



# Growing Through Adversity

A Year of Transformation and Learning



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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



# MESSAGE FROM THE CEO AND BOARD CHAIR



This fiscal year was defined by immense change and growth. Community Living Toronto (CLTO) transformed to be more responsive to the evolving needs of people who have an intellectual disability and is now structured around three service streams: Supported Living, Community Participation Supports and Respite, and Specialized Supports.

Our core values expanded to include Inclusion, Choice, and Diversity, reflecting our commitment to embed these principles at the core of our organization's culture. The values of Inclusion, Choice, and Diversity aim to promote respect, equity, and belonging for all. These priorities guide our relationships with CUPE Local 2191, our employees, the Anti-Racism & EDI Committee, union members, donors, volunteers, members of the Board of Directors, Association members, and government partners.

We continued to adapt to the realities of the pandemic and were better equipped to handle its challenges as it continued. Collectively we worked to keep the people we support safe and answer calls from our community. We continue to mourn the lives lost to COVID-19 of our employees and the people we support. We feel the deep sadness of these losses while cherishing their memories as beacons of kindness and positivity for their communities.

As we come out the other side of the pandemic, we're focused on learning and creating innovative and tailored program offerings to benefit the people we support. Choice is at the forefront now more than ever and the people we support have more variety in person-directed program offerings. We are aligned with the Ministry of Children, Community and Social Services' long-term vision for developmental services in Ontario, entitled *Journey to Belonging*. Journey to Belonging's focus is to create and support an environment where people with a developmental disability are empowered to make choices and live as independently as possible through supports that are person-directed, equitable, and sustainable.

We will keep advocating for the rights of people who have an intellectual disability to make informed choices, live a life of their choosing, and enjoy meaningful community participation.

A handwritten signature in black ink, reading "Silma".

**Susan Silma**  
Chair of the  
Board of Directors

A handwritten signature in black ink, reading "Saunders".

**Brad Saunders**  
Chief Executive Officer



# WHO WE SUPPORT



## What's an intellectual disability?

An **intellectual disability** is an impairment in cognitive function that affects areas of daily living, such as personal care, language skills, learning abilities, and the capacity to live independently. It is typically identified before adulthood and lasts throughout one's life. People who have an intellectual disability can face barriers in living the life they want.



It is estimated that about **66,500 people** in Ontario have an intellectual disability.

**25%**

Only **25%** of working age people (i.e. between the ages of 18 and 65) who have an intellectual disability are employed in Canada.



In Ontario, **more than 15,000 adults** who have an intellectual disability are on the waitlist for supportive housing – roughly the same number of people who have an intellectual disability who are currently living in supportive housing.



People who have an intellectual disability are **17.5 times** more likely to live in a long-term care facility than people without one.

**70%**

In Canada, over **70% of working-age adults** who have an intellectual disability, who live on their own, live in poverty.

Sources: CAMH/H-CARDD, Statistics Canada, Community Living Ontario, Inclusion Canada, 2022

# OUR SUPPORTS AND SERVICES



## Our Organizational Redesign

On October 1, 2021, CLTO initiated an “organizational redesign,” which saw the introduction of the following three new service streams that replaced our previous regional structure.



1

**Supported Living**

2

**Community  
Participation  
Supports and Respite**

3

**Specialized Supports**



### DID YOU KNOW?

**Across the GTA:**

- We operate **more than 300 housing units**.
- We are involved in **3 multi-partner housing developments** that are currently being built and one large housing project in the planning stage.
- By the end of 2023, we will have helped create **60 new affordable housing units**.

## 1 Supported Living

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

## 2 Community Participation Supports and Respite

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

## 3 Specialized Supports

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



The purpose of our organizational redesign is to enhance our capacity and make better use of our resources so that we can deliver more consistent and integrated programs for the people we support. Our organizational redesign did **not** result in any staffing or budget reductions. In fact, it facilitated the creation of new roles at CLTO, including a Senior Director of Operations.

For a complete list and descriptions of our supports and services, please visit [cltoronto.ca/supports-and-services/](https://cltoronto.ca/supports-and-services/)



**I love how the staff allows each person's abilities to shine and they let Austin thrive and shine at what he loves to do! I cannot thank the staff enough for being so good and kind and patient with my son. Thank you so much!"**

— CLTO Member & Parent



**I've been working at the same CLTO group home for 16 years. The staff and the people who live there are like family to me."**

— Debra David, CLTO staff



### DID YOU KNOW?

We have **over 80 locations** throughout the GTA.

