



# 75 Years of Belonging

2023-2024



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## OUR VISION

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



## OUR MISSION

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



## OUR CORE VALUES

Inclusion • Choice • Diversity

## LAND ACKNOWLEDGEMENT

We acknowledge the land we live, work and play on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishinabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.

We also acknowledge that we are all Treaty peoples – including those who came here as settlers – as migrant either in this generation or in generations past and those of us who came here involuntarily, particularly as a result of the Trans-Atlantic Slave Trade. Today, we pay tribute to the ancestors of those of African and Indigenous origin and descent.

# 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 continues to advocate for full inclusion and belonging by providing opportunities for people with an intellectual disability to live the life they choose.

## HOW WE ARE ORGANIZED:

### Our service streams:

Supported Living

Community Participation Supports and Respite

Specialized Services

### Corporate:

#### Corporate Departments

- ▶ Finance
- ▶ Human Resources
- ▶ Information Management
- ▶ Properties
- ▶ Social Enterprise and Philanthropy
- ▶ Strategic Communications and Stakeholder Relations

### Everyone learns and develops in their own ways.

Intellectual Disabilities arise before adulthood and last throughout life. People with an intellectual disability can face barriers in living the life they want.

An estimated **one to three per cent** of people in Ontario live with an intellectual disability.

# OUR COMMITMENT

## EQUITY, DIVERSITY, AND INCLUSION

Community Living Toronto aspires to create a culture where equity and inclusion are naturally occurring, and diversity is embraced as a source of learning and pride.



Community Living Toronto aims for equity through the fair and respectful treatment of all people - staff and people served. This will be achieved through an intentional and respectful focus on, and recognition of, everyone's unique qualities and attributes and the creation of inclusive environments where all individual people feel respected, accepted, and valued.



We believe that supporting and engaging diversity of age, gender identity, sexual orientation, physical or intellectual ability, ethnicity, religion, and heritage is integral to the services we provide.

As an employer of choice, Community Living Toronto is committed to attracting and retaining a diverse workforce, building and strengthening partnerships, and fostering an environment free of discrimination and harassment.

We are proudly committed to incorporating relevant recommendations from The Truth and Reconciliation Commission's report to strengthen our relationships with Indigenous communities and also to our inclusion in the Federal 50-30 Challenge. We will work to ensure that the concepts of Equity, Diversity and Inclusion (EDI) are understood, and barriers are eliminated, so that an EDI culture is reflected and celebrated throughout the organization.



### FEATURE HIGHLIGHT

This year, we identified areas for improvement and necessary work to foster a more inclusive environment. Our goal is for everyone to be their whole authentic self at home and work, just as Luiz, a manager in our Enterprise Planning and Strategy department, does.

Luiz shared, "I feel comfortable and embraced to talk about my husband and family at work without any concerns surrounding names, genders, and denominators. I am respected by everyone not only for my expertise but also the identity and experience I bring to work with me every day."

On our journey, we onboarded new team members with Anti-Racism/Equity, Diversity, and Inclusion (AR/EDI) training; began re-examining our policies through an AR/EDI lens; built on our work with committees and employee resource groups; highlighted collaborations with partners and conducted surveys to get a sense of how our workforce is feeling. This has helped us continue to honour our EDI commitment and achieve our goals.



# MESSAGE FROM THE CEO AND BOARD CHAIR

Reflecting on our accomplishments over the past year, it is important that we also recognize our decades-long journey of service delivery in this city, as we mark a significant milestone in our organization’s history. In 2023-2024, we celebrated 75 years of fostering communities where everyone can feel they belong.

For seven decades, we have met challenges head on without losing sight of our mission and vision for the people we support, their families, and each other. This past year was no exception as we navigated serious situations and made difficult decisions around health, housing, and our ability to operate within a tight budget.

Guided by our Strategic Plan 2023-2028, we remained focused on transforming our program and service models, modernizing our business operations, equipping our workforce for the future, embedding equity, diversity, and inclusion in all that we do, and advocating for what is important to us in order to put people we support first, grow to meet increasing demand, and contribute to fostering community.

Among our priorities is ensuring people have choices to live the life they want. We have a tremendous staff team that have worked tirelessly to reimagine developmental services and champion the success of others. This includes our ongoing work toward creating more housing options, the redesign of the Community Participation Supports (CPS) model and continuing to work with families throughout the transition, and expanding revenue opportunities. Our newly co-created model for CPS puts those supported in the driver’s seat, helping to identify what activities they find meaningful and creative solutions to making them possible.



Our commitment to advocating for people receiving supports and the sector as a whole has continued to evolve. This year, organizations in Ontario came together to call on the provincial government to provide an immediate five per cent increase of critical stabilization funding for agency operating budgets. We are grateful for how hard our sector agency partners worked on this campaign, and will continue to work with our main funder, the Ministry of Children, Community and Social Services, to ensure financial stability in the sector. Over the years, we have become a leader in the sector for innovation and a trusted resource for all levels of government, and moving forward we will continue to use this position of influence to better the lives of those connected to the community.

Looking ahead, our goal is to increase capacity in order to focus more on providing a better life for people with intellectual disabilities, rather than just ‘keeping the lights on’. The needs of the people we support are continually changing and we need to keep pace by modernizing employment options across the province, increasing supported living options, expanding short break and respite services so families can take much needed breaks, and so much more.

We extend our deepest gratitude to CLTO’s dedicated staff, Board members, the people we support, their support networks, and our invaluable community partners, as your unwavering support and commitment have been instrumental in our achievements and advocacy this year. Our fight to belong is far from over, but CLTO will continue to lead the charge alongside the community we support to build a brighter future.

Thank you for your support,



**Valérie Picher**  
Chair of the Board  
of Directors

**Brad Saunders**  
Chief Executive  
Officer



# STRATEGIC PLAN 2023–2028

## Journeying Together: Inclusive and Welcoming Communities

After reflection and consultation through several focus groups and surveys of both internal and external stakeholders, we have developed a comprehensive plan to guide us. Our Strategic Plan 2023-2028 sets the priorities, goals, and initiatives that will form the foundation for the next 75 years at Community Living Toronto and beyond.

