COMMUNITY LIVING
Toronto

Supporting Rights & Choices

EMPOWERING CHOICES FOR TOMORROW

2025-2026 ANNUAL REPORT

JACKIE • SHAYLA

WHAT'S INSIDE

Our commitment	4
Strategic goals	6
A message from our Board Chair and CEO	8
Our programs and services	17
Year in review	26
Our funding at work	43
What we have planned next	47
Meet our team	50
Be part of our story	54

WHO WE ARE

The “community living movement” began with families who wanted their children to live in the community, rather than institutions.

Today, Community Living Toronto (CLTO) continues to advocate for full inclusion and belonging by providing opportunities for people with an intellectual disability to live the life they choose.

CORE VALUES

Inclusion, Choice, and Diversity.

VISION

A society where everyone belongs. A society where everyone is valued.

MISSION

CLTO fosters inclusive communities by supporting the rights and choices of people with an intellectual disability.

HOW WE ARE ORGANIZED

OUR SERVICE STREAMS

- Community Participation Supports and Respite
- Specialized Services
- Supported Living

OUR KEY DEPARTMENTS

- Finance
- Human Resources
- Digital Services
- Properties
- Enterprise Project Management Office
- Quality and Risk
- Social Enterprise and Philanthropy
- Strategic Communications and Stakeholder Relations

Feature highlight:

Joshua has experienced times of crisis throughout his life following a long battle with substance use, something he continues to manage today. With the support of our staff team and community partners, including the Centre for Addiction and Mental Health and LAMP Community Health Centre, Joshua has been able to move out of crisis and build a more stable life. He receives ongoing support, including monthly treatment, and works closely with staff who provide one-on-one guidance, tools, and encouragement to strengthen his recovery.

Joshua has always had an interest in hospitality and pursued that passion by studying Hospitality Services at Centennial College, graduating in 2011. Through our Employment Supports program, he was able to build on this training and gain work experience at Swiss Chalet.

Today, Joshua finds pride in his progress and comfort in his routines. He enjoys reading, cooking, baking, watching movies, attending camp at Shadow Lake Centre, and building LEGO™ sets, a hobby that has grown into a collection of more than **60 sets.** Through Passport funding and Community Participation Supports, he is also able to attend live events and visit local attractions.

Our team is committed to providing specialized supports and connecting people with the right mix of community resources so they can live their best lives. Sometimes, it truly takes a village to help someone thrive.

OUR COMMITMENT

Equity, Diversity, and Inclusion

Community Living Toronto (CLTO) is committed to building a culture where equity and inclusion are embedded in everything we do, and diversity is embraced as a source of strength, learning, and pride. We strive to create an environment where all people feel respected, valued, and supported to reach their full potential.

This year, our work focused on strengthening connection, trust, and engagement across the organization while building a strong foundation for long-term, systemic change. A key milestone was the launch of our Equity Census, which **achieved a 94% participation rate** and is helping us better understand and address gaps across our organization.

We expanded opportunities for learning and connection, **growing from 2 events in 2024 to 10 events** this year, with **485 participants** including staff, people we support, and community members. These initiatives created meaningful spaces to celebrate diversity and foster inclusion.

We also strengthened our Employee Resource Groups (ERGs), *employee led groups where staff connect, share experiences, and help make our workplace more inclusive. This included* welcoming new groups such as the Women's Inclusion Network and the Black Brilliance Network and continued the work of the Committee for Inclusive Change, which brings together employees from across CLTO to advance strategic Anti Racism Equity Diversity and Inclusion priorities and support more inclusive practices.

As an employer of choice, CLTO remains committed to attracting and retaining a diverse workforce, building strong partnerships, and fostering a workplace free from discrimination and harassment. Looking ahead, we will continue this momentum through new initiatives including an AREDI Leadership Program, an Indigenous Advisory Circle to guide our ReconciliACTION efforts, and tools to ensure equity is embedded in policies and decision making.

Together, these efforts help us move from awareness to action, strengthening our organization, and improving outcomes for the people we support, staff, and our community.

Feature highlight:

"Encouraged to bring my full identity and experience to the work."

This is how Tunde describes his experience at CLTO. An internationally trained professional, Tunde first joined us in a direct support role and, over the past year and a half, progressed into a Program Supervisor position within our Supported Living services.

He has also been involved with the Committee for Inclusive Change, contributing to initiatives such as the procurement diversity project to support more inclusive partnerships.

Tunde's journey reflects the importance of recognizing international experience, supporting transitions into the Canadian workplace, and creating space for people to contribute fully. It is one example of how we are working to reduce barriers and support growth within our staff team.

Tunde Akinuliola,
MSc., PGDip, PMP, CSM
Program Supervisor,
Community Living Toronto

STRATEGIC GOALS

Our Strategic Plan 2023–2028, developed through extensive engagement with the people we support, their families, our staff, and our partners, guides how we prioritize, make decisions, and invest. Rooted in our commitment to empowering choice for people with intellectual disabilities, it sets a clear direction for building a more inclusive future.

Now at the midpoint of this plan, we are seeing that vision come to life. Over the past year, we have made meaningful progress and advanced key initiatives. Below is a snapshot of some of these achievements.

1 Put people we support first

One of the **13 projects** we advanced this year in support of our goal to "Put people we support first" was the implementation of structured activity schedules, enabled by a new digital tool and supported by staff training. This project focused on giving the people we support more choice in their daily lives by introducing personalized, meaningful experiences in their homes. Using a digital tool to manage and track schedules, we have been able to offer activities to **over 300 people across 49 Supported Living locations.** These shared experiences include laughter yoga, sensory comfort sessions, guided mindfulness music, piano lessons, and colour bingo to name just a few.

2 Grow to meet increasing demand

Two of the **34 projects** we implemented this year in support of our goal to *"Grow to meet increasing demand"* was enhancing our housing transition plans and upgrading our fundraising platform. We developed a planning roadmap to identify future housing opportunities and explore how existing CLTO-owned properties could be repurposed for emerging needs. This work has

generated additional housing spots beyond what was needed for those directly impacted by a move, allowing us to offer those surplus spots to new individuals. Since our first Inclusive Vertical Community was **established in 2012,** we have created places for **170 people, in 114 apartments, in 7 buildings** across Toronto.

Through a modernized Raiser's Edge fundraising platform, we improved data security, streamlined internal processes, and enabled better analysis of donor engagement and data. With the new platform in place, we can further strengthen how we manage donor relationships and secure the funds that support our programs and services.

3 Contribute to fostering communities

Two of the four projects we implemented this year in support of our goal to "Contribute to fostering communities" included the implementation of our Domestic Anti-Human Trafficking (DAHT) initiative and the continued growth and expansion of MyJobMatch, one of our employment initiatives supporting people with disabilities.

In response to staff identifying increasingly complex and concerning situations, we implemented a DAHT resource hub to help staff navigate the network of public services and partners available when supporting individuals at risk. The project brought together expert guidance to create a dedicated resource group equipped to respond to a wide range of situations.

A strategy was also created to sustain the growth of MyJobMatch, an employment initiative that helps people with disabilities find meaningful work matched to their skills, interests, and community. This strategy is designed to adapt to changes in Ontario's employment programs going forward.

To learn more about our Strategic Plan 2023-2028 visit www.cltoronto.ca/strategic-plan-2023-2028.

Feature highlight:

Erica, who has participated in LIGHTS and CLTO's employment programs, stepped into an important advocacy role this year through her work with Listen, Include, Respect (LIR), which is a set of guidelines developed by Inclusion International with input from self-advocates and families around the world to help organizations understand how to meaningfully include people with an intellectual disability in their work. Alongside her fellow CLTO Influencers, she was trained in the LIR guidelines, building a strong understanding of how to put these principles into practice.

Following the training, Erica played a key role in bringing this work back to CLTO by co-facilitating LIR sessions for fellow CLTO Influencers and the Board of Directors. Most notably, she also helped deliver this training to a group of leaders from the Ministry of Children, Community and Social Services, an opportunity that highlights the growing recognition of self-advocates as leaders within the sector. Through these experiences, she has found her voice as an advocate, sharing, "*This was impactful for me because we are making people aware and providing them with education.*"

A MESSAGE FROM

OUR BOARD CHAIR AND CEO

The past year marked an important step forward for Community Living Toronto. Guided by our Strategic Plan 2023–2028, we strengthened our foundation while continuing to advance our vision of a community where people with an intellectual disability are included, valued, and empowered to live the lives they choose.

Across Ontario, demand for developmental services continues to grow, and the needs of the people we support are becoming increasingly complex. In this evolving environment, we remained focused on delivering responsive, person-centred support while building the capacity and stability needed to meet future challenges.

We are grateful to the Government of Ontario for its continued investment in community-based developmental services. This commitment provides greater stability across the sector and enables organizations like Community Living Toronto to strengthen services, innovate, and respond to the changing needs of the people we support and their families.

This year, we made meaningful progress on several strategic priorities. Housing remained at the forefront of our work as we celebrated the opening of the Mirvish development, welcoming people into new homes, including our new Etobicoke vertical community. These projects represent more than new housing, they are part of our commitment to creating inclusive communities where people belong and can thrive.