We offer **100's of program options.**





# Thank you to our Community Councils!

As part of our organizational redesign, CLTO's Regional Councils are now called Community Councils.

These groups of dedicated members volunteer to help CLTO maintain a grassroots connection to its membership and the communities we serve.

Community Council members:

- ◆ Have a strong commitment to people with an intellectual disability and their families.
- ◆ Are collaborative, positive and dedicated to the principles of equity, diversity and inclusion.
- ◆ Work closely with our Community Engagement Coordinators to run popular programs like literacy and cooking, as well as parent and caregiver support groups.
- ◆ Meet once a month (except July and August) to plan events and activities based on the interests of their local membership, discuss advocacy issues, share updates on council-run programs, and more.
- ◆ Are registered members of Community Living Toronto .
- ◆ Keep CLTO's Board of Directors informed on advocacy issues important to our membership.

If you're interested in joining one of our Community Councils, email [contactus@cltoronto.ca](mailto:contactus@cltoronto.ca)



**It is a difficult time and anything I can do to support G to continue to be active, I most definitely will."**

— CLTO Staff, Individualized Passport Supports



**The Leap Into Literacy program is awesome and helps your skills and to focus... and taught me to never give up... it's a great and safe way to see people."**

— LK, Leap Into Literacy program participant



## We have over 1,100 Members!

CLTO members include people we support, self-advocates, family members, caregivers, allies, staff, donors, and volunteers.

Annual membership donations help fund community-based supports and services not covered by government funding.

For more information, to renew, or to become a member, visit [cltoronto.ca/membership](https://cltoronto.ca/membership)

# OUR IMPACT

We support over 4,000 people who have an intellectual disability, including children, youth and adults.



## SUPPORTED LIVING 2021-2022

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

### GROUP LIVING (ADULTS)

**274** people

### SUPPORTED INDEPENDENT LIVING

**178** people

### LIFESHARE

**21** people

### INDIVIDUALIZED SUPPORTS

**43** people

### STEP UP!

**2** people

### LIGHTS

**258**  
families supported

### TRYING-IT-ON-FOR-SIZE (TIFS)

**14** people

### SPECIALIZED RESOURCE HOMES

**17** people

Total number of people  
in supported living

**807**







**I'm so happy to have my daughter so well cared for in a Community Living home. Thank you."**

— CLTO Member & Parent

## COMMUNITY PARTICIPATION SUPPORTS & RESPITE

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

### COMMUNITY PARTICIPATION SUPPORTS

**1,351** people

### ADULT & CHILDREN'S RESPITE

**119** people

### FEE-FOR-SERVICE

**309** families

used MyCommunityHub to register for our fee-for-service programs, which includes Community Junction and Creative Village Studio.



**Community Living Toronto has helped me by encouraging me to live my dreams, if that was from working at the Rogers Centre or pursuing my dreams of going to college."**

— JL, person supported by our Community First – IOPEN program



## COMMUNITY PARTICIPATION SUPPORTS & RESPITE

### SHADOW LAKE CENTRE



29

Virtual camp guests



88

Shadow Lake  
Weekend & March  
Break Camp guests



169

Summer Camp guests

Total number of  
unique guests

286



### DID YOU KNOW?

Shadow Lake Centre is now an **accredited member of the Ontario Camps Association!**



## SPECIALIZED SERVICES

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



### PERSON-DIRECTED PLANNING

**424** people

### SPECIALIZED RESOURCE HOMES

**17** people

### ADULT PROTECTIVE SERVICES

**449** people

### EARLY CHILDHOOD SERVICES

**489** families

### FAMILY SUPPORT COORDINATION

**85** children

**243** adults

### INTERNAL CLINICAL SERVICES

Plus 45

**55** people

Dental

**97** people

Interdisciplinary  
Review Committee

**13** people

Behaviour Services

**103** people

Home Management

**87** people

“

Community Living changed our life. Thanks to [CLTO staff] Julie Battagliotti, my child received the help she needed and had a great start in life. Thank you!”