### OUR GOALS



#### Put the people we support first

- Develop a people-first mindset to deliver an exceptional customer experience.
- Seek out the views of the people we support and their families when designing and evolving services.
- Develop and support initiatives that move people out of poverty, improve health outcomes and foster greater autonomy.



#### Grow to meet increasing demand

- Expand our existing resources and capabilities.
- Develop new services to reach more people with intellectual disabilities and their families.
- Use data to measure and improve how we support people.



#### Contribute to fostering communities

- Promote the inclusion of people with intellectual disabilities as full members of their community.
- Strengthen our Community Councils to better connect with our neighbourhoods.
- Develop relationships with disability organizations globally to understand their experiences and exchange knowledge.

## OUR INITIATIVES

### 1 Transforming our program and service models

- Enhance our person-centred service approach.
- Deliver with excellence and innovation while looking to best practices to inspire our work.
- Evolve to better understand the needs of the people we support.

### 2 Modernizing our business operations

- Continue our digital transformation.
- Utilize data to set targets, monitor performance and inform decision making.
- Increase revenue through philanthropy and social enterprise.
- Enhance our organizational governance.

### 3 Equipping our workforce for the future

- Attract, reward and retain a skilled, dynamic and diverse workforce.
- Enhance health, safety and wellbeing.
- Develop capacities and capabilities at all levels of the organization.

### 4 Embedding equity, diversity, and inclusion

- Develop a culture of acceptance, support, and openness for our staff, people we support and their families.
- Stand against racism.
- Celebrate differences.
- Play our part in Indigenous Reconciliation.

### 5 Advocating for what is important to us

- Advocate for issues that improve the lives of people with intellectual disabilities, our communities and our allies.
- Put the people we support at the front of our advocacy.

To learn more about our Strategic Plan 2023-2028, visit [cttoronto.ca/strategic-plan-2023-2028](https://www.cttoronto.ca/strategic-plan-2023-2028)

# OUR PROGRAMS AND SERVICES



## The profound impact of respite

### RESPITE SERVICES

Jacob first started attending our respite services in 2007 at the age of seven and has stayed with us for close to 17 years.

We have had the privilege of watching him grow, flourish, and transition into adulthood.

“Jacob has autism and is nonverbal. The first night we took him to respite I sat at my kitchen table and cried all night. I knew that he was happy when we brought him there but as his mom, I am overprotective, and worry had set in,” shared Tanya, Jacob’s mom.

When Tanya returned the next day to pick up Jacob, he was happy. The staff team had reassured her that the evening had gone well, and Jacob had a wonderful time. From then on, Jacob could be seen bouncing, with joy, when he knew he would be going to respite.

“Jacob’s excitement for respite would begin at home, where he eagerly packed his own bag and awaited his ride to the program. Upon arrival Jacob would run up the stairs and closely observe the staff as they completed his documentation,” shared Derek, a Program Manager in our Community Participation Supports and

Respite department who has supported Jacob for many years.

When Jacob turned 18, he began to transition into our adult respite services. Derek would frequently share updates with Tanya about the redevelopment of one of our locations, emphasizing the fresh new look and feel, like what they had cherished in Jacob’s childhood respite location.

After much anticipation, the newly renovated location at Sibley Parkview held an open house this past year and it was there that Derek and Tanya reconnected in person. “The impact of the new program space was evident on their faces; it represented a long-awaited opportunity finally, within reach,” shared Derek.

For Jacob, this means potential future access to respite once again following pandemic closures. Adult respite services provide opportunities for people like Jacob, to connect within a peer group consisting of people of similar age and interests. It also provides relief to their caregivers. The program can be curated to cater to Jacob’s specific wants and needs as a young adult seeking respite.

## OUR PROGRAMS AND SERVICES

Jacob is in the process of transitioning to our new adult respite location, with an over night weekend planned for this summer, 2024.

This will support Jacob's journey with us and underscores the real difference respite can make in the lives of people we support, with unique needs and their loved ones.

"We are looking to the future now," concluded Tanya.



## Setting out on a new adventure

### SHADOW LAKE CENTRE



Jenny has been attending for a week at Shadow Lake Camp every summer for the past 25 years! It is her place to connect with friends and join in on all the fun camp activities that she loves.

This year, Jenny enjoyed a new adventure at Shadow Lake Centre called Shadow Lake Winter Break Camp. Jenny had a fabulous week! She loved the various arts and crafts and the dancing – on her last evening she even danced and sang along to Neil Diamond's 'Sweet Caroline'. The smaller group sizes and focused individualized attention by staff made for a unique camp experience for Jenny.

*Jenny's story continues on next page* ►

## OUR PROGRAMS AND SERVICES

At age 13, Jenny was diagnosed with severe autism, an intellectual disability, anxiety, and epilepsy. These diagnoses followed years of misdiagnoses that began when she was only a few months old. While her needs are complex, she has some great talents including a memory for even the tiniest of details and a passion for vocabulary. Jenny's memories of her years attending camp are exceptionally strong, as they are full of great times and good friends!

Jenny moved into a children's group home while her family was in a state of crisis trying to manage her care. Never imagining that Jenny would be in a home other than her own, her mother Terry shared, "I always thought you deal with the cards you have been handed and do your best. I had envisioned a life for her filled with opportunities for independence, but I had to come to a point with it and acknowledge that just wasn't going to happen." In the end it was better for everyone, and to her surprise, Jenny thrived. Jenny gained more independence and grew to have the courage to try new things.

Now, Jenny's excitement about camp begins to build in January when bookings to Summer Camp opens. Jenny will wear her Camp T-shirt months before her anticipated time at camp begins.

This year, for the first time, Jenny and her family decided to try something new. Jenny attended the weeklong Shadow Lake Spring Break. Jenny loved going so much that her mom is now even exploring other Shadow Lake Weekends happening throughout the year! Jenny is so excited that she can now enjoy camp all year long.