We also strengthened our leadership in advocacy. Through ongoing engagement with government, sector partners, and community leaders, we worked to ensure that the experiences and perspectives of people with an intellectual disability help shape the policies and decisions that affect their lives.

Together, we are building stronger communities where every person is recognized for their strengths, included without barriers, and valued for who they are.

Our children's services evolved to better meet the needs of families by expanding flexible, therapeutic supports that help children build skills while remaining connected to their homes, schools, and communities. This reflects our commitment to designing services that are responsive, individualized, and centred on each family's unique circumstances.

Inclusion continued to guide every aspect of our work. By embedding the principles of Listen, Include, Respect throughout the organization and investing in learning for our leadership team and Board, we strengthened our culture of engagement and accountability, ensuring that the voices of people with lived experience remain central to the decisions we make.

The progress we achieved this year was made possible by the dedication of our staff, the guidance of our Board of Directors, the commitment of our Patron's Council, and the support of our many partners, donors, volunteers, and advocates. Together, these collective efforts have strengthened our organization and positioned us for the future.

As we look ahead, our focus remains clear. We will continue expanding housing opportunities, championing inclusive public policy, and delivering innovative supports that empower people to live with choice, dignity, and belonging. While the work continues, so does our optimism. Together, we are building stronger communities where every person is recognized for their strengths, included without barriers, and valued for who they are.

Stephanie Gawur
Board Chair

Brad Saunders
Chief Executive Officer

BY THE NUMBERS

Across **7 locations** in the Greater Toronto Area and **77 years** of community impact, these numbers offer a snapshot of the people we support between April 1, 2025 and March 31, 2026, unless otherwise noted.

Our impact at a glance:

People supported:
4,000+

Staff:
1,200

Student placements:
45

Supported Living

Supported Living helps people with an intellectual disability live with more independence, dignity, and connection, with support tailored to each person's needs and goals.

Supported Living:

Group living:
343

Supported independent living:
171

Clustered supports (vertical communities):
227
(People supported in shared buildings with Direct Support staff onsite and supports)

Specialized Supports:

Specialized resource homes (adults):
10

Specialized resource homes (children):
6

Individualized supports:
28

Lifeshare:
9

LIGHTS:

LIGHTS families receiving funding:
40

LIGHTS families seeking advisory services:
638
(Since inception)

LIGHTS number of people helped reach their goal of independent living:
113
(Since inception)

Community Participation Supports

Through Community Participation Supports, people we support take part in inclusive experiences that reflect their interests, build skills, and foster meaningful connections, supporting their path to personal growth and belonging.

Community Participation Supports:
689
(Includes centre-based and community-based)

Fee-For-Service:
252
(Creative Village Studio across community locations and Community Junction)

Virtual supports:
25

Foster Clubhouse visits:
2,128

Food Bank visits:
752

Respite

Respite programs offer inclusive experiences that support wellbeing, build new skills, encourage connection, and provide time for the people we support and their families to rest and recharge.

Adult respite:
65

Shadow Lake Camp Guests:
485

Children's respite:
67

Children's respite (Autism focused):
35

Children's respite (Autism focused, Ennerdale):
54

Children's therapeutic respite:
7

Summer day respite (Shadow Lake Centre):
60

March Break camp:
7

Safe Bed:
3

Membership

Our members are at the heart of CLTO, coming together to advocate for inclusion and strengthen communities where everyone feels a sense of belonging.

Membership:
725

Volunteer hours:
9470

Dads Supporting Dads:
38

Volunteers:
416

Moms Supporting Moms:
200+

Friendly Connections:
500+

Moms retreat:
30

Education

Our education programs provide people with an intellectual disability and the broader community with the knowledge, tools, and confidence to support inclusion, build skills, and promote self-determination.

High School Outreach: Teaching Person-Directed Planning:
5

On-campus Postsecondary Experience Network (IOPEN):
6

Spinclusion:
1,419
(Facilitated the game with 1419 students across the Greater Toronto Area)

Specialized Services

Personalized supports help people with an intellectual disability and their families enhance well-being, build independence, and respond to a range of evolving needs.

Clinical and Therapeutic Supports:

Behaviour services:

103

Health and wellness services:

70

Early childhood services:

539

Specialized Programs:

Adult Protective Services:

277

Planning and Coordination:

Person-directed planning:

90

Family support coordination (adults):

219

Family support coordination children):

80

Individualized Passport services support:

536

Workforce Training and System Impact:

Mental Health First Aid Training (staff):

40

Sexual health training (Staff):

45

(estimate)

Vacancies filled:

32

(Supporting people entering services or moving within group living and supported living)

Employment

Employment Services support people in finding meaningful work that reflects their strengths, interests, and goals, while building skills and confidence in inclusive workplaces.

Employment Services:

Employment services intakes:

303

Total number of people found new gainful employment:

38

Project Search Toronto:

Participants:

10

Graduates:

10

Found employment:

6

Social Enterprise:

Sunrise Janitorial employees:

33

The Social Brew graduates:

8

The Social Brew events:

6

MyJobMatch:

MyJobMatch job seekers:

1,156

MyJobMatch: jobs filled:

445

MyJobMatch employers:

73

MyJobMatch disability focused organizations:

16

Digital Products

Digital tools are co-developed with people with an intellectual disability, families, and partners to deliver accessible information, practical resources, and technology that support independence across Ontario.

ConnectABILITY.ca monthly visitors:
13,453

ConnectABILITY.ca total visitors this year:
161,440

MyCommunityHub: registrants:
6,678

MyCommunityHub registrants:
27,045
(Since inception)

MyDirectPlan, Passport registrants:
9,674

MyDirectPlan, Special Services at Home registrants:
12,374

MyJobMatch users:
1,049

MyJobMatch applications submitted:
319

And more

Individualized Passport services supports:
536

Early childhood services:
539

Behaviour services:
103

BELLWOOD
Com unity

OUR PROGRAMS AND SERVICES

A BREAK THAT BUILDS SKILLS: ADEM'S STORY

When Rabaa first heard about CLTO through the Ability Team at SickKids Hospital, she was searching for support for her son, Adem. Caring for a child with complex needs can be demanding, and at the time Rabaa was struggling to find a program that could meet Adem where he was. Many traditional respite programs were unable to support children with higher behavioural needs.

Through the recommendation of the hospital team, Rabaa applied to our new Therapeutic Respite Model, which was codesigned with referral families for children and youth whose needs cannot be safely supported in traditional respite settings.

Adem is a 9-year-old child diagnosed with Autism Spectrum Disorder, Attention-Deficit/ Hyperactivity Disorder, and an intellectual disability. These developmental conditions influence how he learns, communicates, and interacts with others. Adem is generally very energetic and tends to be highly active throughout the day. He often demonstrates a high level of movement and impulsiveness, which can make it challenging for him to remain seated or focus on tasks for extended periods of time.

Delivered in partnership with CLTO, Lumenus, and the Special Needs Advisory Group, the Therapeutic Respite Model offers structured five-week blocks of weekday programming to children while remaining in their family home by combining respite, individualized skill development, and coaching for families.

"The program provided exactly what I needed," she shared. "It gave me the opportunity to rest and step back from the daily challenges while knowing Adem was in a safe and supportive environment."

Throughout the program, Adem participated in structured activities designed to build communication, daily living skills, and regulating emotions. Staff also worked closely with Rabaa, sharing strategies she could continue using at home.

"When Adem came home on the weekends, I could see the changes," Rabaa said. *"He started using new words and communicating more. I also noticed he was becoming more comfortable using the toilet independently. These may seem like small things, but for us they were very big steps."*

Knowing he was developing new skills in a program that he was happy in made it possible for Rabaa to take time to recharge and focus on other responsibilities, something many caregivers of children with complex needs rarely have the opportunity to do. Staff regularly shared photos and updates showing Adem engaged in activities and connecting with the team.

"It was very reassuring," Rabaa said. *"I could see that he was comfortable and enjoying himself."*

As of March 2026, **seven families participated** in the pilot program and many have reported improved behavioural stability, increased independence in daily routines, and greater confidence in managing challenges at home.

"I truly hope to have the opportunity to apply again," she said. *"It made a meaningful difference for both Adem and our family."*

As the sector shifts away from residential placements and we close the doors to some of our children's locations, flexible community-based support like our Therapeutic Respite Model represents an important step forward. This model helps children build critical life skills while giving families the coaching they need to support their children at home. For families like Adem's, that support can change everything.

PROGRAM UPDATE

Expanding Supports for Families

Community Living Toronto is evolving how it supports families by expanding more flexible, family and community-based services. Through this shift, we launched our Therapeutic Respite Pilot, designed to help more children with complex needs build skills while providing support to their families at home.

As part of this transition, and following a review of our programs and finances, we made the decision to close the Morningside and South Station children's specialized resource homes. We remain committed to ensuring smooth transitions and continued care for every child and family we support.

CREATING A SUPPORTIVE COMMUNITY FOR JOHN AND HIS FAMILY

When John first joined our organization, his family was looking for support that would help him grow in his own way. John is a bright and curious 10-year-old navigating life on the mild spectrum of autism spectrum disorder, and his family knew that early support could nurture his social, emotional, and cognitive development.

An Early Childhood Resource Consultant provided a key part of this support, funded by the City of Toronto under the "Every Child Belongs Model." This collaborative model brings together City staff and **19 community agencies,** working collectively to ensure that children of all abilities can meaningfully participate in licensed childcare and early learning programs.