— CLTO Member & Parent



## ...AND MORE!!!

### INDIVIDUALIZED PASSPORT SUPPORTS

conducted  
**169**  
**Passport Consults**  
(134 internal\* and  
35 community)

completed  
**144**  
**Passport Intakes**  
(116 internal\* and  
28 community)

supported  
**368**  
**people with their  
Passport funding**  
(260 internal\* and  
108 community)

*\*"internal" refers to adults who are in a CLTO Supported Living program.*



### DID YOU KNOW?

From April 2021 to March 2022,  
we hosted **over 20 Friends and Family  
Webinars** – public online presentations  
from our leadership team!



S (left) and A (right) enjoying a friendly game of ping-pong



**It's lots of fun playing  
ping-pong and hockey with S."**

— A, person receiving Individualized Passport Supports



**I like playing ping-pong  
and hockey with A. It's lots  
of fun and A is my friend."**

— S, person receiving Individualized Passport Supports

“

**I like to let other people know it can be done, it may be hard but with help and support and taking your time, it can be done. Don't be a giver-upper!”**

— **D**, person receiving Individualized Passport Supports, speaking to their recent completion of courses



“

**It can be shown to others what they can do during Covid as we need to watch anxiety so what I am suggesting is that you do what makes you happy.”**

— **T**, person receiving Individualized Passport Supports, reflecting on their good grade



## EDUCATION CONSULTATION AND SUPPORTS

**255** moms

were supported through online groups

**54** families

were provided with 1:1 educational consultation support

**30**

**developmental sector staff**

were provided with educational rights advocacy support

## FRIENDLY CONNECTIONS

**177**

**new connections**

were made this year through the program



## DIGITAL PRODUCTS

Our digital products, developed with the Ministry of Children, Community and Social Services (MCCSS), people with an intellectual disability, families, and service providers, provide Ontarians with tools, information, and resources.

### CONNECTABILITY.CA

With

**45,400** page views

an average of

**17,500** people

visit our website every month!

The logo for ConnectABILITY.ca, featuring the word "Connect" in blue and "ABILITY.ca" in orange.

### MYCOMMUNITYHUB

**24,044**

customers and

**25**

service providers

use our platform for program registration!

The logo for MyCommunityHub, featuring a colorful flower icon and the text "MyCommunityHub" in blue and orange.

### MYDIRECTPLAN

**20,431**

Passport Total

Registrants and

**20,221**

Special Services




at Home (SSAH)

Total Registrants

use our app to manage their funding!

The logo for MyDirectPlan, featuring the text "MyDirectPlan" in orange, blue, and green.

## EMPLOYMENT SUPPORTS AT CLTO

-  Throughout the pandemic our Employment Supports remained open and our staff continued to support approximately 300 people as they navigated a challenging and changing landscape.
-  All individuals listed as “active” in our system were contacted during the pandemic to discuss any ongoing issues such as their comfort and willingness to continue working, virtual accommodations, unemployment options, use of the Canada Emergency Response Benefit (CERB) or Employment Insurance (EI), changes in wages and hours, job advancement, or employment retention.
-  Despite the ongoing restrictions and challenging employment landscape, we successfully placed 50 new people in the last fiscal year in new part-time and full-time employment positions.



# Program Spotlight: Employment Supports at CLTO

We provide employment supports for people transitioning from school and community to gainful employment. For the last ten years, we have been supporting a contract worker who has an intellectual disability at Celestica Canada. Our Employment Support team maintains regular communication with this person to discuss matters such as changing responsibilities, managing his hours and overtime, and planning for his future within Celestica.

Over the years, he has filled various roles across numerous departments at the company. As part of his employment, he recently had to complete his federal Controlled Goods Certificate, a designation that confirms that he can manage the confidential information involved in his work. Our Designated Security Officer conducted an oral test with this person, along with background checks, and gave the approval that he was well equipped to handle the challenges of this role.

Last year, the Human Resources team at Celestica reached out to us to discuss hiring this person as a full-time employee. We have spent the last 25+ years building a strong relationship with Celestica, and we support them as an employer with any inquiries they may have about the staff they hire from our Employment Supports program. Our team informally prepared both parties for the interview process and gave guidance on role and salary arrangements. After a review of his skill development and achievements, he was hired in April 2022 as a full-time employee with a great salary and full benefits. We can't wait to see him succeed in his new role!