### IT'S NOT JUST FOR SUMMER ANYMORE!

Plus, we now have a new, robust list of year-round offerings! Check out [MyCommunityHub.ca](https://mycommunityhub.ca) for information on offerings and visit [shadowlakecentre.ca](https://shadowlakecentre.ca) to learn more about the Centre.

## OUR PROGRAMS AND SERVICES

# Volunteers make a difference at Camp!

One of the familiar faces at camp is Peter, a volunteer alongside his colleagues from Broadcom since 2018. Peter shared, “As a primarily remote workforce we don't have many opportunities to get together. Surprisingly, there are people who work together but have never met until we get to Shadow Lake. We've become closely connected with the camp staff and are proud to take on outdoor spring cleanup tasks.”



Getting Shadow Lake ready for the summer season is no small feat! The grounds are a sprawling 300 acres, and with help from Broadcom to build lakeside shelters, repair decks and fences, paint, landscape, launch boats and more, our volunteers help make the camp experience better. Every season at camp is great but summer is busiest, and their help gets us ready for our approximately 55 staff and approximately 400 guests to arrive for the summer. We can't thank them enough!



## OUR PROGRAMS AND SERVICES

# Finding a sense of belonging and a new place to call home

## SUPPORTED LIVING

Our Supported Independent Living (SIL) program supports adults (aged 18+) in making the transition to live independently in the community.

This past year, **154** people received supports through our SIL program, one of which was George who has been part of the Community Living Toronto family for over two decades. Up until recently, he has enjoyed spending his time living with a long-time roommate in a shared apartment in downtown Toronto.

George made the decision to move with his roommate to St. Hilda's Towers, our senior (aged 59+) focused vertical community located at Dufferin and Eglinton. The friends made plans to live on the same floor but live in separate units, this was to be a big step forward toward independence for them both.

Shortly before moving in, George's roommate and friend of over 20 years passed away unexpectedly. As George

grieved the loss of his best friend, he began his own personal journey of living in a new apartment and neighborhood on his own. It was a difficult transition, but within a very short time George was able to find a sense of belonging.

"He likes exploring the different shops, restaurants, local community, and attends a new church where he's made new friendships. He has enjoyed many new connections in the building and is actively involved in daily activities that are offered," shared Annie, a Supervisor with Community Living Toronto.

Our **10** newly renovated suites throughout St. Hilda's Towers allows seniors from our SIL and Adult Protective Services programs a wide range of accommodations and supports, so that people like George can have a sense of independence and community.

"I feel lucky to be in my new home and that it feels like home," shared George.

## FEATURE HIGHLIGHT

One of our **1,200** full and part time staff members is Eppi, a Program Supervisor in our Supported Living department who shared, "I love that I can truly make a difference in people's lives in so many ways — it's meaningful work! I love advocating for positive change that ripples throughout society to make the world a better place for all people. I adore coaching devoted staff and seeing them grow. Most of all, I love supporting people who have an intellectual disability to live the life of their dreams!" Our success over the past 75 years reflects the care, dedication, and commitment people like Eppi have poured into the people we support, their families, and each other.

## OUR PROGRAMS AND SERVICES

# Support and encouragement to thrive

## SPECIALIZED SERVICES



Adult Protective Service Workers (APSWs) provide support and case management for adults (aged 18+) with an intellectual disability who live on their own in the community. Adults, like Mary, who after suffering a very bad fall in 2013 ended up needing additional care.

“Mary was wheelchair bound and the only place that could help her was a nursing home. She was miserable there,” shared Laura Lee, the APSW that works with Mary.

APSWs identify and facilitate access to community programs as well as government-funded services such as the Ontario Disability Support Program, Passport, and Legal Aid. The goal is to improve overall quality of life, by supporting independence, stability, and social inclusion.

Laura Lee, working in cooperation with Mary, explored all the ways they could get her out of the nursing home and living on her own again. In 2015, they filled out an application for independent living – Mary was 53 years old.

“Laura Lee is a wonderful person. There was a time my electric wheelchair was not working and I had to have a hearing test done. She met me at the clinic and pushed my wheelchair the entire time. Laura Lee is very special to me,” shared Mary.

In 2021, thanks to support from Laura Lee, Mary was accepted to an attendant care, one bedroom apartment in Toronto. She now lives on her own and is thriving. “I remember getting the call asking me if I was interested in the apartment and thinking I was now free to live my best life,” shared Mary.

As a very active person who is always willing to try new things, after moving in Mary learnt to paint and honed her knitting skills. She started to volunteer her time at a knitting group located at Creative Village Studio and was eventually moved on to a paid position. Mary enjoys helping others learn how to knit and finds it rewarding to see the smiles on their faces when they get the hang of it.



The greatest gift is giving people chances to do what they can do and then letting them do it. I am grateful for the chances that were taken on me.”

– Mary

## OUR PROGRAMS AND SERVICES

# New Beginnings: New Communities

## SUPPORTED LIVING

This year, Community Living Toronto expanded accessible and affordable housing options for people with intellectual disabilities. These options are part of our “vertical communities,” which are apartment clusters in buildings around the city that include support hubs. One such community is Birchmount Green, a high-rise partnership located in Scarborough. Birchmount Green supports residents in Group Living, Supported Independent Living, and Individualized Support settings.

Trish and Dave have been part of the Community Living Toronto family since 2012 and have spent many years renting various apartments in the east end of Toronto but could never find a space that truly felt like home. Having lived together for 10 years the duo wanted a place where they could stay with each other and have access to amenities that would support their health and wellness, such as 24-hour support and outdoor access.

Dave and Trish moved into one of the 31 available apartments at Birchmount Green and after decorating their space started to explore the building. They quickly located the building’s library and felt like they had finally arrived home sharing, “Our favorite area is the library on the main floor, where we volunteer every day,” said Trish.



Together, they stock and organize the bookshelves by unpacking donation boxes of books, sorting them by author, and identifying if there are duplicates.

“Their efforts are greatly appreciated by everyone in the building including those that live there, the property management team, and everyone who works at Community Living Toronto,” shared Joan, a program supervisor with Community Living Toronto.