Early Childhood Resource Consultants also work closely with licensed childcare centres to build staff capacity, offering coaching, modelling, and hands-on support. By partnering directly with educators, they help create inclusive environments and equip staff with tools to support children like John so they can succeed across different settings.

John is full of energy and creativity. He loves building with Lego, listening to music, spending time outdoors, and expressing himself through drawing. He is social in his own unique way, curious about the world around him, and always ready to explore new experiences, especially when he feels supported and encouraged.

Working with the Early Childhood Resource Consultant, John and his family received thoughtful strategies, practical tools, and consistent encouragement. This support helped John build important skills, especially in communication, emotional regulation, and social interaction. For his family, it extended beyond sessions, offering valuable insight into how to continue nurturing his growth at home.

"John has had opportunities to meet other children with similar developmental experiences. He has formed connections with a few peers, and we, as parents, have met other families facing similar challenges, creating a supportive community," shared John's mom, Jennifer.

During a group activity, John participated independently for the first time. He followed instructions, engaged with others, and fully immersed himself in the experience. It may have seemed like a small step to others, but for his family, it was a reminder of how far he had come.

"We chose CLTO because of their reputation for inclusive, family-centred programs, and their team's expertise in supporting children with autism spectrum disorder. The personalized approach and warm environment were key factors in our decision," continued Jennifer.

John's early childhood consultant, Yolana, has played an especially meaningful role. Through her steady guidance, he has moved through challenges and celebrated successes. For John's family, the journey with Early Childhood Services has been more than just support. It is a partnership that has helped John become more confident in who he is and what he can achieve.

CREATING A HOME FOR PEOPLE WITH PRADER-WILLI SYNDROME

After a number of people moved from their downtown group home for a beautiful home at one of our vertical communities, it provided an opportunity to re-imagine their now vacant house. After careful consideration and discussion, it was decided that the home would be well-suited to support people with Prader-Willi syndrome (PWS), a rare genetic disorder affecting approximately **1** in **10,000** to **30,000 people.**

A primary characteristic of PWS is difficulty recognizing when the body is full. The part of the brain responsible for regulating hunger does not function normally, resulting in a persistent feeling of hunger even after eating. Supporting those with PWS requires a specialized space and staff team. When provided with the right environment, people with a diagnosis of PWS can lead full, healthy, and happy lives.

Rebecca, a vibrant 31-year-old woman with PWS, joined CLTO in January 2025 and moved into this home **equipped to support up to two people.** It was a significant transition for her, as it marked her first time living away from her parents, sister, and dog, Ziggy. Her parents have always been very involved and strong advocates within the PWS community. From the outset, we worked closely with her family to ensure her move was thoughtful, supportive, and as smooth as possible.

Rebecca's new apartment is in a house that was converted into two one-bedroom apartments in the heart of the city, and her roommate shares the same diagnosis. The staff team have individualized their support around Rebecca and truly see her as the wonderful person she is, not just the diagnosis she has.

To deepen our understanding, we arranged for specialized training with The Latham Center. Staff completed sessions on the fundamentals of PWS syndrome, including dietary management, behavioural strategies, and effective support techniques. This training has increased our confidence and consistency in supporting Rebecca.

"Since 2012, CLTO has built strong partnerships with developers to create welcoming vertical communities. Together, we have **supported 170 tenants in 114 deeply affordable apartments across seven Toronto neighbourhoods.** *Creating more options for people has provided further opportunities for others, like Rebecca, that prefer and benefit from a quieter environment in one of CLTO's houses,"* shared Frances MacNeil, Senior Director of Supported Living.

We also ensure Rebecca has access to her community by collaborating with other community resources and working with our staff team to manage her support. Today, it is heartwarming to see how well she has settled into her new home and the pride she demonstrates when giving a tour of her apartment.

This is our first PWS focused supported living home and a model we hope to adapt to support a variety of diagnosis. We are committed not just to providing support, but to nurturing a home where everyone feels valued, understood, and supported to thrive.

BUILDING OPPORTUNITIES FOR EMPLOYMENT THROUGH MYJOBMATCH

Meaningful employment begins with opportunity, but it also begins with choice, confidence, and the right support. MyJobMatch empowers job seekers to explore employment opportunities with greater independence while bringing employment professionals together to collaborate in new ways. By connecting partners and sharing knowledge, MyJobMatch helps empower individual choice while shaping future success.

The platform brings together employers, job seekers with disabilities, and employment support professionals to track opportunities, create matches, and support people in securing employment that reflects their interests, strengths, and goals.

This year, two MyJobMatch job seekers, Kayla and Jan, demonstrated how collaboration, persistence, and advocacy can help overcome systemic barriers and create a more inclusive labour market.

Through the sharing of ideas and resources among partner agencies, an opportunity was identified for Kayla to develop skills in digital marketing which is an area of strong personal interest. Kayla, who is 33 years old and has an intellectual disability, wanted to pursue this field but the path was not straightforward. With advocacy and collaboration from partner agencies, Kayla was accepted into a three-month digital marketing training program despite not meeting all the standard entry requirements.

This opportunity has enabled Kayla to learn new technical skills, build confidence, explore a career aligned with her interests, and take steps toward a future she helped choose for herself.

Kayla is exploring a future in digital marketing, building confidence and skills through MyJobMatch.

Jan's journey also reflects the power of the right support at the right time. With the guidance of an employment consultant, Jan was supported step-by-step through the online application process on the grocery store's careers website. Jan, who is in his 20s and has an intellectual disability, received hands-on assistance creating his online profile and completing the application successfully.

Once his profile was finalized, it was shared directly with the Retail Workforce Agency job developer responsible for recruitment at the grocery store chain. Through this coordination and advocacy, Jan was invited to interview within three weeks and successfully secured the job. This new job has provided Jan with a sense of independence, confidence, and belonging in the workforce.

Stories like Kayla's and Jan's demonstrate the impact of working together to remove barriers and create opportunities. Through MyJobMatch, partner agencies are not only connecting people to jobs, they are empowering people with disabilities to make choices about their future.

Jan working at a local grocery store, helping to keep things running smoothly.

FROM WEST TO EAST: BRINGING CREATIVE POSSIBILITIES CLOSER TO HOME

Those we serve and their families often share how much they love the quality and variety of fee-for-service offerings at Community Junction and Creative Village Studios (CVS). We also know how much they wish there were opportunities in the east end of the city to reduce travel time.

Conrod's artwork was among the many pieces featured at Community Rocks, highlighting the creativity and artistic talents of people supported by Community Living Toronto.

For nearly a decade, Conrod has been one of the committed artists at CVS. He was drawn to the program for its social connection and sense of family, the opportunity to create meaningful work, the need to avoid isolation, and his personal goal of becoming a famous artist.

Conrod is 37 years old with an intellectual disability and has been a member of the CLTO family since 2009. CVS began as a place where he could belong and has evolved into a place that nurtured his confidence, professionalism, and sense of independence.

This year, we expanded fee-for-service offerings to three additional locations in the east at Fairfax, Foster Connection, and at Finch. Building on our existing fee-for-service options in the west end to further meet our community in neighbourhoods close to home.

As CVS evolved into new spaces and models of delivery, Conrod embraced the transition. He was also excited about the opportunity to showcase his art to new audiences at the MarchFifteen Consulting Inc.'s Art Exhibit and the Community Rocks event. His work was even commissioned this year by Lauren McGuire! These achievements strengthened his professional identity and demonstrated the impact of structured, inclusive arts opportunities for people with intellectual disabilities.

When reflecting on fee-for-service programs he attends, Conrod shared, *"You know what I love more than art? Donna! And the rest of the CLTO team."*

CVS has provided Conrod with a genuine sense of belonging and community, which he describes as his *"second family."* The studio offers a constructive outlet to channel his complex, layered thoughts, and emotions onto canvas for others to see and appreciate. Through exhibitions and paid commissions, he has also earned income from his work, reinforcing his independence.

As CVS and its fee-for-service offerings continue to expand, more artists like Conrod will benefit from intentional, outcome-driven supports designed to reduce isolation, foster creative expression, and advance economic and social inclusion. His journey shows that when opportunity is paired with the right support, growth, and contribution, community connection naturally follows. We are pleased to be part of Conrod's journey and others who will benefit from new opportunities in the east end of the city.

A YEAR OF TRANSITION: HOW KWAME REIMAGINED HIS SENSE OF BELONGING

Following the death of his parents, Kwame moved in with his brother and a long-time family friend, Bernadette. He also began attending Community Participation Supports (CPS) programs at our Fairfax location where he enjoyed games, sports, community outings, and socializing with friends.

In late 2024 however, Kwame's housing became precarious and eventually collapsed. By that time his brother had moved out of the country, and the family friend was unable to take Kwame with her into her new housing situation. This left Kwame, 60 years old with non-verbal autism and a seizure disorder, at risk of homelessness.

Our CPS and Respite team moved swiftly into action, marshaling internal resources and exploring creative ways to support Kwame. In discussions with Supported Living, the Transitions team in Specialized Services, and Kwame's family friend, Kwame was placed on the Community Needs List, a registry managed by Developmental Services Ontario for those waiting for ministry-funded services and supports. In February 2025, he moved into a Community Safe Bed at our Sibley Parkview location.

