amortization of tangible capital assets	350,000	392,892	319,917
TOTAL EXPENDITURES	2,006,500	1,889,165	1,566,253
EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR	\$ 93,500	\$ 124,142	\$ 400,876

STATEMENT OF MINISTRY FUNDED OPERATIONS (Year Ended March 31, 2023)

	2023 Budget	2023 Actual	2022 Actual
REVENUE			
Ministry of Childrens, Community and Social Services	\$ 15,250,605	\$ 13,628,589	\$ 13,004,006
Ministry of Health and Long-term Care	297,007	297,007	297,007
TOTAL REVENUE	15,547,612	13,925,596	13,301,013
EXPENDITURES			
Wages and benefits	12,866,165	11,441,375	10,841,938
Travel and staff training	365,000	218,302	111,840
AIS	171,593	181,038	229,988
Food and miscellaneous	47,000	43,333	28,086
Stabilization	371,565	454,342	550,672
Program administration	70,000	59,367	61,538
Program costs	125,000	117,300	117,402
Database	220,365	86,116	103,645
Administration charge by Sensity	1,308,752	1,291,304	1,201,421
TOTAL EXPENDITURES	15,545,440	13,892,477	13,246,530
EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR	\$ 2,172	\$ 33,119	\$ 54,483



Sensity is working with FOCUS towards accreditation.

Over the last fiscal year, a committee at Sensity has been reviewing the FOCUS Accreditation Standards and procedures of the organization. Through this Self-Assessment, Sensity has been identifying what standards are met, partially met, do not meet or that may be not applicable to Sensity. As a result, we are implementing some policies and procedures to align with these standards.

Accreditation is... a process where an agency is assessed based on Quality of services to help them highlight the things that they are doing well and look at areas that can be improved. A process of reviewing agency services against a set of quality standards or best practices to see how they compare and then develop a quality improvement plan to continually provide quality services.

The goal is to have an ongoing, continuous journey of quality improvement.

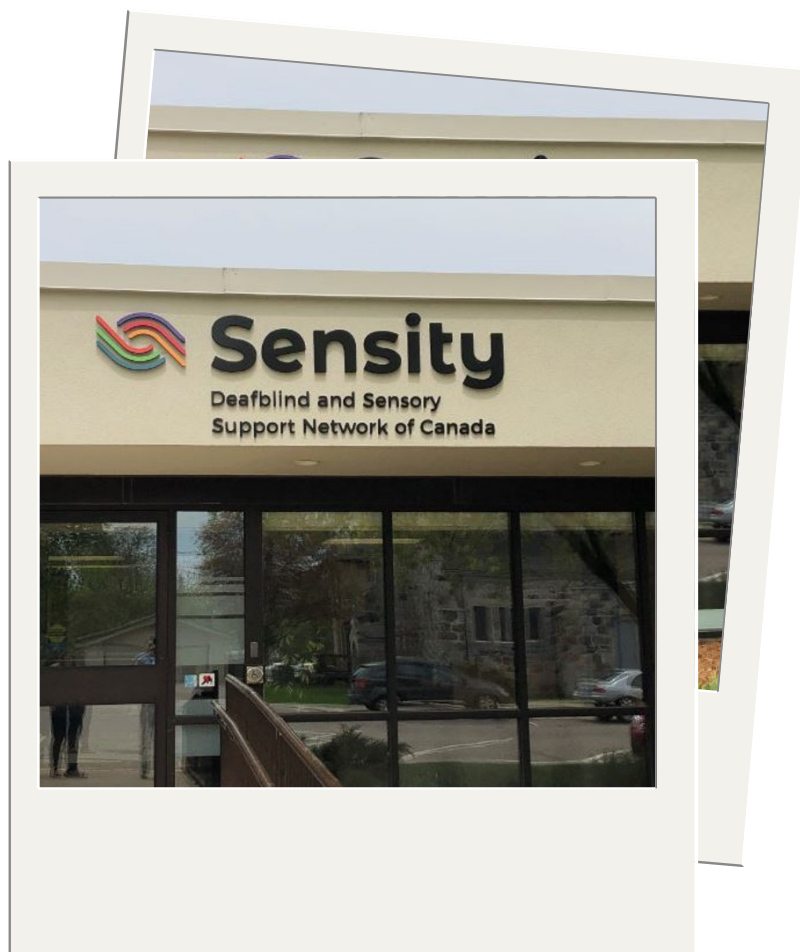
Why does Accreditation matter? Accreditation shows that Sensity has made a commitment to continually enhance the Quality of Person-Centered Services and that our focus is on the Satisfaction of the persons supported. This is an opportunity for an external third party to review how Sensity does things against a set of best practice standards.