The library isn’t the only area in the high-rise that provides opportunities for volunteerism, workplace training, and employment opportunities. In partnership with Corbrook Awakening Abilities, the Social Brew Café and Market Place opened its doors this year on the main level of Birchmount Green. This social enterprise project creates paid work and skill building opportunities for people with intellectual disabilities.

Initiatives like these are just a few of the many ways the impact of Community Living Toronto can be felt around the city, starting here at home with people like Dave and Trish.

## OUR PROGRAMS AND SERVICES

# Working for you

## EMPLOYMENT SUPPORTS

Community Living Toronto has been a leader in Employment Supports since 1971, supporting hundreds of people each year with intake assessments, job development, employer engagement, job coaching, job advancement and retention supports. Recently, our supports have evolved to also include the MyJobMatch program.

In 2023-2024 the MyJobMatch program completed **305** intakes and found employment for **112** people with intellectual disabilities. As of the end of February 2024, there are **607** employers in the system, **381** jobs added to the system, and **684** job seekers added to the system.



Our most recent upgrade to the MyJobMatch program has been to include access to people with all types of disabilities, not just intellectual disabilities, further expanding its reach. The newest feature also empowers people to use the online tool independently, choosing the level of support or no support at all from an agency.

The people who are part of this program bring it to life! Take Anushia, one of CLTO's Employment Solutions Advisors since 2016 who uses MyJobMatch in her day-to-day work. She speaks to the fact that "it's rewarding for me to be helping people meet their employment goals or to at least start them as we carve out jobs according to job seekers' strengths and marginalizations whether it's economical, racial or based on abilities. I find great job satisfaction in doing what I do and that's what has kept me continuing in this line of work regardless of the challenges we face as the economy shifts."

Erich speaks glowingly to the other side of the platform – accessing it for employment supports. Last summer, he worked as a Content Evaluator and Customer Service Representative for a Digital Products Team and was able to use MyJobMatch to gain meaningful employment.

MyJobMatch is a really cool and innovative program! Job seekers with a disability, employers and employment supports specialists can come together and work collaboratively for successful and supported job opportunities."

– Erich

# YEAR IN REVIEW

## 2023-2024

Since 1948 Community Living Toronto has been evolving, learning, and growing to support and include people with an intellectual disability. We have promoted quality of life and provided the tools and supports needed for every person in our community to live well, independently, and with the freedom we all deserve.

On April 17, 2023, we officially launched our 75th Anniversary campaign, and throughout the year have shared stories about what it took for people with an intellectual disability to be included. Here's what our celebrations looked like:



### Community Events

- Launch Event for **100** guests.
- Family Fun Fair for over **900** people supported, their families, staff, community members and local partners.
- Mural Mosaic Global Root Project – a Canada-wide initiative with tiles contributed by people of all skill levels, and an unveiling with over **100** guests including the artist.

## Fundraising and Philanthropy

- Community Rocks signature fundraising event for **1,200** supporters.
- We hosted a Leaders in Philanthropy celebration and awards evening for our donors and volunteers. Over **100** guests attended, including people supported, volunteers, donors, staff, community partners, and families.



## Digital Communications and Campaigns

- **12** stories from across our communities featuring the impact of 75 years of belonging.
- **12** staff newsletter features.
- **32** social media messages throughout the year across all platforms excluding stories.

**Thank you for being a part of 75 years of Belonging. Here's to 75 more years ahead!**

### FEATURE HIGHLIGHT

This organization was there for me at the beginning of my journey, learning about and navigating various systems for my son who is living with a disability. I did not know or have anyone else to turn to. They embraced me, taught me, connected me, and helped me start on this lifelong journey. They also taught me how to embrace this new life not through gritted teeth but simply as a new direction.

– Sherron, whose son has been supported by Community Living Toronto for the past 20 years.



Read their full story on our website at [belonging.cltoronto.ca](https://belonging.cltoronto.ca)

# WHAT OUR TEAM BROUGHT TO LIFE THIS YEAR

## Strengthened relationships

We have a stronger connection with passportONE and Passport Agencies across Ontario. MyDirectPlan expanded support to include brokers and service agencies, with **30** onboarded for digital transformation.



## Launched Developmental Psychiatry Resource (DPR)

In partnership with Dr. Vikram Dua, this resource embeds specialized psychiatry into a person's existing supports with a focus on proactive screening of high-risk medication profiles. Using an interdisciplinary approach, DPR supported **21** people over the past year with positive outcomes including improved community engagement and interaction with their support networks.

## Coming back stronger

For the first time since the onset of the pandemic, we were able to host Community Rocks, our signature fundraising event. **We raised \$750,000 (before deducting expenses) and exceeded the target by \$100,000, connecting with over 1,200 supporters, partners, families, staff, and members.**



## Brewing up some good

Opened the Social Brew Café and Marketplace at one of our newest Supported Living locations – a social enterprise opportunity that welcomes in the neighbourhood.



## Redesigned Community Participation Supports model

Offered three iterative 12-week sessions, facilitating engaging experiences for approximately **600** people, reuniting friends, and fostering a welcoming environment.



## Staff Appreciation Event for Long-Term Service Awards

Held our first in person staff event since the onset of the pandemic, honouring over **100** employees for service milestones, celebrating with speeches, stories, trivia, and music.



## Forging a new path through lived experience

CLTO Influencers engaged in **11** events this year to raise awareness and effect change, sharing their experiences to set a positive course forward for themselves and others with intellectual disabilities.

### FEATURE HIGHLIGHT



Hearing directly from people with an intellectual disability is a powerful way to align the services we put in place with the wants and needs of those we support. CLTO Influencers use their lived experience with an intellectual disability to impact positive change and ensure we advocate for what is most important.

CLTO Influencers, like Josh, lend their voice on committees, social media, at presentations, and for peer-to-peer support. Josh shared, “I was invited to become an Influencer and I couldn’t turn it down. The opportunities to interact with the team and spread awareness have been some of my greatest accomplishments.”