For a complete list and descriptions of our supports and services, please visit [cltoronto.ca/supports-and-services/](https://cltoronto.ca/supports-and-services/)



## DID YOU KNOW?

We have **over 1,300 full and part-time staff.**

We employed **156 students** this year (including Shadow Lake Centre summer camp staff and Canada Summer Jobs staff).



# COMMITTED TO ANTI-RACISM & EQUITY, DIVERSITY AND INCLUSION



CLTO has made a Board-level commitment to Equity, Diversity and Inclusion (EDI), anti-Black racism, Indigenous reconciliation, and anti-racism in all its forms. To support this commitment, **Joe Persaud** is in a new role as Director, Equity, Diversity, and Inclusion. As well, Joe is Co-Chair of the Anti-Racism Committee, along with Co-Chair **Veriline Howe**, Support Worker III, in Supported Living.



**I'm proud of who I am and I'm proud that I'm part of an organization that takes all these efforts to allow these opportunities to take place!"**

— CLTO staff



Our Anti-Racism Committee was established in June 2019 to create accessible/safe spaces for marginalized perspectives and to consciously build inclusive and equitable practices. The Committee members from both CLTO and CUPE Local 2191 lead the important and necessary work of anti-racism and EDI within CLTO. By acknowledging the impacts of discrimination and implicit bias within our organization and ourselves, we aim to recommend and implement actions that lead to a more inclusive and equitable working environment for our staff.

Task teams within the Anti-Racism Committee are focusing on our policies and practices, talent & capability, and stakeholder communication & information sharing. This past year, we updated our Code of Conduct using an anti-racist and anti-oppressive lens. We identified gaps in our recruitment practices and staff training. We created webpages for the CLTO website celebrating Black History Month, Indigenous History Month, Pride Month and much more on our social media platforms.

Our task teams have engaged vendors for our foundational surveys, policy reviews, and future training needs. An Expression of Interest process recruited 25 new task team members to lend diverse perspectives to this work.

Our Co-Chair, Joe Persaud, also led the formation of an EDI Community of Practice with fifteen member organizations from the developmental services sector, colleges, and universities.

We know that becoming an increasingly equitable and inclusive work environment will be a marathon, not a sprint. Through the development and implementation of a strategic framework for anti-racism and EDI at CLTO, we aim to actively embed EDI principles and practices across all levels and functions of the organization. We will continue to work in collaboration with our staff and community members to foster a sense of belonging for everyone.



**I've worked for the Association for over 13 years, but it's only recently where I started feeling comfortable about being more transparent about my passions relating to EDI, and expressing my own lived experience."**

— CLTO staff



# FINANCIAL REPORT

FISCAL 2021-2022



Over the last year, Community Living Toronto (CLTO) has continued to support children, youth, and adults who have an intellectual disability in a fiscally sound way. Our focus remains on offering high quality, individualized, and community-based supports and services, while responsibly managing public and donated funds.

Total revenue for fiscal year 2021-22 was **\$106.2 million**. Approximately 80% 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 United Way of Greater Toronto**, our fundraising efforts, fee for service programs, entrepreneurial ventures, and a gain on the sale of capital assets. Our total expenses were **\$104.0 million**.

As we collectively worked to recover from an ongoing pandemic, funding provided by MCCSS was essential to keeping people safe and supported. This included **\$1.4 million** received through the **COVID-19 Residential Relief Fund** and **\$5.8 million** to provide **Temporary Wage Enhancements** to frontline staff. We are grateful to the Ministry for the many ways they ensured that we could keep our doors open.

In 2021-22, we received **\$1.2 million** through the **Canada Emergency Wage Subsidy**, a federal government program designed to help employers recover from the financial impacts of COVID-19. We used this subsidy to address expenditure increases in staffing, virtual programming, as well as Shadow Lake and other non-government funded programs.

**In 2021-22, CLTO completed the sale of a property on Simpson Avenue.** The proceeds from the sale, which total **\$1.8 million**, are being used to renovate and remodel our Sibley Avenue location, which will provide a new and improved environment for the people we support.

Community Living Toronto now offers CAAT DBplus defined benefit pension plan for all employees and provides 100% matching to pension contributions to their employees. As a DBplus member, CLTO employees are freed from the stress and risks of making investment decisions for their retirement saving plans. They will also enjoy the certainty of predictable and secure lifetime pension payments, plus other valuable retirement features, such as inflation adjustment, survivor benefits, flexible retirement options, and more.

