



2024-2025

ANNUAL REPORT

**Deafblind and Sensory Support
Network of Canada (Sensity)**



Sensity

Deafblind and Sensory
Support Network of Canada

Réseau canadien de soutien à la
surdicécité et troubles sensoriels



"Your Journey* Our Supports* Endless Possibilities*"

Our Values

We Lead.

Our approach to leadership is centered around services, 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

At Sensity, our 2023-2025 strategy focuses on three key areas: **Invest in our Team, Evolve our Services, and Build on Partnerships**. Together, these goals guide us as we create an environment of excellence and belonging for the people we support, our employees, and our community.

Invest in our Team – We are committed to recruiting and retaining skilled, passionate employees who live our values. We support their growth through learning opportunities, strong internal communication, and meaningful succession planning, ensuring a healthy and sustainable organization.

Evolve our Services – We continually refine and expand our programs to meet the changing needs of our community. This includes broadening services for individuals with diverse sensory needs, offering family and children's programs, providing services in multiple languages, and developing housing solutions.

Build on Partnerships – Collaboration is key. By nurturing relationships with partners and exploring new opportunities, we raise awareness of deafblindness, diversify funding sources, and strengthen the support network for those we serve.

Through these initiatives, Sensity remains a sector leader, fostering growth, independence, and connection for every individual and family in our care.

Letter from Board Chair & Chief Executive Officer

Tanner Stranges- Board Chair | Cathy Proll- Chief Executive Officer

"Sensity is driven by our Single Purpose statement:

“Your Journey* Our Supports* Endless Possibilities*”

This statement has been a catalyst for the growth and success we have achieved over the past year. Guided by our Values and our Strategic Plan, we remain firmly grounded in our purpose: the people we support are at the core of why we exist, and it would be a significant misstep if we did not align our work with this commitment.

For more than four decades, Sensity has been dedicated to serving people who are deafblind and their families. We have continued to lead in this field, working collaboratively at the provincial, national, and international levels. These connections and partnerships play a vital role in the services and support we provide, ensuring our team remains informed, skilled, and prepared to deliver the highest quality of support to the deafblind community and their families.

As the saying goes, “it takes a village”—and Sensity is no exception. Behind the scenes, our essential services such as Finance, Human Resources, and IT provide the foundation that supports our employees, strengthens our infrastructure, and fuels our growth as an agency. There are 3 Pillars in our strategic plan and over the course of the past year our team has made significant progress in each of them. Here are some of the highlights!

Pillar One: Invest in Our Team

In August 2024, Lars Pastrik joined Sensity as our Chief Administrative Officer. His leadership has been instrumental in driving progress under this pillar, resulting in two critical achievements:

1. Department Restructuring:

A comprehensive review of the Human Resources department revealed fragmented services, misaligned roles, and limited decision-making authority. In response, we undertook a restructuring in early 2025, streamlining operations by removing a layer of management and establishing clear points of contact.

One key improvement was the creation of a Manager of Benefits and Disability role. Previously, disability management was outsourced to a third party—resulting in high costs and inconsistent service. By bringing this function in-house, we have both reduced expenses and enhanced the overall employee experience.

2. Process Automation and HRIS Implementation:

Human Resources also completed a full process mapping exercise to identify opportunities for increased efficiency through automation. This work helped us pinpoint processes that could be streamlined immediately, as well as those to be integrated into our 2025–2026 HR strategic plan.

A major milestone was the automation of the offer process, which reduced errors and laid the groundwork for digital employment files. Building on this success, we implemented Rippling, our new Human Resources Information System (HRIS). While the platform officially went live at the start of the current fiscal year, the essential planning, configuration, and testing were completed in early 2025. Rippling has since fully automated our onboarding process improving both efficiency and overall employee experience.

Pillar Two: Evolve our Services

Sensity takes a person-centered approach to service delivery through our It's My Life model. This approach ensures that the dreams and goals of the people we support are at the heart of everything we do. The It's My Life model is built on collaboration between the individual, their family or other important people in their life, and our dedicated staff team.

Affordable and accessible housing remains a significant challenge across the province. We are pleased to share that progress continues with our new Brantford building as we advance through the pre-construction process. Sensity has made meaningful strides toward improving housing outcomes, and in the year ahead, individuals we support will be moving into affordable and accessible housing in both Toronto and Paris.