This year, the impact of CLTO Influencers was felt worldwide with presentations at the United Nations, in Israel, and the Alexandria Self Advocacy Resource Group in Egypt, to name a few!

# BY THE NUMBERS

Here is statistical information about Community Living Toronto for the year ending March 31, 2024.

## WE ARE IN YOUR COMMUNITY

We support over 4,000 children, youth and adults with an intellectual disability that access a variety of services and supports.

### SUPPORTED LIVING

A range of housing and support options that foster choice, independence, and neighbourhood connections.

#### GROUP LIVING

**334**

People

#### CLUSTERED SUPPORTS

**192**

People

#### LIFESHARE

**12**

People

#### SUPPORTED INDEPENDENT LIVING

**154**

People

#### INDIVIDUALIZED SUPPORTS

**45**

People

#### STEPUP!

**2**

People

#### LIGHTS

**27**

Financially engaged;

**318**

Families supported with planning



## COMMUNITY PARTICIPATION SUPPORTS AND RESPITE

Meaningful, inclusive experiences that promote neighbourhood connections and personal interests, skills, and development.

### COMMUNITY PARTICIPATION SUPPORTS TOTAL

(Include centre-based and community-based)

**812**  
People



### ADULT RESPITE

**24**  
Adults

### CHILDREN'S RESPITE

**66**  
Children

### CHILDREN'S AUTISM-FOCUSED RESPITE

**56**  
Children

### VIRTUAL SUPPORTS

**77**  
People

### FOSTER'S CLUBHOUSE

**65**  
People

### SHADOW LAKE CENTRE

**400**  
Camp Guests

**41**

Youth (under 21)

### VOLUNTEERS

**304**  
Volunteers contributed  
**8964 hours**  
this year!



### FEE-FOR-SERVICE

Creative Village Studio

**48**  
People

Community Junction

**49**  
People

## SPECIALIZED SERVICES

Individualized clinical services that optimize quality of life for the diverse range of people we support and their families.



## DIGITAL PRODUCTS

Our digital products, developed with the Government of Ontario, people with an intellectual disability, families, and service providers, provide Ontarians with tools, information, and resources.





**AND MORE!!!**

**INDIVIDUALIZED  
PASSPORT SERVICES  
SUPPORTS**

**535**

People

**PERSON DIRECTED  
PLANNING**

**54**

People

**INDIVIDUAL  
EDUCATION CONSULTS**

**140**

People served



**EDUCATION ADVOCACY  
PRESENTATIONS ATTENDEES**

**72**

People

**MOM'S  
GROUPS**

**106**

Attendees

**EMPLOYMENT**

**54**

People we support were  
employed successfully

**IOPEN**

**6**

People

**MEMBERSHIP**

**804**

People

**MOMS RETREAT**

**35**

Moms

**CONTINUED TO SUPPORT**

**319**

People on their  
employment journey



**FEATURE HIGHLIGHT**

## UNITED WAY GREATER TORONTO

We are grateful for every partner, supporter, and friend our organization is fortunate to have - one of which is the United Way Greater Toronto (United Way). As an anchor agency of United Way, we receive over **\$800,000** annually to respond to changes in our community and build lasting solutions to critical issues facing those we serve. These funds support initiatives like our weekend retreat for mothers which promotes mental health and connection building for our families.



These roles assist in the one-on-one coaching and transitional education within the classroom.

We look forward to the new class starting September 2024 with **10** students already registered.

As a funded agency, we also run a United Way Employee Fundraising campaign each year which provides an opportunity to host activities that raise awareness and funds. This year, we raised **\$46,000** through over a dozen events such as our Family Fun Fair, popup lemonade stands, and launch-day caravan.

This is just one of the many ways we contribute to our own finances.



Since the 2019-2020 school year, Community Living Toronto is one of the leading partners with the Project SEARCH Toronto intensive cooperative training program which has had over **45** students graduate and moving into gainful employment through the Community Living Toronto Employment Services department. This program, funded by United Way, supports two job and skills development roles.



# MAKING EVERY DOLLAR COUNT

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, 2024.

## FINANCIAL REPORT | Fiscal 2023-2024

This year was a financially challenging one for Community Living Toronto (CLTO), which tested our ability to monitor spending tightly, work within our limits, and unfortunately resulted in some difficult decisions. Nonetheless, thanks to the tireless work of our staff both across the organization and specifically in the Finance department, we managed to reduce our deficit and prevent any impacts to those receiving supports and services. Moving forward, we plan to execute new stricter financial accountability plans and will continue advocating for the need of significant investments into the sector.

The total revenue for fiscal year 2023-2024 was **\$114.0 million**. Approximately 80 per cent of this revenue came from the **Ministry of Children, Community and Social Services (MCCSS)**. The remaining balance was provided by the **City of Toronto, the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), the United Way of Greater Toronto**, our fundraising efforts, fee for service programs, and entrepreneurial ventures. Our total expenses were **\$115.5 million**.

We gratefully acknowledge the sustained support and dedication from the Government of Ontario, which promotes inclusion and wellbeing for individuals with intellectual disabilities and their support networks. This year, CLTO was provided with a one-time funding allocation of **\$2.25 million** from MCCSS to address the current year's shortfall. Additionally, we were honored to once again receive a **\$1.8 million** grant through the MLITSD to enhance the MyJobMatch program, an innovative disability employment service.

In July of 2023, we settled our Collective Bargaining Agreement (CBA) with our Union, CUPE 2191, for a total of approximately **\$3 million**. Additionally, staff received a 2% increase to their salaries in April 2023. As a result of these large expenditures as well as other increasing financial pressures, we have been holding off on non-essential spending, including tactics to ensure that programming is not impacted, reducing training and development opportunities, limiting repairs and maintenance, exited leases, laid off non-union staffs, continuing to hold vacant positions, and trying to use all cost-saving options to tackle this year's deficit.