Financial results for CLTO are prepared by our Finance Department staff, which are presented in accordance with the Chartered Professional Accounting Handbook. **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 upon request through the CLTO Executive Office at 20 Spadina Rd.

Emerging from the hardest times of the pandemic, we recognize that our staff are our most precious resource, and the people we support remain at the absolute core of our purpose. We are investing in our workforce, our community, and the places where people live, learn, work, and play. As we evolve in the coming years, we look forward to building and renovating spaces specifically designed for their needs. We will keep advocating for the people we support, our staff, and our entire sector for the support necessary for true community inclusion. In our upcoming 75<sup>th</sup> year, Community Living Toronto will reflect on the challenges and celebrate our successes with our eyes focused collectively on where we're heading.



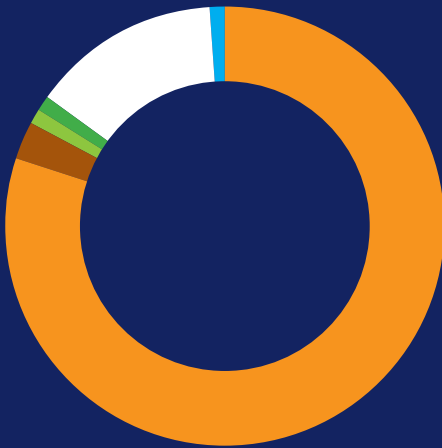
<b>FINANCIALS</b>	<b>2022</b>		<b>2021</b>	
Total Assets	51.0	M	49.9	M
Total Liabilities	26.0	M	27.1	M
Revenue	106.2	M	106.6	M
Total Expenses	104.0	M	101.5	M
Administrative cost on every dollar received	8.6%		7.5%	

<b>REVENUE</b>	<b>2022</b>		<b>2021</b>	
Ministry of Children, Community and Social Services	85.4	80%	85.1	80%
City of Toronto	3.0	3%	3.0	3%
United Way of Greater Toronto	0.9	1%	1.0	1%
Entrepreneurial ventures	0.9	1%	1.6	2%
User Fees, Recoveries, Amortization of Deferred contribution, Other	14.5	14%	15.9	14%
Gain on sale of capital assets	1.5	1%		
	106.2	100%	106.6	100%

<b>EXPENSES</b>	<b>2022</b>		<b>2021</b>	
Salaries and benefits	65.3	63%	65.5	65%
Purchased services	17.8	17%	15.3	15%
Occupancy costs	8.5	8%	8.2	8%
Supplies	9.5	9%	9.6	9%
Travel and transportation	1.0	1%	0.8	1%
Other program costs	1.9	2%	2.1	2%
	104.0	100%	101.5	100%
Excess (deficiency) of revenue over expenses	\$2.2		\$5.1	

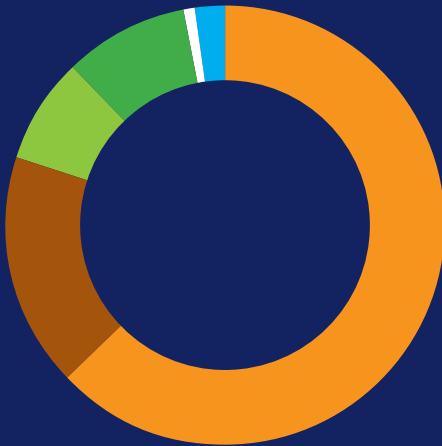
Approximately 1.0% of our annual organizational budget comes from fundraised dollars. In the 2021–22 fiscal year \$1.52 million was donated by individuals, corporations, foundations and service/religious organizations.