Services for children who are deafblind remain a vital part of our work. Over the past year, we have expanded these services to include consultation for families who may require additional support, ensuring that more children and their families have access to the resources they need.

Pillar Three: Build on Partnerships

Partnerships are essential to the continued evolution and success of Sensity. As a provincial organization, it is important that we build strong connections with sector partners, the communities where we provide services, and our funders.

This past year, Sensity played a critical role alongside our sector partners in bringing awareness to the need for revisions to the needs-based funding model. These revisions were necessary to ensure that agencies can continue to deliver vital intervenor services to people who are deafblind. We are pleased that the Ministry of Children, Community and Social Services (MCCSS) heard our message and responded positively by implementing these much-needed changes.

Through these discussions, we also began important conversations about the shortage of trained Intervenor across the province. We are hopeful that continued collaboration will lead to meaningful solutions to address this challenge.

Looking ahead, Sensity is committed to not only learning from international partners but also contributing to the growth of services worldwide. By sharing our training, expertise, and leadership, we are helping countries in the early stages of building their services lay the foundation for stronger supports in the years to come.

The common thread that flowed throughout the year was Focus Accreditation as Sensity has pursued a journey of improvement and excellence. This past December all documentation that we had been working on for the previous four years was submitted to Focus for validation. Onsite validation was scheduled to take place in June of 2025. Please follow our website and Focus Fiona for updates on this journey.

As we look to the future, we follow our single purpose statement:

“Your Journey* Our Supports* Endless Possibilities*”

Our dedication to the people we support, as well as to all our stakeholders and partners, remains unwavering. We are excited to see what the coming year brings and grateful to each of you for being an important part of this journey!”

Tanner Stranges- Board Chair
Cathy Proll- Chief Executive Officer



2024-25 Board of Directors

Tanner Stranges | Board Chair
Deb Garbett | Vice Chair
Gabriel Drouin | Secretary
JoAnn VanSantvoort | Treasurer

Andrea Matelic | Director
Angela Johnston | Director
Bambi Pepe | Director
Beth Bendo | Director

Committees of the Board

Nominations Committee

Angela Johnston | Chair

Deb Garbett | Vice-Chair

Liz Dunton

Tanner Stranges | Chair

Cathy Proll | Chief Executive Officer

It is my pleasure to present the Nominations Committee Report for this year on behalf of the entire committee.

The 2024–2025 year began with a significant leadership transition as we said farewell to our former Nominations Chair, Tanner as he began this year as our Board Chair and welcomed a new Nominations Chair to lead us into the next chapter. This change set the tone for what would be an exceptionally active and productive year for the Nominations Committee.

One of our key undertakings was a comprehensive review and update of the Board Analysis Tool. This was done to gain a clear, strategic view of the current composition of the Board and to identify the skills and perspectives needed to meet Sensity's evolving priorities. Through this process, the committee identified several core areas where additional expertise would add significant value:

- Board Governance
- Human Resources
- Financial Management
- Legal Representation (an ongoing recruitment priority)
- Deafblind Lived Experience

It was particularly important to the committee that the Board reflect the diversity of the communities we serve. We actively sought candidates from across the province and prioritized outreach to include Indigenous voices and perspectives. We remain committed to advancing equity, diversity, inclusion, and accessibility in our governance.

To enhance the experience of incoming Board members, the committee also developed a more streamlined onboarding process, offering a step-by-step approach to ensure each new member feels informed, supported, and welcomed. A key initiative launched this year was the introduction of the Board Buddy System, pairing incoming members with experienced Board directors to support their development and integration into the Board culture.

Throughout the year, committee members engaged in extensive outreach and networking to identify and recruit individuals whose backgrounds and skills aligned with the Board's identified needs. This proactive approach resulted in the successful recruitment of four outstanding new Board members, who will be presented as part of the new slate of officers at this AGM.

Audit & Finance Committee

JoAnn VanSantvoort | Chair

Beth Bendo

Andrea Matelic

Tanner Stranges

Cathy Proll | Chief Executive Officer

Ed Mafa | Chief Finance Officer

Over the past year, the Audit and Finance Committee has fulfilled its role of keeping the Board well informed about Sensity's financial health and providing oversight of financial reporting and internal controls. Our work aimed to support sound strategic and operational decision-making while maintaining accountability to our stakeholders.