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This year we made the difficult decision to sell off three of our vacant properties, which resulted in a capital gain of approximately **\$3 million**. These spaces were in need of renovations and repairs, but unfortunately we did not have the funding to do so. Ordinarily, we would have used this as an opportunity to restore these spaces in order to support some of those people who are currently on the growing waitlist for housing. Luckily, those who had been living in these homes had already moved into one of our vertical communities which better suited their needs. The proceeds from these sales went toward offsetting this year's operating deficit.

A large portion of our year was spent on an advocacy campaign to ask the Government of Ontario for a 5 per cent increase to base budgets for developmental service agencies across the province, as organizations like ours face difficulties with managing rising operational costs, skyrocketing inflation, and a lack of investments from all levels of government. We will continue this effort in years to come, until our sector is adequately supported for the critical work we do in communities.

Financial results for CLTO are prepared by our Finance Department, which are presented in accordance with Canadian accounting standards for not-for-profit organizations. These financial results have been audited by our external auditors at KPMG. Audited financial statements, the Auditor's Report, and notes pertaining to our financial statements are available on our website.

#### HIGHLIGHT

The last year has been challenging for everyone at CLTO as we have worked diligently to manage our finances while providing the same high quality of supports and services to people in our community. Though difficult decisions were made, we are confident in our ability to come back stronger, and will always put the health, safety and wellness of our staff and the people we support first without compromising our standards, service ethics, and compliance commitments. For 75 years, we have been a community leader and we will continue our efforts to foster communities where everyone belongs for decades more to come.

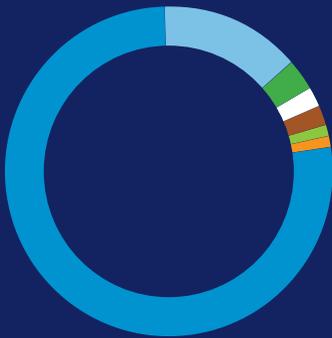


# FINANCIALS

|   | 2024        |      | 2023        |      |
|---|-------------|------|-------------|------|
| Total Assets  | 52.4 M      |      | 52.0 M      |      |
| Total Liabilities   | 30.7 M      |      | 28.7 M      |      |
| Revenue   | 114.0 M     |      | 107.8 M     |      |
| Total Expenses  | 115.5 M     |      | 109.5 M     |      |
| Administrative cost on every dollar received                        | 8.78%       |      | 8.74%       |      |
| <b>REVENUE</b> (Millions)   | <b>2024</b> |      | <b>2023</b> |      |
| Ministry of Children, Community and Social Services                 | 88.7        | 78%  | 87.1        | 81%  |
| City of Toronto   | 3.1         | 3%   | 3.0         | 3%   |
| Ministry of Labour, Training and Skills Development                 | 1.8         | 2%   | 1.5         | 1%   |
| United Way of Greater Toronto                                       | 0.9         | 1%   | 0.9         | 1%   |
| Entrepreneurial ventures  | 0.6         | 1%   | 0.7         | 1%   |
| User Fees, Recoveries, Amortization of Deferred contribution, Other | 16.4        | 14%  | 14.4        | 13%  |
| Gain on sale of capital assets                                      | 2.5         | 2%   | 0.2         | 0%   |
|   | 114.0       | 100% | 107.8       | 100% |
| <b>EXPENSES</b> (Millions)  | <b>2024</b> |      | <b>2023</b> |      |
| Salaries and benefits   | 69.8        | 60%  | 64.5        | 59%  |
| Purchased services  | 24.0        | 21%  | 22.6        | 21%  |
| Occupancy costs   | 8.2         | 7%   | 7.5         | 7%   |
| Supplies  | 8.7         | 8%   | 10.9        | 10%  |
| Travel and transportation   | 1.5         | 1%   | 1.4         | 1%   |
| Other program costs   | 3.3         | 3%   | 2.6         | 2%   |
|   | 115.5       | 100% | 109.5       | 100% |
| Excess (deficiency) of revenue over expenses                        | \$(1.5)     |      | \$(1.7)     |      |

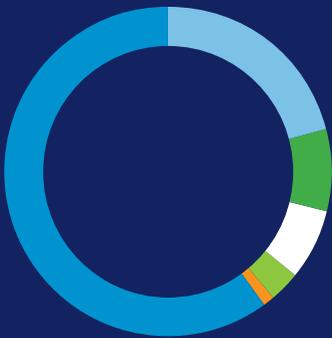
Approximately 1.3% of our annual organizational budget comes from fundraised dollars. In the 2023-24 fiscal year \$1.5 million was donated by individuals, corporations, foundations, and service/religious organizations.

### 2023-24 REVENUE DISTRIBUTION



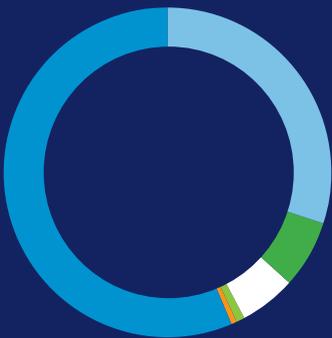
|  |            |
|--|------------|
| <span style="color: #00AEEF;">■</span> Ministry of Children, Community and Social Services                 | <b>77%</b> |
| <span style="color: #AEC6E9;">■</span> User Fees, Recoveries, Amortization of Deferred contribution, Other | <b>14%</b> |
| <span style="color: #4CAF50;">■</span> City of Toronto   | <b>3%</b>  |
| <span style="color: #FFFFFF;">■</span> Ministry of Labour, Training and Skills Development                 | <b>2%</b>  |
| <span style="color: #A52A2A;">■</span> Gain on Sale of Capital Assets                                      | <b>2%</b>  |
| <span style="color: #90EE90;">■</span> United Way of Greater Toronto                                       | <b>1%</b>  |
| <span style="color: #FF8C00;">■</span> Entrepreneurial ventures  | <b>1%</b>  |