"I was terrified for Kwame and worried sick that he wouldn't find somewhere he could call home again. I don't know what I would have done without the help of CLTO," shared Bernadette, family friend of Kwame.

After several months on the Community Needs List and a year into his housing crisis, Kwame found his new home at Roundwood that supports seniors with complex medical needs.

In May 2025, Kwame moved into Roundwood where he was welcomed by the team and his new housemates, many of whom he knew well from his years at Fairfax. Since then, he has become a part of the home, jumping into help with favourite chores such as sweeping and cleaning. Kwame also continues to attend Fairfax and spends a lot of time shooting hoops and working out at Variety Village, a local hub for recreational activities.

"I have been able to hear updates about Kwame's transition and be actively involved in his care. I am so grateful to be able to maintain a relationship with him and his new family at Roundwood," shared Bernadette, family friend of Kwame.

RowERG
concept 2
concept 2

BRAIN
CANDY

300
Life is good
300

YEAR IN REVIEW

TOGETHER WE ARE CREATING TOMORROW

Part of our work to fulfil our vision of *"A society where everyone belongs. A society where everyone is valued,"* is advocating for people with intellectual disabilities to ensure they are reflected in policy conversations and included in decisions that shape their lives. This work builds on the strong self-advocacy of the people we support, who continue to raise their voices, share their experiences, and influence change in meaningful ways. Below are a few ways we continued to advance our advocacy efforts this year.

Securing investment: Ontario Budget 2026

A key advocacy achievement this year was the Government of Ontario's 2026 Budget commitment of **$407 million over 3 years** to strengthen community-based services, representing a **3 per cent increase** to base funding. This funding will help stabilise services, address rising operational costs, and help ensure that organisations like ours can continue delivering critical support. This directly reflects sustained sector advocacy, including our pre-budget submissions and ongoing engagement with government. It also represents an important recognition that people with developmental disabilities deserve reliable, long-term investment to thrive in their communities.

Addressing the housing crisis

As our sector supports fewer people while demand continues to grow, we intensified efforts to advance practical, scalable housing solutions by engaging federal, provincial, and municipal partners on initiatives such as Inclusive Vertical Communities and the Lawson Redevelopment Project as models for inclusive, mixed-use communities. This marks a shift toward actively shaping solutions and partnerships that **deliver new housing opportunities.** We also continue to help ensure people with developmental disabilities and their families are explicitly included in funding programmes, financing models, and policy frameworks designed to support them.

Maintaining a strong and consistent presence

The annual Community Living Day at the Legislature, co-hosted with Community Living Ontario, continued to bring developmental services to the forefront for decision-makers, with self-advocates, families, and staff meeting directly with Members of Provincial Parliament, attending Question Period, and participating in an evening reception. Building on this momentum, we also sponsored and co-organised the Intentional Community Consortium Day on the Hill. This national effort seeks to advance supportive, affordable housing for people with developmental disabilities. Over two days, we joined **sector partners from across Canada** to meet with Members of Parliament and civil servants, reinforcing the urgent need to expand housing supply and better align housing with support services.

People-centred decision-making

We advanced the Listen, Include, Respect (LIR) guidelines, developed by Inclusion International and Down Syndrome International in alignment with the United Nations Convention on the Rights of Persons with Disabilities. These guidelines ensure that people with intellectual disabilities are involved in decisions that affect their lives. By co-hosting a three-day LIR training session with international facilitators, we engaged **more than 25 self-advocates, staff, Board members, and MCCSS officials,** and launched a Self-Advocate Community of Practice. Three CLTO Influencers have also since become trainers and presenters across the sector.

Raising awareness about the provincial service waitlist

We continued to support the **#WaitingToBelong** campaign; a province-wide initiative led in partnership with Community Living Ontario and OASIS (Ontario Agencies Supporting Individuals with Special Needs). The campaign is focused on highlighting the struggles and barriers faced by over **50,000 people** with intellectual disabilities and their families waiting for services in the province.

We are grateful for the support we received this year from the Government of Ontario and our other partners. While the demand for services continues to grow, this support provides access to essential resources including housing, meaningful work, and opportunities for community connection.

Feature highlight:

With roughly **500,000 working-age Canadians with intellectual disabilities,** yet only one in four employed, The Social Brew is reimagining what employment can look like. The café helps people gain independence, build skills, and create opportunities that reflect their unique talents.

In 2025, The Social Brew Café continued to grow as both a training program and a vibrant community hub, with **10 participants** completing the program and **nine** securing permanent employment in roles ranging from barista positions to catering and hospitality. Through strengthened community partnerships, an expanded social media presence, and participation in local events, the café is not only providing jobs but actively advocating for the inclusion of people with disabilities in the workforce.

Elizabeth recently graduated from The Social Brew and is now thriving in her role as Assistant Operations Lead at The Social Brew's Spadina location.

"I am proud to endorse the incredible work being done by CLTO at The Social Brew," said David Smith, MPP for Scarborough Centre. *"This café and marketplace provide meaningful employment opportunities for people with disabilities, promote inclusion, and bring our community together."*

The SOCIAL BREW

#WEALLBELONG: CELEBRATING BELONGING TOGETHER

In 2025, Community Living Toronto reimagined its Community Living Month campaign with a simple but powerful idea: belonging is not something we talk about once a year - it is something we create together every day.

The **#WeAllBelong** campaign moved beyond traditional awareness-building and invited people to share what belonging looks and feels like in their own lives. Rather than sharing a single campaign message, we created space for people with intellectual disabilities, families, staff, partners, and community members to define belonging in their own words and through their own experiences.

At the heart of the campaign were stories, photos, and reflections that celebrated the people, places, and everyday moments that foster connection and inclusion. The campaign inspired participation across Ontario, with Community Living organizations, community partners, elected officials, and supporters joining the conversation and sharing the message that everyone deserves to feel welcomed, valued, and included.

These stories came to life across social media, community spaces, and local initiatives, including artwork, staff-hosted gatherings, BBQs, and handmade **#WeAllBelong** bracelets created and shared by people with intellectual disabilities. They were further amplified by participants who wore campaign merchandise and engaged throughout May.

#WeAllBelong
Share your stories, show how we belong

Through authentic storytelling and community participation, **#WeAllBelong** helped position belonging not simply as an aspiration, but as a shared responsibility, one that strengthens communities and creates opportunities for everyone to thrive.

To continue this journey with us and learn more about the campaign, visit **weallbelong-wab.ca**

20+
themed events/ celebrations

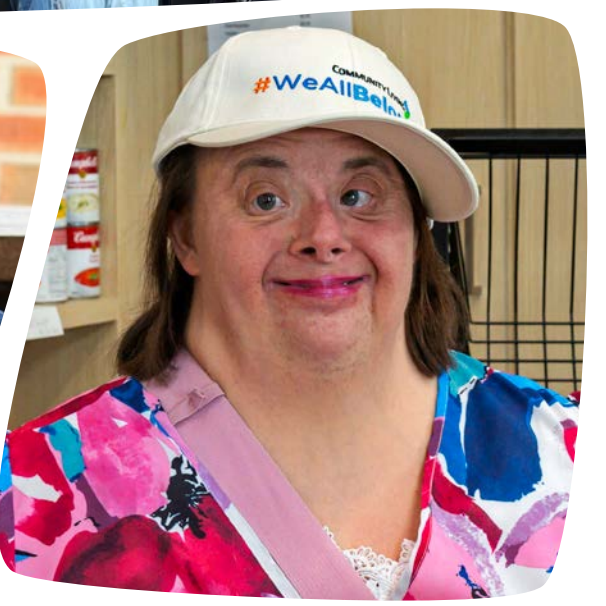
100+
submissions on the #WeAllBelong campaign microsite

270,466
impressions*

13,811
engagements*

***across CLTO social media pages during the campaign*

WE ALL
Belong


#WeAllBelong

#WeAllBelong

PARTNERING WITH OUR COMMUNITY TO STRENGTHEN ENGAGEMENT

We are committed to building a sense of community, where those we support and their families, feel like they belong and are empowered to make choices that shape their tomorrow. Below are a few of the ways we actively seek input from everyone connected to our organization, using their voices to guide meaningful engagement opportunities and to measure our progress.

Community Chats podcast: Where conversations bring people together

Since 2024, Community Chats has continued to grow as a platform for meaningful conversations about inclusion, belonging, and the issues that matter to people with intellectual disabilities, their families, and communities. Through stories, lived experiences, and discussions with sector leaders, advocates, and community partners, the podcast helps elevate diverse perspectives, spark dialogue, and deepen understanding of the opportunities and challenges within our sector.

This year, Community Chats welcomed a range of influential voices, including Vassy Kapelos, political journalist and Community Living Toronto Patron's Council member; John Tory, Chair of Community Living Toronto's Patron's Council; Heather McDonald, President and CEO of United Way Greater Toronto; and returning guest Brendon Pooran, founder of PooranLaw.

Together, these conversations explored topics ranging from advocacy and community inclusion to leadership, belonging, and the future of support for people with intellectual disabilities.