Accreditation allows Sensity to:

- To celebrate successes... “what is going well?”
- Helps us identify areas for improvement and implement changes “what could Sensity do better?”
- Help Sensity to think innovatively “what could we do differently?”

Sensity provides services across the province of Ontario

- Our services include Intervenor Services, Housing Supports, Training and Consultation, online courses and Children's and Family Services.
- Our Resource Centre is based in Paris, Ontario.



Our Impact



NUMBER OF EMPLOYEES

300

NUMBER OF INDIVIDUALS SUPPORTED

77

**NUMBER OF EMPLOYEES TRAINED IN
SENSITY CURRICULUM**

272

**NUMBER OF EXTERNALS TRAINED IN
SENSITY CURRICULUM**

45

**FAMILIES SUPPORTED THROUGH
CHILDREN'S INTERVENOR SERVICES
FUNDING**

43

Training Department

The training that Sensity offers its employees continues to be a vital part of the success of our services. This report will cover the activities of the Training Department for the 2022-2023 fiscal year.

Sensity Curriculum

- Introduction to Deafblindness.
- Introduction to Intervenor Services.
- Methods and Techniques.
- Communication.
- Sighted Guide.
- Calendars and Experience Books.
- Person-Centered Planning.
- Introduction to Adapted Sign.
- Working with Families.
- Enhanced Coping Skills (dealing with and responding to behavioural challenges)

Online Courses

- Deafblindness and the Role of the Intervenor.
- The Role of the Intervenor in Activity and Program Planning.
- The Role of the Intervenor in Communication and Concept Development.
- Methods and Techniques for Intervenors.
- Health, Wellness and Aging.

The online training courses consist of 8-10 modules, with a new module being introduced each week. Sensity undertook having the courses translated into French this past year. We are expecting to roll out the first offering in French this year in the fall.

In addition, Sensity's Training Coordinator ensures that all intervenors receive and maintain Standard First Aid and CPR training, to ensure compliance with WSIB requirements.

During the course of this year, we have also developed and introduced a new training, Abuse Prevention, Identification and Reporting. The introduction of this training aligns with the standards that are part of our work on becoming accredited through FOCUS.

Mentorship and Training Specialist

The role is to provide coaching and mentorship to individual employees, as well as entire teams of intervenors, helping intervenors bridge the gap between formal training and application to a specific person or group of people who are deafblind. During this year, they have provided mentorship to intervenors supporting 27 different individuals in our services. Mentorship has been provided on a wide variety of topics, including use of calendar systems, strategies for responding to behaviours, communication techniques, the use of experience books, assistive devices, programming and person-centered planning. Additionally, the Mentorship and Training Specialists have mentored new Intervenor Services Coordinators to increase their knowledge about deafblindness and intervenor services in general.



Sensity Leadership Institute (SLI)

The first group cohort for the Sensity Leadership Institute (SLI) was completed in November 2022.

The Sensity Leadership Institute is designed to provide leading edge training for current and aspiring leaders (team leaders, supervisors, managers, senior managers) at Sensity and also from other non-profit organizations in Ontario.