The Committee reviewed quarterly financial reports prepared by the CFO, monitoring actual results against budget and addressing any significant variances. We closely monitored ministry-funded budgets to ensure resources were managed responsibly and that positive relationships with the Ministry were upheld. Additionally, the Committee reviewed the operational budget for the upcoming fiscal year, ensuring alignment with Sensity’s strategic priorities. These reviews and recommendations were regularly presented to the Board for their consideration and approval where required.

In addition to financial oversight, the Committee regularly reviewed financial policies and controls. Using a compliance checklist developed in partnership with the CFO, we confirmed that all key statutory filings—including payroll remittances, pension contributions, EHT, WSIB, union dues, and HST—were completed on time.

As part of our audit responsibilities, we engaged with the external auditor to review the audit plan and the draft audited financial statements. Following this review, the Committee recommended the audited statements for Board approval.

The Committee also provided oversight on other significant financial matters as they arose, such as the land purchase and early planning stages of the new building project, with particular attention to budget impacts and HST implications. Throughout the year, we maintained ongoing communication with the CEO and CFO regarding financial forecasting, ministry communications, the finance department’s structure, and the transition to a new accounting system.

Through these activities, the Audit and Finance Committee remain committed to transparency, prudent financial management, and supporting Sensity’s long-term sustainability and growth.

CEO Performance Appraisal Committee

Tanner Stranges | Chair
Bambi Pepe
Angela Johnston
Cathy Proll | Chief Executive Officer

The committee’s workplan for this Board year included the review and redevelopment of the CEO job description. In addition, the committee developed a performance review tool and reviewed the CEO’s previous goals in preparation for the performance appraisal. The Board of Directors completed the CEO performance appraisal in August.

The workplan also included engaging a compensation specialist to conduct an external compensation review and provide recommendations to the Board.

The committee successfully completed all items outlined in its workplan for this year.

Governance & By-Laws Committee

Deb Garbett
Angela Johnston
Andrea Matelic
Bambi Pepe
Tanner Stranges
Cathy Proll | Chief Executive Officer

The governance committee of the Board created a workplan in which the most significant piece was the Board survey. This year the committee redeveloped the survey, and the scoring for each answer.

The survey was conducted with 100% participation by the Board members and a direct outcome from the survey was additional board governance training.

This training will take place at the Board retreat in October of 2025



Executive Leadership Team

Cathy Proll | Chief Executive Officer

Elizabeth Winchester | Chief Services Officer

Lars Pastrik | Chief Administrative Officer

Ed Mafa | Chief Financial Officer

Lindsay Blasdell | Executive Assistant

Children's Intervenor Services



In this round, **46 families** have benefitted from the program. Creating lasting positive impacts on their lives.

The **Children's Intervenor Services program** provides critical support to families of children who are deafblind, ensuring they have access to tailored **Intervenor Services** that promote growth, learning, and joy. This funding enables children to receive specialized support from skilled intervenors, fostering opportunities for social, emotional, and educational development.

Campbell's World of Discovery

"Campbell loves to explore the world around him. He seeks out exciting opportunities where he can learn and grow, and thanks to the CISF funding, Campbell gets to spend quality time with his friend Martine. Whether it's crafting, visiting the community, baking, or working in the garden, Campbell's favourite thing is to laugh and have fun. Martine works hard to ensure that Campbell leads the way, offering him enriching experiences while guiding him along the journey. We are so grateful for this opportunity—it's been an incredible experience for both Campbell and our family."



Our Impact

85 INDIVIDUALS SUPPORTED

34 INDIVIDUALS SUPPORTED IN SUPPORTED LIVING

51 INDIVIDUALS SUPPORTED IN COMMUNITY PROGRAMS

04 CONSULTATION & TRAINING PARTNERSHIPS

117 INTERNAL STAFF TRAINED

8,009 TOTAL HOURS OF TRAINING

15+ AGENCY PARTNERS



Molly's Path to Possibilities

Since her transition to adult services began in late 2023, Molly from the rural community of Renfrew has experienced a remarkable transformation in communication, mobility, and independence. With the dedicated support of her Intervenor team, Molly is now actively engaged in her community and empowered to make daily choices with confidence. She uses a tabletop calendar to plan her days, communicates through assistive technology including an iPad and Big Mac Red Button, and has gained the strength to regularly use mobility devices like her Stander and new wheelchair. These supports have not only enhanced her independence but have opened new possibilities for connection, participation, and personal growth.