## 2021-22 Revenue Distribution



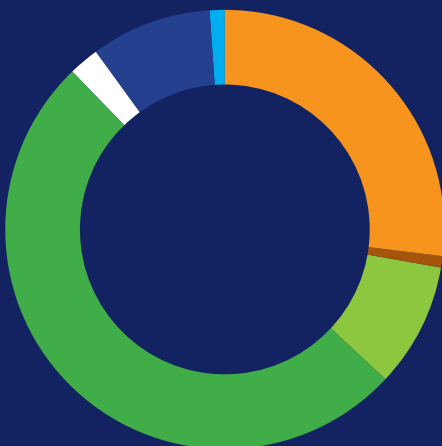
<span style="color: orange;">■</span>	Ministry of Children, Community and Social Services	80%
<span style="color: brown;">■</span>	City of Toronto	3%
<span style="color: lightgreen;">■</span>	United Way of Greater Toronto	1%
<span style="color: green;">■</span>	Entrepreneurial ventures	1%
<span style="color: white;">■</span>	User Fees, Recoveries, Amortization of Deferred contribution, Other	14%
<span style="color: blue;">■</span>	Gain on sale of capital assets	1%

## 2021-22 Expenses Distribution



<span style="color: orange;">■</span>	Salaries and benefits	63%
<span style="color: brown;">■</span>	Purchased services	17%
<span style="color: lightgreen;">■</span>	Occupancy costs	8%
<span style="color: green;">■</span>	Supplies	9%
<span style="color: white;">■</span>	Travel and transportation	1%
<span style="color: blue;">■</span>	Other program costs	2%

## 2021-22 Service Distribution



<span style="color: orange;">■</span>	Community Participation	27%
<span style="color: brown;">■</span>	Fundraising	1%
<span style="color: lightgreen;">■</span>	Specialized Resources	9%
<span style="color: green;">■</span>	Supported Living	51%
<span style="color: white;">■</span>	Other programs	2%
<span style="color: blue;">■</span>	Covid related	9%
<span style="color: blue;">■</span>	United Way	1%