Applicants are selected on the basis of those who are currently in leadership positions in the non-profit sector and any other selection criteria outlined below:

- Team Leader, Coordinators, Supervisors, Managers or Program Directors
- Individuals who aspire to move into leadership roles in the future

1. Benefits to Participants and Employer Agencies

- Participant/Learner Benefits:
- Gain practical leadership skills to apply on the job
- Become confident in your leadership role
- Increase opportunities and readiness for promotion into more senior leadership positions
- Gain the respect of team members, peers and senior management
- Learn how to solve the toughest issues that leaders face (e.g., conflict, dealing with employees who under-perform on the job, having difficult conversations, managing change)
- Grow your self-awareness and self-management abilities, improve resilience
- Current leaders will fine-tune their leadership skills and build on their existing strengths.

“The teamwork. The peers. The friendships. Having different levels of participation from our agency. From intervenor to Directors. Very powerful, it made me feel heard. It made me hear them.”

We have had a total of 20 participants successfully complete the course to date.

On behalf of Sensity, it is with great pride and admiration that we recognize these employees on their service anniversary milestone.

Congratulations!

5 Years

Melanie Clark
Christy Rohaly
Melissa Seepaulsing
Brenda Paxton
Charmay Tune,
Patricia Connell
Rachel Day
Anne Kelso
Maria Tabora
Stacy Murdock
Liz Gouveia

15 Years

Karen Guertin
Lidia Kitchen

20 Years

Kelly Baker

10 Years

Bethany Estrabillo
Jennifer Ambeau
Kathleen Thomas
Barbara Farquhar
Kayla Reed
Elizabeth Robson

25 Years

Jeanette Beckham

30 Years

Cathy Proll

Break Open Tickets

Sensity is very grateful to the approximately 50+ locations across Ontario who sell Nevada break-open tickets on the organization's behalf. Proceeds made from Break Open Tickets support our Children's and Family Intervention

Services program which is not government funded. Please remember to purchase tickets at these locations and help support our fundraising efforts.

8 to 11 Milk & Flower Store Scarborough
Bayridge Grocery Kingston
Becker's Milk Durham
Big Bear Food Mart Hamilton
Big Bee Niagara Falls
Big Bee, James Street Hamilton
Burlington Lotto Burlington
Cambridge Mini Mart Cambridge
Caps Fun & Variety Scarborough
Choice Convenience Georgetown
Circle K 365 Milton
Circle K 487 Ottawa
Circle K 835 Milton
Circle K Store 1773 Leamington
City Convenience Hamilton
Convenience Access Brampton
Clover Food Mart Alvinston
Durham Super Market Durham
Enjoy Convenience Whitby
EZ Go Convenience Fort Erie
Gateway #567 Grimsby
Gateway #593 Oshawa
Greer's Variety & Lottery Sarnia
Hamlet Grocery Store Consecon
Hasty Market #421 Brampton
Inesons Variety Fort Erie
Innisfil KFF Innisfil
International News Mississauga
JRS Smokey Land Convenience Courtice
King Cigar Plus Richmond Hill
Mac's 1019 Scarborough
Mac's 1064 Mississauga
Mac's 1771 Orillia
Mac's 61508 Windsor
Mac's 61557 Windsor
Mac's 61561 Windsor
Maplewood Market Burlington

Midland Esso Midland
Mr. Convenience Colborne
Mr. Convenience Peterborough
Murlock Happy Mart Newmarket
New Ranch Market Oakville
P-Jay's Video Variety Windsor
Queen East Variety Toronto
Round Hill Gas Station Trenton
Sam's Variety Kitchener
SB Fuel Collingwood
Sidney Market Trenton
Smart Food Fair Pickering
Stratford Variety Stratford
Ultramar Rockland
Victoria Convenience Belleville
Welcome Mart Hamilton
Xun's Stanley Variety Store Hamilton



Thank You to our donors!

ANC Construction Ltd.
Lions Home for Deaf People

Community Supporters:
Sobey's Paris
Pelton Bros Transport Ltd.
Savoury Electric
Youth Unlimited Peterborough

"Alone we can do so little; together we can do so much." -
Helen Keller

Contact Us

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Network of Canada**
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