Molly (Renfrew, Ontario)

Our Employees

Passion in Action: An Employee Story

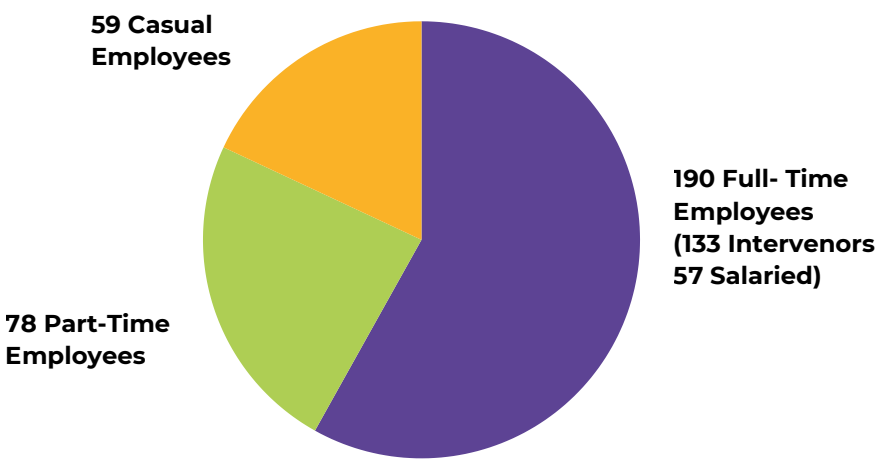
"I've been with Sensity for nearly two years, and it has truly been a meaningful chapter in my career. At the time I joined, I was ready to step away from the corporate world and find a role where I could apply my experience in a way that made a real difference. Sensity offered exactly that—a place where I could see the impact of my work and be part of something purposeful.

What drew me in—and continues to inspire me—is how closely Sensity aligns with my core values of inclusivity, removing barriers and making a difference. The organization fosters a culture that is not only positive and supportive but also deeply committed to the individuals we serve.

Here, I feel like I'm part of a team that genuinely cares. We live our values every day, and I'm fortunate to work under leadership that encourages open communication and recognizes effort. That kind of environment makes me feel seen, appreciated, and motivated to give my best.

My work has purpose. I'm trusted to take initiative, contribute meaningfully, and grow both professionally and personally. That trust has helped me build confidence and stay engaged.

In short, working at Sensity is more than just a job—it's a place where I feel empowered, supported, and proud to be part of a mission that matters."



Total Amount Employees
327

Average Length of Service
3.99 Yrs

Hours of Direct Service Provided
321,390

72 Employees
5+ Years

42 Employees
10+ Years

27 Employees
15+ Years

12 Employees
20+ Years

3 Employees
25+ Years

1 Employees
30+ Years

Deafblind and Sensory Support Network of Canada Statement of Financial Position

As at March 31, 2025

	2025	2024
Assets		
Current		
Cash	2,379,770	2,336,887
Accounts receivable	118,797	145,945
Prepaid expenses and deposits	90,377	68,249
Inventory	37,527	28,125
	2,626,471	2,579,206
Capital Assets	5,575,550	5,783,910
	8,202,021	8,363,116
Liabilities		
Current		
Accounts payable and accrued liabilities	1,015,206	669,071
Deferred revenue	34,739	115,741
Due to Ministries	233,494	703,959
Current portion of long-term debt	55,912	55,912
	1,339,351	1,544,683
Long-term debt	806,066	861,978
Deferred capital contributions	1,031,809	1,142,458
	3,177,226	3,549,119
Net Assets	5,024,795	4,813,997
	8,202,021	8,363,116

Deafblind and Sensory Support Network of Canada Statement of Financial Position

For the year ended March 31, 2025

	Sensity Programs	Ministry Funded Programs	2025	2024
Net assets, beginning of year	4,813,997	-	4,813,997	4,683,902
Excess of revenue over expenses	210,798	3,770	214,568	136,598
Amount to be repaid to Ministry	-	(3,770)	(3,770)	(6,503)
Net assets, end of year	5,024,795	-	5,024,795	4,813,997

Financial Statements

Deafblind and Sensory Support Network of Canada Schedule of Operations - Sensity Programs