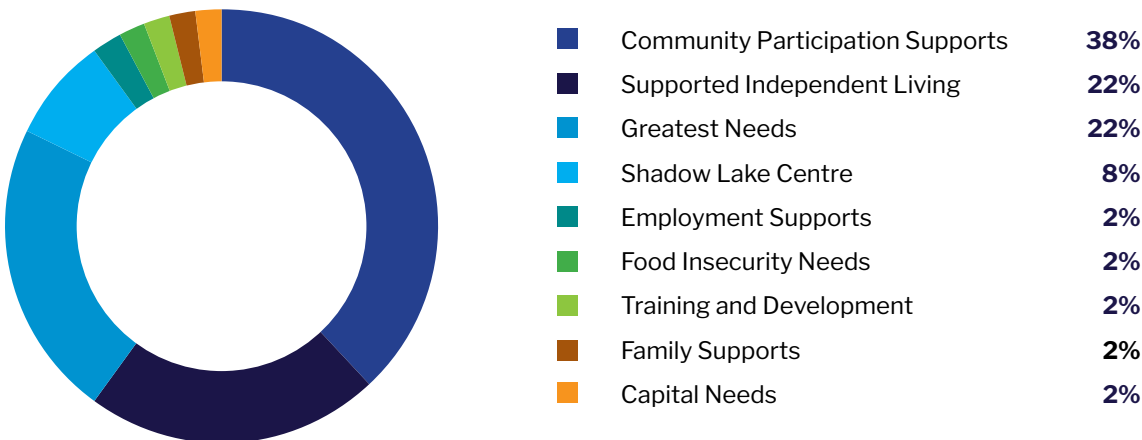
# FUNDRAISING REPORT



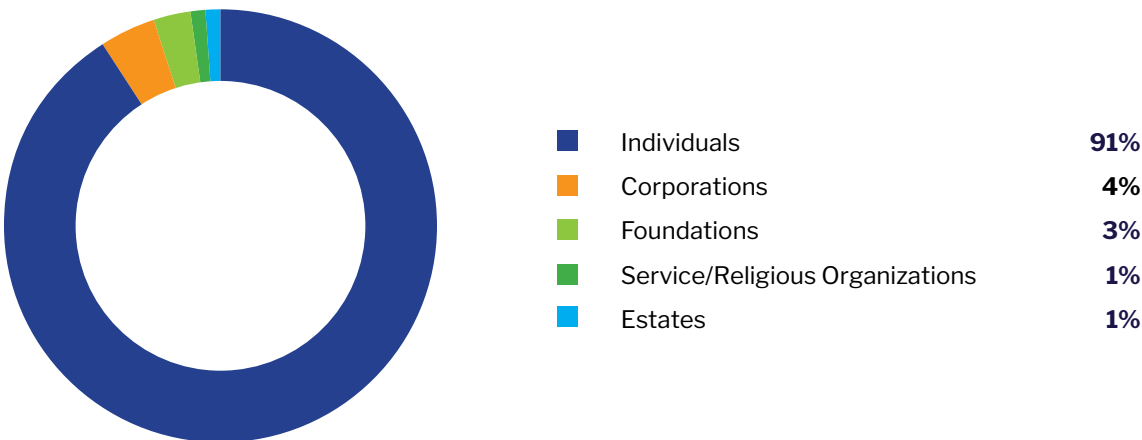
## Accountable to You



## Areas of Support



## Who Our Donors Are



# PROGRAM SPOTLIGHT: FRIENDLY CONNECTIONS



For most people, the idea of public speaking comes high on the list of fears, but not so for 22-year-old Taba Tahir.

“I love talking,” Taba says. “I love talking about how you can live life in a wheelchair—in a positive way. I have given 21 speeches, but it’s amazing—I used to be the shyest person ever.”

When the pandemic hit in early 2020, Taba, a Milton-resident with cerebral palsy, suddenly found herself, like most of the world, isolated.

CLTO staff Jen Devenish explains, “Many of our programs had to close, and for the people we support, that was a huge part of their life. The pandemic just took their routine right out the window.”

Based on feedback from the people we support and their families, we developed a new program that would help us stay connected.

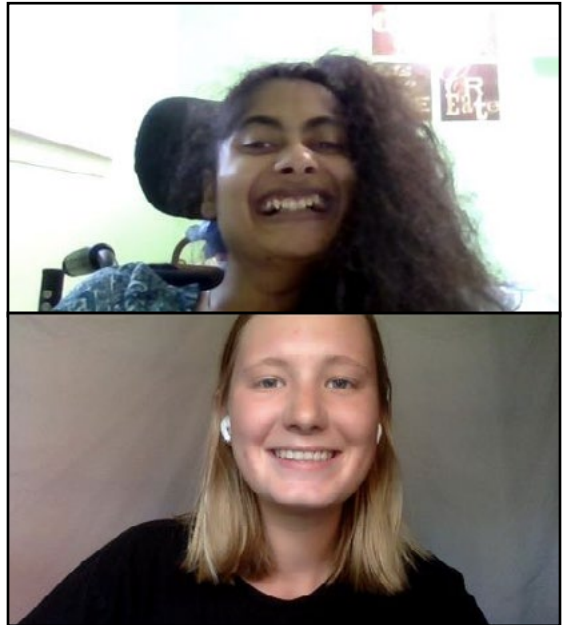
“Friendly Connections was created to add something positive to everybody’s days, whether that’s mail, messenger chats, a phone call, or a video call,” Jen, the program’s Lead Coordinator, says.

**FriendlyConnections**



## DID YOU KNOW?

**165 CLTO volunteers** put in  
**5,099 hours** this year!



Since it launched in June 2020, the program has facilitated 1,900 connections, with Taba among them.

“It’s been a great experience,” Taba says. “It helped me think about positive things.”

We’re proud of the joy and optimism that Friendly Connections brings to our community. None of it would’ve been possible without the support of our donors and volunteers. From weekly phone calls with people looking to connect, to the purchase of thousands of activity sheets, your valuable time and generous donations helped make Friendly Connections possible. Thank you!

Want to help us connect with more people like Taba?

Donate online at [cltoronto.ca](https://cltoronto.ca)  
or contact Sylvie Labrosse, Manager  
of Fundraising at [647.588.9465](tel:647.588.9465)  
or [sylvie.labrosse@cltoronto.ca](mailto:sylvie.labrosse@cltoronto.ca).

# ADVOCACY AT CLTO



**In the year driven by October's Federal election and leading up to the Provincial election, we met with members of the Provincial and Federal government to talk about our advocacy priorities.**

When talking to the provincial government, our top priority was wage enhancement for developmental service workers – making permanent the \$3 per hour pandemic pay. In late April, we secured this wage enhancement thanks to the dedicated efforts of our organization, and other agencies in our sector. This major advocacy win acknowledges the unfailing commitment of developmental services staff by permanently improving wages for tens of thousands of people.