### 2023-24 EXPENSES DISTRIBUTION



|  |            |
|--|------------|
| <span style="color: #00AEEF;">■</span> Salaries and benefits     | <b>60%</b> |
| <span style="color: #AEC6E9;">■</span> Purchased services        | <b>21%</b> |
| <span style="color: #4CAF50;">■</span> Supplies                  | <b>8%</b>  |
| <span style="color: #FFFFFF;">■</span> Occupancy costs           | <b>7%</b>  |
| <span style="color: #90EE90;">■</span> Other program costs       | <b>3%</b>  |
| <span style="color: #FF8C00;">■</span> Travel and transportation | <b>1%</b>  |

### 2023-24 SERVICE DISTRIBUTION



|  |              |
|--|--------------|
| <span style="color: #00AEEF;">■</span> Supported Living        | <b>56.4%</b> |
| <span style="color: #AEC6E9;">■</span> Community Participation | <b>30.2%</b> |
| <span style="color: #4CAF50;">■</span> Specialized Resources   | <b>6.7%</b>  |
| <span style="color: #FFFFFF;">■</span> Other programs          | <b>5.4%</b>  |
| <span style="color: #90EE90;">■</span> Fundraising             | <b>1.0%</b>  |
| <span style="color: #FF8C00;">■</span> Covid related           | <b>0.3%</b>  |

# FUNDRAISING REPORT

## FEATURE HIGHLIGHT

Donations come in all shapes and sizes, sometimes even in the form of food. Every other Tuesday, we operate as a tenant of the Daily Bread Food Bank to pick up and deliver fresh produce and non-perishables to individuals in our Adult Protective Services program. This past October, we approached Harvest Wagon, a small gourmet grocery store in Toronto wanting to make a big difference in our community. Every Wednesday since then, we pick up between \$300-\$400 worth of donated groceries from this store. Thanks to all of our generous donations, dozens of people per month within our Adult Protective Services program are served as part of this collaborative initiative, run by a dedicated team of CLTO staff, volunteers, and in collaboration with Harvest Wagon because of the willingness of Jeff C. and James H. The high quality of donations that we receive as a result of this partnership is directly impacting the health and wellness of people within our community.



**\$1,682,126**  
Fundraising Revenue

**\$760,282**  
Direct Fundraising Expenses

**\$921,844**  
Net Revenue



- Greatest Needs 34%
- Community Participation Supports 28%
- Shadow Lake Centre 13%
- Supported Living 13%
- Employment Supports 6%
- Family Supports 3%
- Respite 3%



- Individuals 89%
- Corporations 8%
- Foundations 2%
- Service/Religious Organizations 1%

\*In a Community Rocks year, expenses were higher.

# The fight to survive

## ADVOCACY AND IMPACT

**Community Living Toronto is determined to ensure that developmental services are part of the discussion at policy tables and within government. Being a trusted steward of public funds has been a great form of recognition for our success in delivering public services, but it can also result in the sector being overlooked and left behind when new funding and opportunities are considered.**

We have spent over 75 years advocating alongside the people we support and their care networks to remind those in power that we belong in these conversations, and that we continue to bring great value to the community within our city, our province, and our country.

In partnership with Community Living Ontario, OASIS (Ontario Agencies Supporting Individuals with Special Needs), and dozens of other organizations in Ontario, we came together in the



#5ToSurvive Campaign to secure critical stabilization funding from the Government of Ontario. We made a targeted effort to raise awareness about the decades of stagnant funding in the developmental services sector.

As part of the campaign, over 11,000 letters were sent to Members of Provincial Parliament (MPPs), there were 47 media engagements, 119 MPPs were engaged with, and many agreed to champion this cause. Our CEO, Brad Saunders, participated in several media interviews, and was joined by Shineeca, a Sunrise Janitorial employee, and in separate instances members of our Board of Directors made media appearances too. Together, they shared insights and experiences regarding evolving needs and access to services.

In addition, we continue to advocate for the inclusion of people with intellectual and developmental disabilities in their communities by way of affordable housing, employment opportunities, participation in policy development such as the Canada Disability Benefit, fair wages and supports for our workforce, and the right to choose how and with whom to spend their time.

We appreciate the continued engagement and dedication from our partners in the Government of Canada, the Government of Ontario, and the City of Toronto, and we look forward to many more years of collaboration. We will continue to act as a sector leader, advocating as a credible voice alongside and on behalf of developmental services organizations and people supported within their communities. Learn more [here](#).



# WHAT WE HAVE PLANNED NEXT

**Core to our planning for the future is continuing to evolve, learn, and grow — we will never stop striving for even better support and inclusion for people with intellectual disabilities.**



## **Filling the gaps in funding**

With financial challenges experienced across the Developmental Services sector, we will work hard to fundraise and fill in the gaps in our core funding. For example, we will seek funding to help cover renovation and maintenance costs so people with intellectual disabilities can continue to live in safe, well-kept spaces.

## **Filling growing, Developmental Service Worker, vacancies**

Partnering with educational institutions in Kenya to train and empower students for employment in Ontario's developmental service and health sectors, aiming to fill growing vacancies with skilled and compassionate staff. We look forward to congratulating the first graduates to the program in May, alongside our partner Corbrook Awakening Abilities.



## **Opening more respite services and specialized homes**

From outside it may seem like our Sibley location hasn't changed much, but with just one step inside you feel the transformation. Thanks to an agency wide effort we have redeveloped this low-rise apartment building and started bringing back long-awaited respite for families and learning and development opportunities for young adults, including those with a goal of living independently and transitioning from children services to adult supports. We are incredibly proud to open our doors again to support Adult Respite, Trying It on For Size (TIFS) Toronto, Transitional Aged Youth and the Specialized Resource Home programs.



### Expanding Employment Opportunities across Ontario

Strengthening networks for employment support agencies through **MyJobMatch**. This will involve identifying and adapting current employment practices into a new standard that enhances job access, employment satisfaction, skills matching, and community inclusion.



### New activities for Medically Complex Homes

Creating additional dynamic community activities for people with complex needs, utilizing electronic pet therapy, wheelchair dance parties, and more. Often outings that people can experience are limited due to strict feeding and positioning requirements, so we have adapted how we do things (i.e. If someone can't go to the aquarium, we will take a short trip to look at tropical fish at the pet store).