For the year ended March 31, 2025

	Budget	2025	2024
Revenue			
Ministry of Children, Community and Social Services	1,631,939	1,413,996	1,342,690
Ministry of Health and Long-Term Care	-	17,550	17,550
Nevada break open ticket sales	254,400	190,937	265,581
Amortization of deferred contributions	300,000	228,473	247,920
Donations and fundraising	10,500	6,884	6,836
Rental income	125,400	137,910	120,950
DBI Secretariat	20,700	20,681	18,404
Interest and other	36,000	46,740	21,319
Training and consultation	-	6,777	480
	2,378,939	2,069,948	2,041,730
Expenses			
Salaries and benefits	1,179,777	718,021	917,615
Amortization of capital assets	360,000	326,184	339,000
Bank charges and interest	84,536	72,750	74,002
Board	20,000	21,593	18,840
Repairs and maintenance	90,000	178,974	116,662
Children's intervenor and family services	47,500	59,011	56,623
Computer and IT support	108,300	57,530	47,696
Insurance	45,000	52,648	40,895
Nevada break open ticket costs	152,640	103,474	138,966
Office	44,200	49,812	31,990
Professional fees	60,000	71,639	52,900
Sponsorships and promotion	8,000	11,060	26,832
Staff training	20,000	45,229	12,915
Telephone and internet	22,000	20,441	15,903
Travel and meetings	30,000	32,027	27,410
Utilities	37,400	56,757	34,070
	2,309,353	1,877,150	1,952,319
Excess of revenue over expenses before other items	69,586	192,798	89,411
Other items			
Gain (loss) on disposal of capital assets	-	18,000	40,684
Excess of revenue over expenses	69,586	210,798	130,095

Schedule of Operations - Ministry Funded Programs

For the year ended March 31, 2025

	Budget	2025	2024
Revenue			
Ministry of Children, Community and Social Services	14,880,209	15,011,687	13,758,840
Ministry of Health and Long-Term Care	297,007	279,457	279,457
	15,177,216	15,291,144	14,038,297
Expenses			
Salaries and benefits	13,402,855	14,182,490	13,019,349
Repairs and maintenance	-	237,865	247,439
Computer and IT support	107,980	260,622	220,669
Insurance	41,400	32,538	30,879
Office	7,560	964	6,499
Professional fees	55,720	133,910	52,794
Program costs	223,200	160,858	156,945
Rent	7,800	17,086	7,477
Sponsorships and promotion	-	-	6,861
Staff training	31,200	21,031	22,008
Telephone and internet	28,860	23,433	20,927
Travel and meetings	355,860	193,634	216,154
Utilities	5,160	1,049	6,161
Vehicle	24,000	21,894	17,632
	14,291,595	15,287,374	14,031,794
Excess of revenue over expenses	885,621	3,770	6,503

Break Open Ticket Vendors

Sensity would like to recognize and thank the following stores. Proceeds of their sales fund our agency's Children's and Family Intervenor Services program.

8 to 11 Milk & Flower Store (Scarborough)
Bayridge Grocery (Kingston)
Becker's Milk (Durham)
Big Bear Food Mart (Hamilton)
Big Bee, (Hamilton)
Big Bee (Niagara Falls)

Big Bee, Concession (Hamilton)
Big Bee, James Street (Hamilton)
Big Bee, John Street (Hamilton)
Big Bee, Upper Wellington (Hamilton)
Burlington Lotto (Burlington)
Cambridge Mini Mart (Cambridge)

Caps Fun & Variety (Scarborough)
Choice Convenience (Georgetown)
Circle K 365, Milton (Milton)
Circle K 487 (Ottawa)
Circle K 835 (Milton)
Circle K Store 1773 (Leamington)

City Convenience (Hamilton)
Clover Food Mart (Alvinston)
Convenience Access (Brampton)
Durham Supermarket (Oshawa)
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)
Lucky Twyn Rivers Variety (Pickering)
Mac's 1019 (Scarborough)

Mac's 1064 (Mississauga)
Mac's 1771 (Orillia)
Mac's 61508 (Windsor)
Mac's 61561 (Windsor)
Maplewood Market (Burlington)
Midland Esso (Midland)

Mr. Convenience (Colborne)
Mr. Convenience (Peterborough)
Mulock 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 Variety (Collingwood)
Sidney Market (Trenton)
Smart Food Fair (Pickering)
St. Joachim Variety (St.Joachim)

Kelly's Variety (Stratford)
Ultramar (Rockland)
Victoria Convenience (Belleville)
Welcome Mart (Hamilton)
Xun's Stanley Variety Store (Toronto)

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



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