We worked hard to make sure that the housing needs of our population were on the agenda with our provincial government. We will continue advocating for affordable housing and for 10% of the National Housing Strategy funds to be dedicated to the people we support. This includes building new units and repairing existing ones, while providing supports for people living in these spaces. Accessible and affordable housing is of critical importance for people with developmental disabilities to keep them healthy while allowing them to live safe, fulfilling lives in a supported environment.

COVID-19 laid bare the fact that people with developmental disabilities need to be prioritized in the health care system and included in discussions across all provincial Ministries. To improve health outcomes for people with developmental disabilities, we advocated for better representation at decision making tables in the health care system. Our work resulted in the DS sector having priority access to COVID-19 vaccines and clinics, and emphasized our sector's needs to the public and other government Ministries, such as Health and Long-Term Care.



**Our parents instilled values of helping and serving others. We've been blessed in life and it's the right thing to do."**

— CLTO Volunteer

# Introducing the CLTO Influencers!

CLTO Influencers is a new and exciting awareness and advocacy initiative co-designed with people with lived experiences. This group is made up of people who have a developmental disability and lots of abilities who are using social media as a platform to spread their message of inclusion, creating respectful communities, supporting people's rights and choices, educating the public about the abilities of those with a developmental disability and their communities, and about CLTO as an organization.

With the goal of raising awareness and creating positive change in our communities, CLTO Influencers will focus on issues they are passionate about, including: healthcare and accessibility, anti-bullying, wellness, 2SLGBTQ+ topics, creativity, and more!

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Don't forget to follow the CLTO Influencers on social media! [@cltoinfluencers](https://www.instagram.com/cltoinfluencers)



# PROJECT CONNECT

A team of CLTO staff are helping develop a customized digital platform, using Dynamics 365 (D365), that will automate processes in our day-to-day work, connect information and systems across the organization, and enable us to deliver consistent, high-quality supports and services. D365 will allow us to focus on what matters most – the people we support.

PROJECT  
**CONNECT**



**The person I support is talented, adaptable, and funny. My favourite memory was when they showed me ALL of their artwork. It was so beautiful!”**

— CLTO Volunteer, talking about the people we support



## DID YOU KNOW?

CLTO is turning **75** in 2023!

Follow us on social media for all kinds of ways to celebrate with us!





# OUR AMAZING TEAM



Our new staff recognition program offered CLTO staff a platform to recognize their colleagues for the incredible work they do – work that might otherwise go unseen.

Since launching in September 2021, almost 300 staff have been nominated by their colleagues through this program! Here are just a few of the lovely submissions.



“

**Joy is a reliable, hard-working staff member who is always willing to step up and assist with anything that is needed. She has strong relationships with the people we support and is flexible and caring with them. Thank you for your tireless efforts! We really appreciate you.**

“

**Connie is always coming up with innovative ways to solve issues and engaging activities. She never hesitates to offer ideas and “think outside the box”!**



“

**Warren-Lee is a mentor to everyone working at Greenwood. He has gone above and beyond and is truly committed to the people he supports. Warren-Lee is always encouraging those around him to reach for their goals and to move forward in their careers at CLTO. It’s wonderful to work with him and his dedication does not go unnoticed. Thank you, Lee.**







**Angela is new to CLTO and has proven to be an energetic and thoughtful staff. She always promotes rights-based choices to tailor daily programs based on the likes and interests of the people we support.**



**Abdul has demonstrated amazing leadership, commitment, and resilience in the short time he's been a Program Supervisor. His attention to detail and ability to get things done has not gone unnoticed. I'd like to thank Abdul for the time and effort he puts into everything he does!**



**John is a vital member of our team at Adult Protective Services as one of our intake coordinators. He went above and beyond during the pandemic by devising creative and innovative ways to help people on waitlists to access important information and supports during this difficult time.**



## Senior Leadership

### Brad Saunders

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### Betty Yam

Chief Financial Officer  
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### Malcolm Bernstein

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## Board of Directors

**Susan Silma**, Board Chair

**Valérie Picher**, Vice Chair

**Susan McCloy**, Treasurer

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**Michael Douglas**

**Emory Gilbert**

**Edward Lau**

**Laura Collings Parsonson**

**Nelson Raposo**

## JOIN US!

### 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.

### Volunteer

Share your time and skills to create stronger communities!

### Join our team

Check out the great opportunities posted on our website.

### Become a member

Advocate, support and enable our vision by supporting the rights and choices of people with an intellectual disability.

## CONTACT US

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