### Making diverse funding portfolios easier to manage

Streamlining Funding Management by enhancing **MyDirectPlan** to help make managing diverse funding types easier for individuals and families, across Ontario. We're aiming to simplify user features for continued success.



# MEET THE TEAM

## SENIOR LEADERSHIP

### **BRAD SAUNDERS**

*Chief Executive Officer*

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*Chief Operating Officer*

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### **CASEY PRUDEN**

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### **BETTY YAM**

*Chief Financial and Administrative Officer*

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### **JULIA SILANI**

*Manager — Executive Office*

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## BOARD OF DIRECTORS

Our Board of Directors provide oversight in making strategic decisions, ensuring we provide quality care, safeguarding our financial well-being, and staying alongside of best practices. We also have several committees which consist of senior leaders, directors, and community members. They are a group of dedicated and dynamic people who help us support people with intellectual disabilities.

Valérie Picher, *Board Chair*

Stephanie Gawur, *Vice Chair*

Harvey Cooper

Michael Douglas, *Treasurer*

Emory Gilbert

Don Logie

Geetha Moorthy

Laura Parsonson

Jennifer Pereira

Nelson Raposo

Susan Silma

Mathew Soong

### FEATURE HIGHLIGHT

I have been on and off the Board of Directors for many years. I joined because I wanted to make sure the voices of the people supported, and their families were not only present but valued in planning, advocacy, and decision-making. We are the remnants of the grassroots movement from 75 years ago, where families fought for fulsome lives for those they loved.

– Laura Parsonson, *Board Representative, Etobicoke-York Community Council*



# THANK YOU!

## Executive Committee

Valérie Picher,  
*Board Chair*

Stephanie Gawur,  
*Vice Chair*

Michael Douglas, *Chair,*  
*Finance and Audit*  
*Committee*

Susan Silma, *Chair,*  
*Governance Committee*

Brad Saunders,  
*CEO and Secretary*  
*to the Board*

Julia Silani, *Manager,*  
*Executive Office*

## Finance and Audit Committee

Michael Douglas, *Chair*

Michael Challes

Edward Lau

Flavian Pinto

Mathew Soong

Rick Strutt

Susan McCloy

Brad Saunders, *CEO*

Betty Yam, *CFAO*

Joe Passaretti, *COO*

Akiko Masuda Paradis,  
*Director, Financial Planning*  
*and Analysis*

Clara di Credico,  
*Executive Assistant*

## Governance Committee

Susan Silma, *Chair*

Victor Figueiredo

Edward Lau

Nick Macrae

Valérie Picher

Nelson Raposo

Brad Saunders, *CEO*

Julia Silani, *Manager,*  
*Executive Office*

## Government Relations Committee

Steph Gawur, *Chair*

Jonathan Bradshaw

Harvey Cooper

James Janeiro

Joan Karout

Adriano Mena

Valérie Picher

Brad Saunders, *CEO*

Sarah MacDonald,  
*Executive Project Manager*

Petronilla Ndebele,  
*Director, Strategic*  
*Communications and*  
*Stakeholder Relations*

Julia Silani, *Manager,*  
*Executive Office*

## Service Excellence Committee

Emory Gilbert, *Chair*

Valerie Boyle

Sonia Jacobs

Colette Kent

Jennifer Pereira

Brad Saunders, *CEO*

Heather Dawson,  
*Director, Quality and Risk*

Leha Panchalingam,  
*Quality Coordinator*

## Community Councils Chairs

### Scarborough:

Bonnie Heath, *Co-Chair*

Lori Beesley, *Co-Chair*

### Central:

Emory Gilbert,  
*Chair and Board Rep*

### North York:

Nancy Ceci, *Chair*

### Etobicoke/York:

Ann Marie Fierro, *Chair*

### Patron's Council

- Duncan N.R. Jackman,  
*Chair*
- Jane Gavan, *Vice Chair*
- The Hon. Barbara McDougall,  
*Founding Chair*
- Patsy Anderson
- Mary Pat Armstrong
- Brad Badeau
- The Hon. John R. Baird
- The Hon. William Blair
- Donna Cansfield
- Michael Enright
- W. Robert Farquharson
- Pooja Handa
- Bob Hepburn
- Mark G. Johnson
- Dr K. Kellie Leitch
- David Lepofsky
- Glenn McConnell
- Charles Pachter
- Brendon Pooran
- Don Roger
- Meredith Saunderson
- John H. Tory

### Anti-Racism Committee

- Giselle Mohan, *Co-Chair*
- Sherene Myers, *Co-Chair*

#### Members:

- Tamara Abdel-Razek
- Andrew Beecher
- Dinatil Faria
- Derek Feltz
- Susan Macri
- Amparo Mirador
- Michelle Petrides
- Liesa Thorne

#### Resources

- Aneliya Arnaudova
- Amar Bajwa
- Julia Benjamin
- Roberta Bustard
- Heather Dawson
- Karla Dendrinis
- Dinatil Faria
- Sylvie Labrosse
- Joe Passaretti
- Joe Persaud
- Michelle Petrides
- Teison Sammy



# JOIN US!

We provide the best support possible to people with intellectual disabilities. To accomplish this, we use the best team possible. That's where you come in — see our latest opportunities at [cltoronto.ca/careers](https://cltoronto.ca/careers)

## 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. Ways to donate at [cltoronto.ca/donate](https://cltoronto.ca/donate)

## BECOME A MEMBER

Advocate, support, and enable our vision by supporting the rights and choices of people with an intellectual disability. Learn more at [cltoronto.ca/membership](https://cltoronto.ca/membership)

## CONTACT US

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## CONNECT WITH US

 @CLToronto  
[cltoronto.ca](https://cltoronto.ca)

Charitable Registration Number:  
10769 4143 RR0001

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Let's embrace the moment together, focus on the future, and look at how we can continually improve the lives of people with intellectual disabilities.

*- Melanie, a program manager in our Community Participation Supports, Fee for Service, and Adult Respite department.*