"What began as a way to stay connected with our community during COVID has evolved into a platform for sharing stories, elevating lived experience, and exploring issues that impact the lives of people with intellectual disabilities and their families. Belonging starts with listening, and the podcast continues to create opportunities for connection, learning, and conversation across our community," says Brad Saunders, CEO and host.

To date, Community Chats podcast has received **over 17,000 downloads,** and helped build relationships, deepen engagement, and demonstrate the power of working together.

Creating connection with our Community Engagement team

The Community Engagement Speaker Series continued to highlight different monthly topics of interest including how to navigate the development services system, advocacy, and community inclusion. Each session was attended by **over 50 people** and served as an accessible entry point for learning and community dialogue.

Even more members joined our Community Councils this year, which hosted various events designed to strengthen relationships and welcome new participants into our community. A significant area of impact was addressing food insecurity. Community Councils collectively sponsored initiatives that provided holiday gift cards to more than **200 families** living below the poverty line.

Each of our Family Peer Support Networks - Dads Supporting Dads, Moms Group, and Parent Share, also continued to grow.

Diverse families across Toronto, including **32 fathers** and over **200 mothers**, created a strong peer mentorship community where they were able to learn from their shared experiences. One mom reflected, “We are always the caretaker and asking if everyone is ok. It was nice to be taken care of at the Moms Spa Day.”

Together backstage at Community Rocks: the band, hosts, Community Living Toronto leadership, and our presenting and partner sponsors who helped make this unforgettable evening possible.

Feature highlight:

Volunteers play an integral role in our organization and this year we were thrilled to have the support of **416 volunteers** in various programs and at our events. Many of our volunteers come together as multi-generational families to give their time, with parents, children, and grandparents creating a sense of community together. One example of a dedicated group of volunteers of **more than 15 years** is Susan and her family.

For Susan, what began as a simple connection to someone she knew on our staff team quickly grew into a deep commitment to volunteering and eventually became a family tradition.

"I love the people that CLTO supports," she explains. *"They're often overlooked, or people make assumptions about their abilities. But many of them have incredible and inspiring stories about things they've overcome in their lives, or their interests and passions. Getting to know them, supporting them, and hopefully impacting their lives in a positive way is an amazing feeling,"* shared Susan.

Over the years, Susan has supported many activities, including more than a decade of volunteering at our annual Family Fun Fair. She has also helped run a lemonade stand outside our head office, packaged rapid antigen test kits during the COVID-19 pandemic, and supported many other initiatives. Volunteering has never been something she does alone, it's something her whole family takes part in.

Her husband has volunteered alongside her for just as long, and their children (now 11 and 9) have been attending and helping at events practically since birth. Even Susan's extended family have joined in, with her in-laws, brother, and close friends volunteering regularly at the Family Fun Fair.

One of Susan's favourite traditions has been running the sno-cone and popcorn station at the Family Fun Fair, something her family has done together for more than **10 years.** Over time, her children went from enjoying the event to becoming active helpers.

This past summer marked a special moment. *"In 2025, they practically ran the station,"* Susan recalls with a laugh. *"They pushed us aside and asked for help when they needed it. It was really amazing to see, kind of like passing the torch."*

Of course, volunteering also comes with its share of memorable (and sometimes messy) moments. Susan recalled a particularly rainy summer picnic. *"It was cold and wet, and no one wanted sno-cones,"* she says. *"The moisture in the air made the cotton candy stick everywhere. We were cold and sticky by the end of the day, but it was pretty funny."*

The Family Fun Fair has grown into a major community celebration. The event is open to the entire community and brings together the people we support, their families, staff, and volunteers for a day of connection and fun. At the fair **1,000+ people attended**, supported by an incredible team of **70 volunteers** who helped make the day possible.

This year's event also included an opportunity to say a final goodbye to our Lawson location, which holds many memories for all of us. Volunteers and retired staff helped create a special memory wall, where people could share photos, notes, and reflections.

Over the years, what has meant the most to Susan and her family are the relationships they have built. Many of the people they have met through our organization greet them with hugs and enthusiastic hellos whenever they see each

other at events or around the community. Those friendships are what make volunteering so meaningful.

"What stands out most is the relationships we've built over the years," she says. *"It's a great community of dedicated employees, volunteers, and wonderful people with some pretty amazing stories. It's pretty special to be part of something so amazing."*

Through her dedication and the excitement her children now bring to helping others, Susan shows how volunteering can become more than just how you give back. It builds friendships, creates shared family experiences, and passes the value of kindness from one generation to the next.

Susan and her family enjoying a Community Living Toronto event together.

Bringing inclusion to a national audience

Through both leadership and storytelling, we strengthened our work on inclusion. We welcomed renowned political journalist Vassy Kapelos to our Patron's Council, enhancing its ability to influence policy and champion inclusion for people with intellectual disabilities. Bringing national reach and a strong commitment to civic engagement, her appointment expands our Council's impact across the community. For Kapelos, the connection was decades in the making: "I was first introduced to the organization over 20 years ago as a volunteer where we rowed with participants of the youth to work program, and that early experience left a lasting impression."

At the same time, we partnered with AMI Media, a national not-for-profit broadcaster, on a video project featuring the people we support in an episode of *Our Community.* The episode explores our history and impact, from our roots in the "community living movement" to our work today while centring the perspectives and lived experiences of those we support. Together, these efforts help bring our mission to a broader audience and deepen public awareness.

Our partnerships create opportunities for engagement that empower choice, nurture participation, and create spaces where everyone can engage in ways that are meaningful to them. Together, we are not just building programs, we are building a community where everyone belongs.

Watch the full episode at:
www.amiplus.ca/our-community/community-living-toronto

WHAT OUR TEAM BROUGHT TO LIFE THIS YEAR

We are proud of our accomplishments and grateful for our partners that help make this work possible including the Ministry of Children, Community, and Social Services, the City of Toronto, and the Ministry of Labour, Training, and Skills Development. These are just a few of the ways we demonstrated our commitment to empowering choices for those we support and their families.

Our Specialized Services team **created two programs to help the people we support cope with intense emotions, practice self-regulation, and improve their relationships.** This included an **8-week** series focused on mindfulness activities and a **10-week** series focused on building skills to manage complex emotions, based on the principles of Adaptive Dialectical Behaviour Therapy. We will be expanding the number of program offerings as well as their locations in the coming year.

Working closely with Dr. Dua in the Developmental Psychiatry Resource Clinic, we **navigated medication changes which improved the quality of life for those in our Supported Living and Specialized Resource Homes programs.** The people who received services have been able to manage a decline in psychiatric medications and an increase in engagement.

The **completion of the Specialized Services Training Framework** transitioned key clinical trainings into a new Learning Management System. This transition has improved accessibility, consistency, and accountability across the organization. Staff engagement has been substantial.

We implemented a new easy-to-use attendance tool (called ADP Workforce Manager), which modernized one of our business systems. This improvement required testing, training, and support from various departments to ensure our organization was ready to take on the change.

We focused on strengthening our workforce through concentrated recruitment and the expansion of our Float team, which has provided greater agility balanced with stability, continuity in support, and greater skill mobility across services. **In addition to this, we have refined our scheduling practices, making it possible for employees to both pick up additional hours** bi-weekly and work across programs and service areas. Through these strategies, position vacancies have reduced significantly, and our eligible staff are filling a greater number of vacant shifts.

The goal of this year's United Way Campaign was to raise $50,000, and together we surpassed that goal, **raising more than $53,000.** From cookie-making events and Diwali celebrations to wacky workdays, walk-in tacos, and international buffets, these activities brought us together, celebrated our diversity, and helped build a more inclusive and connected community, all while making a meaningful impact.

With the Government of Ontario's new Procurement Restriction Policy that restricts Broader Public Sector organizations, including CLTO, from purchasing goods and services from U.S. businesses, we have transitioned 700 credit cards to a new Canadian provider. These cards are used to make purchases on behalf of those we support. We also introduced virtual payment methods to make it easier for our suppliers to receive payment from CLTO.

Our Spinclusion game, designed to address bullying and promote inclusive thinking, underwent a refresh. The updates included language that reflects current inclusive practices, new scenarios emphasizing allyship and shared responsibility, and age-adapted versions. We also added visual supports and colour coding, integrated digital tools like Kahoot, and expanded facilitator guides and online resources.

We joined our Individualized Passport Supports with our Community Participation Supports and Respite service stream. By sharing data across our teams and using valuable insights from the people we support, we are better able to offer person-directed services that support community engagement and participation.

Our Respite Services team supported families as they transitioned to our **new Licensed Children's Respite location.** The fun and functional space offers children after-school programs, weekends, overnight and school break respite tailored to their unique needs. The home has spaces that have been developed for younger children upstairs as well as a dedicated area for youth downstairs.

Foster Connections' CPS expanded to better serve Transitional Aged Youth (ages 18–30). Recognizing that younger participants want peer connection and community-based activities, we introduced youth-focused groups, flexible schedules, and outings aligned to their interests. A small group of young local adults has now been formed, including a high school graduate duo and a well-known local DJ.

Recreation Therapists have been a transformative addition to the CPS and Respite service stream, bringing their professional expertise to increase engagement, exploring community participation, and building skills through recreation. Recreation Therapists are also expanding their reach to other service streams to serve a higher number of people we support.

MyJobMatch supported over 1,300 job seekers across Ontario through a growing network of **34** collaborating employment service agencies and more than **700** employers. We continued to show how the thoughtful use of technology, grounded in collaboration and human connection, can open doors to meaningful work, and foster a more inclusive labour market.

---

*FAMILY EXPERIENCE SURVEY RESULTS 2026

92%
Agree CLTO creates a community where everyone belongs

95%
Report positive interactions with CLTO staff

Community Rocks 2025, presented by E-L Financial, lit up the Queen Elizabeth Theatre with its *Secret Garden: From Blooms to Grooves* theme, raising close to **$1** million with a portion of the proceeds going to LIGHTS! Hosted by Fay and Fluffy and featuring a high-energy performance by Dwayne Gretzky, the evening continued to bring guests onto the dance floor with DJ Raptor Marc and DJ Lynz. The magical garden setting included themed photo areas, activities, food stations, and even a walking tree. Follow @communityrocks.ca to be the first to know the theme for next year's event set for November 20, 2027.

The End of Summer Golf Tournament, co-hosted by CLTO and Corbrook Awakening Abilities, took place at Glen Eagle Golf Club. The event welcomed **130** attendees and **26** sponsors, raising **$79,295** with part of the proceeds going to Shadow Lake Centre! Now entering its third year as a partnership event, the tournament brings together stakeholders from across the developmental services sector to raise money for people we support and their families, all while playing a great round of golf. Follow @shadowlakecentre for details on this year's event set for September 9, 2026.

Our Employment Services team delivered 28 skill building workshops, 17 job-ready intakes, and eight pathway to employment sessions to build workforce readiness and employment success. Through onboarding at least two new organizations each week and focusing on employer outreach, we are creating opportunities for people with disabilities to join the workforce.

Over the course of three years, we conducted our Family Experience Survey *, which to date has collected over 700 responses. Through this work, we know what is most important to families and caregivers, and how those priorities shape their experiences. Most families shared that services meet or exceed their expectations and highlighted the meaningful relationships they have with our staff team. Programs and services are valued for supporting belonging, independence, and well-being, and for adapting to individual needs. At the same time, families want to ensure that services are developed with their input, accessible to everyone, and expanded to better prepare for managing life transitions. The priority is that CLTO is helping people to achieve and goals and dreams. We value this feedback and the opportunity it gives us to continue shaping our support in ways that reflect what matters most to the people and families we serve.

MyCommunityHub (where people discover, register, and access programs and services), now includes a new invoicing feature that allows service providers to create, manage, and track invoices while collecting payments in real time. This streamlines financial workflows, reduces manual processes, improves accuracy, and gives both providers and clients clear visibility into payment status.

74%
Say CLTO meets or exceeds their expectations

72%
Are very satisfied with supports and services

We piloted a data governance initiative to evaluate structured data management practices, assess their impact on organizational data quality, and establish a framework for sustainable data governance. Our team now has greater confidence in data-driven processes and a solid foundation for broader data governance adoption.

By implementing ServiceNow Client Service Management for MyCommunityHub and MyDirectPlan, we have strengthened the consistency, governance, and scalability of our digital support services. Our Help Desk has evolved from a basic support function into a governance-aware service team, with standardized incident management, enhanced reporting, improved operational readiness, and greater accountability.

We renewed our Anti-Racism Committee as the Committee for Inclusive Change, bringing together a diverse group of employees to help lead and strengthen our AREDI work.

Together, we launched the Equity Census with a **94 per cent** participation rate, piloted tools like Microsoft Name Pronunciation to foster a more inclusive workplace and developed a framework for inclusive policy practices. This work strengthens our organization by grounding equity efforts in data and lived experience, helping us identify and address systemic barriers, enhance employee engagement, and ensure our workplace reflects the diversity and needs of the people we support and employ.

Our Senior Program leaders participated in two Organizational Capacity Building workshops led by faculty from the Centre for Quality Improvement and Patient Safety (CQUIPS) team. The workshops focused on organizational capacity building for quality improvement. Our leaders strengthened the proactive approach to learning from audits, incidents, and feedback from staff, families, and the people we support.

Feature highlight:

Tammy, a Zumba, stretch and tone, and creative movement instructor, began working with us **15** years ago after being approached by a member of our staff team at Community Junction.

"I have always felt like this was my calling to teach and bring joy to participants of all abilities. Dancing is my expression, and being able to inspire people of any ability or physical level to move their bodies is what motivates me," shared Tammy.

One afternoon in March, as she was preparing to leave, Tammy stopped to chat with parents about the construction taking place near Community Junction and the challenges it was creating for parking. Participants were being dropped off down the street and had to walk up in slippery conditions, putting them at risk of injury.

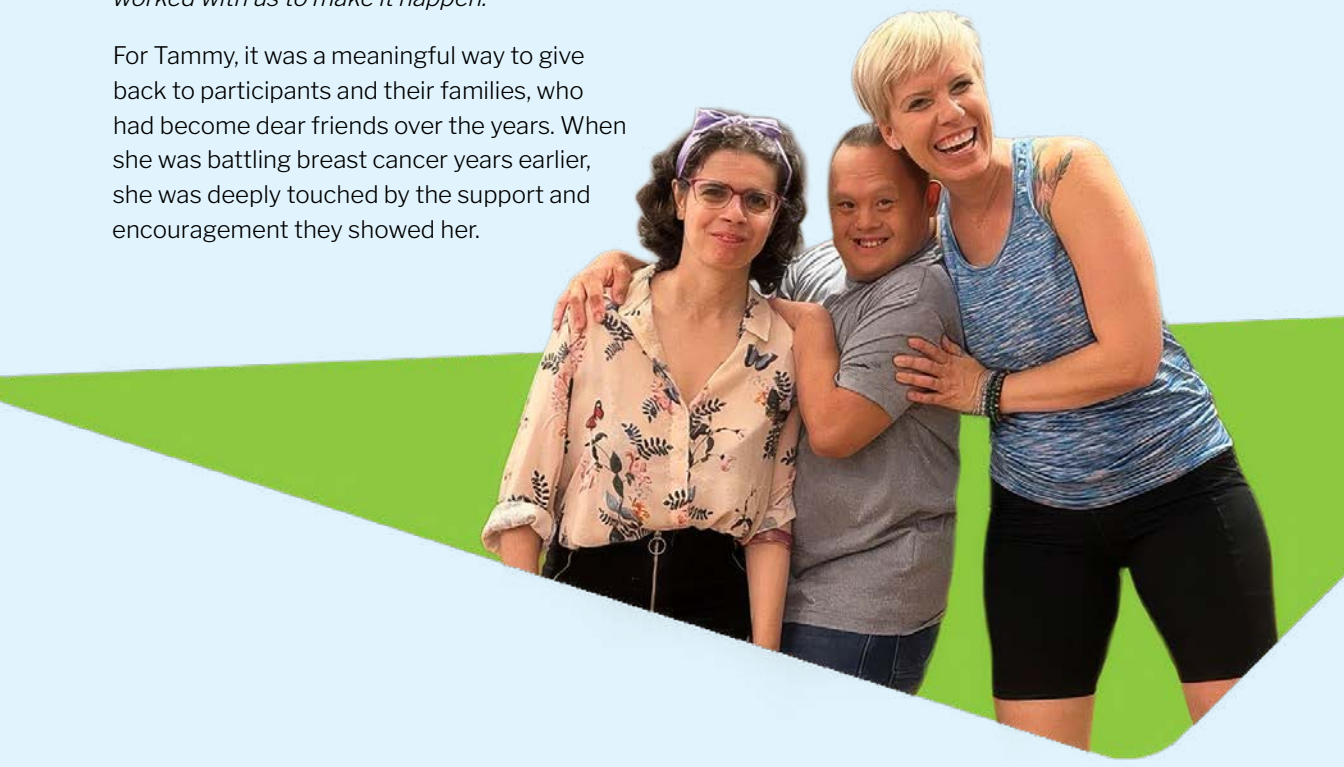
"I went home that day and started looking into how to get an accessible parking sign," Tammy explained. "After submitting the necessary forms, those responsible for approving the sign wholeheartedly understood our concerns and worked with us to make it happen."

For Tammy, it was a meaningful way to give back to participants and their families, who had become dear friends over the years. When she was battling breast cancer years earlier, she was deeply touched by the support and encouragement they showed her.

In late September, the accessible parking sign was officially installed. By December, Tammy and her husband had made the difficult decision to move closer to family in British Columbia.

"The decision to move was not made lightly, and I have already spent many teary days missing everyone at CLTO. Leaving, knowing that I was able to help in even a small way, has meant the world to me," she shared.

You never know how one life can impact another, or how one small gesture can create meaningful change. We are grateful for people like Tammy, who do so much more than teach programs to those we support. They share their hearts and their lives as members of our CLTO community.



Feature highlight:

One of the **544 people** we supported through Individual Passport Support services this year was Robert, a walking encyclopedia of music knowledge.

When Robert's sister, his main support system, passed away **12 years ago,** he began living independently for the first time. Although his sister's close friends remained an important connection to community, Robert wanted a true connection to the music scene. Because the Ontario Passport Program operates as a reimbursement-based model, Robert was unable to attend paid events like concerts. Without the ability to cover costs upfront, live music remained out of reach.

In August 2025, Robert connected with our organization's Individualized Passport Support services. During a meeting with our team, we explored how to help manage his funding and discussed the possibilities available to him.

One of his favourite bands was the Doobie Brothers, and he had dreamed of seeing them live since he was a little boy. Over the years, he had missed four separate opportunities because he couldn't afford the tickets upfront. Now, as it happened, the Doobie Brothers were scheduled to perform in September at a music venue.

Robert worked closely with Camille, a community support worker to attend the concert. Tickets were purchased, and arrangements were made to ensure Robert felt confident and supported. Since he was not comfortable traveling alone to unfamiliar places, Camille accompanied him to the concert.

During the taxi ride to the show, Robert warmed up his voice by singing Doobie Brothers songs and explaining the meaning behind each one. They arrived early so Robert could soak in the atmosphere and as fellow fans filled the seats around him, Robert eagerly shared that this was his very first concert and how long he had waited for this moment. When the band took the stage, Robert was on his feet instantly, singing, clapping, and dancing along to every song.

Months later, his friends and Camille say the concert remains his favourite topic of conversation, the highlight of having Passport funding and the support of our organization to help manage it.

When people are empowered to make choices about the support they receive, extraordinary things can happen. For Robert, that empowerment turned a lifelong dream into a night he will never forget.

OUR FUNDING AT WORK

As a part of our commitment to being open, transparent, and accountable to our community, the following information summarizes our financial results for the fiscal year ended March 31, 2026.

	2026	2025
Total Assets	**51.9 M**	53.0 M
Total Liabilities	**29.4 M**	30.8 M
Total Revenue	**113.5 M**	113.0 M
Total Expenses	**113.2 M**	112.6 M
Administrative cost on every dollar received	**7.57%**	7.44%

Revenue (Millions)		2026		2025
Ministry of Children, Community and Social Services	**91.1**	**80%**	90.5	80%
City of Toronto	**3.1**	**3%**	3.1	3%
Ministry of Labour, Training and Skills Development	**0.0**	**0%**	1.7	2%
United Way of Greater Toronto	**0.9**	**1%**	0.9	1%
Entrepreneurial ventures	**0.5**	**0%**	0.5	0.4%
User Fees, Recoveries, Amortization of Deferred contribution, Other	**17.9**	**16%**	16.3	14%
	113.5	**100%**	113.0	100%

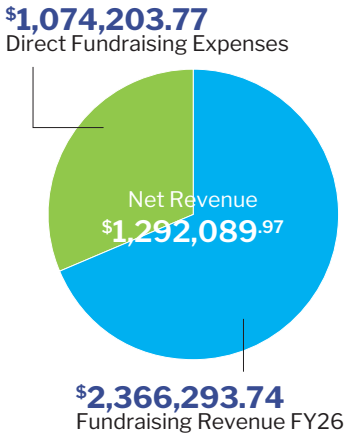
Expenses (Millions)		2026		2025
Salaries and benefit	**78.1**	**69%**	72.0	64%
Purchased services	**14.3**	**13%**	20.7	18%
Occupancy costs	**8.0**	**7%**	8.0	7%
Supplies	**8.1**	**7%**	7.7	7%
Travel and transportation	**1.3**	**1%**	1.2	1%
Other program costs	**3.4**	**3%**	3.0	3%
	113.2	**100%**	112.6	100%
Excess (deficiency) of revenue over expenses	**$0.3**		$0.4	

Approximately **2.08%** of our annual organizational budget comes from fundraised dollars. In the 2025-2026 fiscal year **$2.4 million** was donated by individuals, corporations, foundations, and service/religious organizations.

OUR FUNDRAISING IMPACT

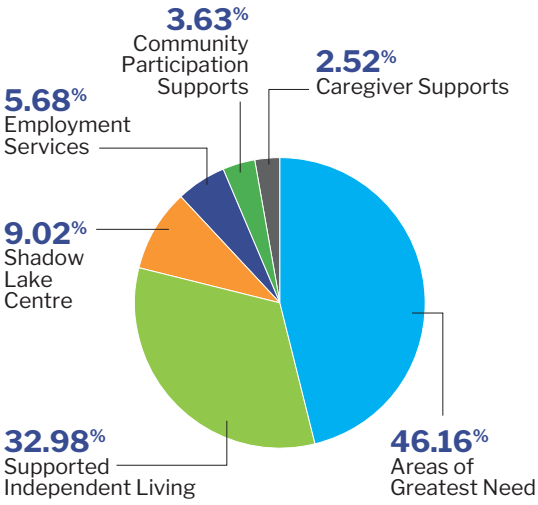
From special events to monthly giving programs, the generosity of our community helps strengthen the programs and services that make a meaningful difference in people's lives. Below is how your support made an impact this year.

Fundraising Revenue – Gross, Expenses and Net for the year

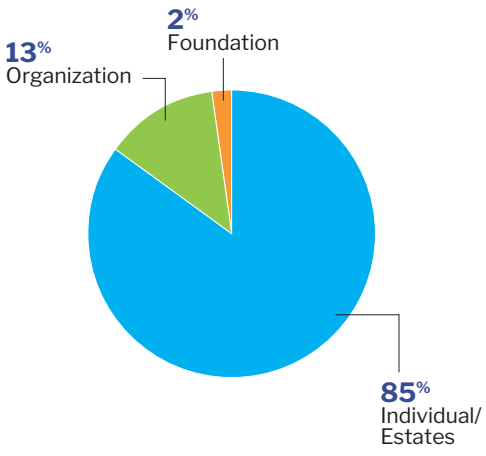


Note: Higher Expenses are incurred in a Community Rocks year.

Areas of Support



Who Our Donors Are



Feature highlight:

Each year, our dedicated LIGHTS volunteers work tirelessly to **raise $500,000** to keep up with the growing demand for the program. Since its launch in 2011, they have **raised nearly $9.5 million,** helping families achieve their plan for independent living.

LIGHTS helps people with intellectual disabilities create homes to call their own offering guidance, planning support, and interim funding to help cover start-up costs for independent living. From developing a vision and budget to addressing housing challenges and long waitlists, LIGHTS supports families every step of the way.

For LIGHTS leaders, Brandon and James, the program brought connection: *"Brandon and I like being roommates. We watch tv together, play PS5 and have fun."*

Through the dedication of volunteers and the strength of community partnerships, LIGHTS continues to help people with intellectual disabilities learn, grow, and thrive with greater independence.

RYAN
MATTHEW
JAYS

WHAT WE HAVE PLANNED NEXT

We are excited about the work ahead and the opportunities it will create for people with intellectual disabilities to connect, contribute, and belong. Below are a few of the projects and initiatives planned for the coming year and beyond as we continue building more inclusive communities.

Currently, we are **revamping our skills group in our specialized resource home** to ensure the people we support can access and participate in activities outside of their home in meaningful ways. By working with behavioural experts to build skills that can be used in different settings, we plan to build a better sense of connection to community for people with intellectual disabilities.

Our Supported Living team is **collaborating on a new housing project set to open in 2026.** This vertical community will expand our housing options in the Etobicoke area, offering **15 suites** that can support up to **22 people** with a range of abilities.

The Try-It on For Size (TIFS) service model will be reopening. This transformative, person-centred life skills program is designed to empower people with intellectual disabilities to live more independently and confidently. With a unique, individualized approach, TIFS tailors each participant's journey based on their own experiences, strengths, and aspirations.

We plan to **modernize clinical workflows to ensure full compliance with the regulatory requirements for behaviour analysts** that came into effect in July 2024. These changes strengthen expectations related to clinical oversight, documentation, and accountability, enabling us to deliver more consistent, transparent, and highquality clinical planning.

By expanding our respite services will be able to provide more opportunities for families in need of a short break. Respite is customized to the type of support each person receives to ensure we meet their unique needs and goals while having fun. We will also continue to look at ways to increase participation in our community support services, including offsite exploration and special events for skill building and social independence.

Plans are underway to **co-design a new website that will allow us to communicate more effectively** and better reflect who we are today. This project is more than a visual refresh; it is a comprehensive transformation of how we share our impact, empower our staff, and better support the people and communities we serve. The new site will be fully accessible, responsive, and bilingual.

Wilcox Creek is a community based, nonprofit housing cooperative in Scarborough that provides affordable housing. Our team is **currently supporting four individuals and their children as they prepare to transition into their own townhome units** within the cooperative. These new homes offer three bedrooms and access to outdoor space, representing a significant improvement over their current living arrangements.

We will **move our equity work from awareness to meaningful, lasting change** by establishing an Indigenous Advisory Circle to guide a ReconciliACTION plan, supporting the next cohort of the Committee for Inclusive Change, and introducing an Anti-Racism, Equity, Diversity, and Inclusion (AREDI) Leadership Program and Inclusive Policy training. Using insights from our Equity Census, we will also launch targeted initiatives, including a centralized "Welcome to CLTO" hub and expanded Employee Resource Groups (ERGs) to foster connection, mentorship, and advocacy. ERGs are *employee led groups where staff connect, share experiences, and help make our workplace more inclusive.* Together, these efforts will help us to make strategic, evidence-based changes that benefit everyone connected to our organization.

MyDirectPlan (a digital platform to manage funding, submit expenses, and stay organized) will introduce enhancements that improve Passport funding users' access and manage important information. This will increase transparency, reduce manual effort, and create a more seamless and connected experience.

Feature highlight:

Sheldon joined our organization in September 2025, through our sector's urgent response system. Sheldon was **52 years old** and when the team first met him, he did not have a home, was experiencing food insecurity, social exclusion, and staff had serious concerns about his health and personal safety.

Our Supported Living team jumped into action and provided Sheldon with a sense of stability and belonging through independent living. He is now living in his own apartment in one of our vertical communities, receiving weekly support to manage daily life, and his health is improving daily.

When reflecting on his new home, Sheldon shared, *"This is the best place I've lived in since moving to Ontario in 2005."*

CANADA

MEET OUR TEAM

Our Board of Directors, senior leaders, council and committee members are a group of dedicated and dynamic people who apply diverse expertise and lived experience to help us achieve our vision of 'A society where everyone is valued.'

Board of Directors

Stephanie Gawur, Board Chair
Don Logie, Vice Chair
Michael Douglas, Treasurer
Harvey Cooper
Ann Marie Fierro
Emory Gilbert
James Janeiro
Carol Layton
Mary O'Hearn
Jennifer Pereira
Valérie Picher
Mathew Soong
Brad Saunders,
Chief Executive Officer and
Secretary to the Board of Directors

COMMITTEES

Parton's Council

John H. Tory, Chair
Jane Gavin, Vice Chair
Duncan N.R. Jackman, Past Chair
Donna Cansfield, Founding Chair
Patsy Anderson
Mary Pat Armstrong
Brad Badeau
The Hon. John R. Baird
Bob Hepburn
Pooja Handa
Mark G. Johnson
Vassy Kapelos
David Lepofsky
Brendon Pooran
Don Roger
Michael Enright

Community Councils

Central Community Council
Emory Gilbert, Chair
Etobicoke/York Community Council
Janina Coulthard, Chair
North York Community Council
Nancy Ceci, Chair
Scarborough Community Council
Bonnie Heath, Co-Chair
Lori Beesley, Co-Chair

Executive Committee

Stephanie Gawur – Board Chair
Don Logie – Board Vice Chair
Michael Douglas – Chair of Finance and Audit Committee
Carol Layton –
Chair of Governance Committee
Brad Saunders (ex-officio) –
Secretary/CEO
Julia Silani – Manager,
Executive Office

Governance Committee

Carol Layton (Chair)
Victor Figueiredo
Nick Macrae
Edward Lau
Stephanie Gawur (ex-officio) –
Board Chair
Don Logie (ex-officio) – Vice Chair
Brad Saunders – CEO (ex-officio)
Julia Silani – Manager,
Executive Office

Finance and Audit Committee

Michael Douglas (Chair)

Michael Challes

Michael Craig

Flavian Pinto
(retired December 2025)

Rick Strutt

Susan McCloy

Mathew Soong

Stephanie Gawur (ex-officio) – Board Chair

Don Logie (ex-officio) – Vice Chair

Brad Saunders (ex-officio) – CEO

Betty Yam – CFO

Akiko Masuda Paradis – Director Financial Planning and Analysis

Hammad Malik – Manager Financial Operations

Clara di Credico – Executive Assistant

Service Excellence Committee

Emory Gilbert (Chair)

Valerie Boyle

Colette Kent

Erica Machtinger

Casey Pruden – COO

Jennifer Pereira

Martin Geffen

Jill Randall

Stephanie Gawur (ex-officio) – Board Chair

Don Logie (ex-officio) – Vice Chair

Brad Saunders (ex-officio) - CEO

Heather Dawson – Director, Quality and Risk/Staff Liaison

Leha Panchalingam – Quality Coordinator

Government Relations Committee

James Janeiro (Chair)

Harvey Cooper

Joan Karout

Adriano Mena

Valerie Picher

Stephanie Gawur (ex-officio) – Board Chair

Don Logie (ex-officio) – Vice Chair

Brad Saunders – CEO (ex-officio)

Julia Silani – Manager, Executive Office

Jonathan Bradshaw – Director, Advocacy and Strategic Partnerships

Petronilla Ndebele – Director, Strategic Communications and Stakeholder Relations

Sarah MacDonald – Contractor

Real Estate Committee

Don Logie (Chair)

Victor Figueiredo

Nick Macrae

Don Roger

Stephanie Gawur (ex-officio) – Board Chair

Brad Saunders – CEO (ex-officio)

David Renfrew – Senior Director, ERP and Real Estate

Feature highlight:

Laura Parsonson has been a part of the CLTO family for more than four decades, first as a mother searching for answers, and soon after, as a dedicated volunteer and advocate helping others find their way.

Laura's journey began in **1983,** when her daughter Emily was born with Down syndrome. At the time, information and support were hard to find. *"We didn't know where to turn,"* Laura recalls. A simple search in the phone book led her to us, which turned into a connection that supported Laura and our organization in immeasurable ways.

By September of that same year, before Emily had even turned one, Laura attended her first regional council meeting. There, she found something just as important as services: community. Meeting other parents at the Etobicoke Education Centre gave her a sense of comfort and belonging during an uncertain time. It did not take long before she began giving back. Encouraged by other families, Laura started volunteering almost immediately, joining a regional council made up entirely of parents, siblings, and community members.

Over the next **40+ years,** Laura held every position on the Etobicoke Regional Council and most recently stepped down from our Board of Directors. *"There's something powerful about people coming together because of a shared, heartfelt connection,"* she says. *"CLTO gives volunteers the support behind the scenes to make a real difference."*

As both a volunteer and a professional educator of **37** years, Laura became a strong voice for advocacy, particularly in education. She was involved during a time when legislation began opening doors for children with disabilities to attend school, but support was limited. *"It's one thing to allow children into classrooms,"* she explains. *"It's another to give them and their teachers the tools to succeed."* Laura spent years advocating for better resources, smaller classrooms, and proper training, contributing to the development of more supportive educational planning processes. She also supported countless families, helping them prepare for meetings and navigate systems that often felt overwhelming.

Her advocacy was deeply personal. Laura still remembers the difficult experience of receiving Emily's diagnosis, one marked by fear and isolation. Determined to change that for others, she became a *pilot parent,* **volunteering for over 20 years** to support new families. She met parents in hospitals, visited them in their homes, and often simply listened. *"Sometimes I was just on the phone with a mother who needed to cry,"* she says. *"And sometimes, you just need someone to cry with."*

Through it all, Emily has been at the heart of Laura's journey. *"She is a delight,"* Laura says. *"Kind, empathetic, she brings out the best in everyone."* As Emily grew, she followed a path that reflected both her determination and the support of her community. After high school, she connected with our youth to work program, which helped her secure a job at a leading retail store. More than **20** years later, Emily is still there working in the shoe department, building independence, and taking pride in her role.

One of the most significant milestones came more recently, when Emily found a home of her own. After years on a waitlist, Laura connected with our LIGHTS program, which helps families create individualized housing solutions. With guidance, networking, and support, Emily now shares a three-bedroom apartment with a roommate and a full-time caregiver. *"What mattered most was that she felt safe, secure, and happy,"* Laura says.

Looking back, Laura sees volunteering not just as something she did but as something that shaped her life. *"I grew up in a home where giving back was expected,"* she says. *"And it is true, helping others does feel good. But more than that, it connects you to incredible people and reminds you what really matters."*

Her message to anyone considering volunteering with us is simple: *"Do it. It's incredibly rewarding. You will meet amazing people, families, staff, individuals, and you will be part of something that truly helps people live their best lives."*

For Laura, what started as a search for support became a lifelong mission to support others. And through it all, she continues to champion inclusion, community, and the belief that everyone deserves the opportunity to thrive.

"Sometimes I was just on the phone with a mother who needed to cry," she says. *"And sometimes, you just need someone to cry with."*

BE PART OF OUR STORY

- **Join our team:** We provide the best support possible to people with intellectual disabilities. To accomplish this, we use the best team possible. That is where you come in – see our latest opportunities at www.cltoronto.ca/careers.
- **Become a member:** Advocate, support, and enable our vision by supporting the rights and choices of people with intellectual disabilities.
- **Volunteer:** Share your time and skills to create stronger communities!
- **Donate:** Your generous support will help us create a future where every person with an intellectual disability has the opportunity to realize their goals and dreams.

"Working with the people we support has been a truly meaningful experience. While there are certainly ups and downs, it's wonderful to hear from them that I have made a lasting impact. Moments like that remind me how important establishing trust and rapport is in the work we do. I'm honoured to be a part of a support team, helping people and celebrating their successes along the way. It takes a lot of hard work, collaboration, and shared commitment to help people reach their goals, and I'm grateful for everything the experience has taught me."

Rebecca Domm, Registered Behaviour Analyst, Specialized Services

COMMUNITY LIVING Toronto

Supporting Rights & Choices

CONTACT US

COMMUNITY LIVING TORONTO

20 Spadina Road
Toronto, ON, M5R 2S7

Corporate Services:
416-968-0650
Information and Membership:
647-426-3220
contactus@cltoronto.ca

For media inquiries:
media@cltoronto.ca

Connect with us:
@cltoronto
@CommunityLivingToronto

Charitable registration number
10769 4143 RR0001

Ontario

United Way Greater Toronto

IMAGINE CANADA MEMBER