



Supporting Rights and Choices

of People with an Intellectual Disability





OUR MISSION

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



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

Our vision is driven by **our core values**.

InclusionChoiceDiversity

EQUITY, DIVERSITY AND INCLUSION STATEMENT

Community Living Toronto aspires to 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 individuals served. This will be achieved through an intentional and respectful focus on, and recognition of, everyone's unique qualities and attributes and creation of inclusive environments where all individuals 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 Indigenous 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 will work to ensure that the concepts of equity, diversity and inclusion are understood and barriers are eliminated, so that the EDI (equity, diversity, and inclusion) culture is reflected and celebrated throughout the organization.

DEFINITIONS

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 arises before adulthood and usually lasts throughout life.

Equity refers to the fair and equitable treatment of all people, while recognizing that people have different needs. Equity is in the design of our systems and processes, and it helps to uphold diversity and inclusion-related goals and actions. Equity is the process; equality is the result.

Diversity is a concept that includes physical and other characteristics that distinguish one person from another. These include, but are not limited to: gender, race, ethnicity, physical or intellectual ability, age, culture, ancestry, place of origin, citizenship, religious beliefs, family and marital status, learning styles, sexual orientation, gender identity, socio-economic status, social perspectives, values and beliefs.

Inclusion speaks to the extent to which individuals and groups value, respect and embrace differences in knowledge, preferences and perspectives. An inclusive environment fosters respect for individuals, values them for who they are, and generates a level of supportive energy and commitment so that individuals have the opportunity to contribute, thrive and meet their full potential.



CAREERS AT COMMUNITY LIVING TORONTO

Come join us and be a part of an organization that envisions a society where everyone belongs and everyone is valued.

Our team provides services and supports in the following areas and there's so much more:

- Community Supports: Behavioral Services, Early Childhood, FamilyLink and Home Management
- Community Participation Supports and Respite: Individualized Passport Supports, Youth to Work, Adult Development Program, Employment Supports and Community First
- Residential Services: Specialized Resource Homes, Group Living, Supported Independent Living, Step Up and Individualized Supports
- Fee for Service: Community Junction, Shadow Lake Centre, TIFS Toronto and Creative Village Studio

Why join our team?

- Make a difference in the lives of people with an intellectual disability
- Leading edge within the developmental services sector
- Progressive change strategy
- Learning and development opportunities

We value integrity in what we do! It's a career that matters!

Join our team of:

- Support Workers
- Support Workers Treatment
- Behaviour Consultants
- Individualized Support Workers
- Program Managers and Supervisors
- Project Management, Information Systems and Technology, Human Resources, Communications, Learning and Development, Finance and more.

For current opportunities, please visit our website at: cltoronto.ca/careers

- Career advancement
- Comprehensive benefits package
- Opportunities for new graduates and student placements
- Remote work and flexible work options

OUR MEMBERSHIPS

Community Living Toronto is one of over 300 agencies in Ontario supporting people with an intellectual disability. We believe that by partnering together, we can increase opportunities for people and their families. Some of our memberships include:

- United Way of Greater Toronto
- Ontario Agencies Supporting Individuals with Special Needs (OASIS)
- Community Living Ontario
- Canadian Association for Community Living (CACL)
- Provincial Network on Developmental Disabilities
- Imagine Canada
- Toronto Developmental Services Alliance (TDSA)
- Ontario Association on Developmental Disabilities (OADD)
- American Association on Intellectual and Developmental Disabilities (AAIDD)
- Toronto Board of Trade
- Ontario Camps Association
- Ontario Non-Profit Network

OUR ORGANIZATIONAL STRUCTURE

Community Living Toronto has over 80 locations across Toronto that provide supports to people with an intellectual disability and their families. We have four main community offices located in Central Toronto, Etobicoke/York, Scarborough, and North York. Our work takes place in neighbourhoods and communities across the Greater Toronto Area in order to keep our grassroots connections and enhance our community partnerships in the areas in which we operate, and where the people we support live. All of our business and corporate services operate out of our central office location at 20 Spadina Road and/or remotely.

We also have an active fundraising department that solicits corporate support and sponsorship, seeks grants from family and corporate foundations and through events and other fundraising initiatives.

Contact us on how you can help: fundraising@cltoronto.ca



MILESTONES

A SNAPSHOT



2013

Enhanced clinical capacity through partnerships with Special Needs Team & Surrey Place Centre



2011

Community Junction opened

2010 MCSS provided funding for LIGHTS 3 per diem children's

residences opened

2009 Creative Village Studio opened

2006 Individualized

Passport Supports began

2014

STEPS to Independence created

2015

TIFS Toronto, Friendly Housemates & STEP Up programs launched

2016 Community First initiative launched



2019 New Fosters Clubhouse and east-end Fosters Connections opened

2018

COMMUNITY LIVING

Adoption of the provincial Community Living logo



2017 Travel Training Pilot launched



Community Office in Etobicoke moved to new location, 102 Advance Road. **2021** Launch of Organizational Redesign

2021 Diversity, Equity, and Inclusion role is created

OUR HISTORY

In 1948 Victoria Glover wrote a letter to the Toronto Star calling on the public to find alternatives to sending people with intellectual disabilities, like her 7-year-old grandson, away to live in institutions.

From this letter people gathered at the Carleton Street United Church and founded the Parents Council for Retarded Children, now known as Community Living Toronto. Since 1948, we've gone through many name changes, an important one being in 1987 when we adopted the 'Metro Toronto Association for Community Living.'

This was part of a national movement and embedded our mission of 'community living' for people with an intellectual disability into our name. In 2002 we changed our name to Community Living Toronto.

PEOPLE RECEIVING SERVICE

THE FOLLOWING STATISTICS ARE CURRENT FROM APRIL 1, 2021 – MARCH 31, 2022

SUPPORTED LIVING

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

GROUP LIVING (ADULTS)

274 people

21 people

STEP UP!

2 people

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

14 people

SUPPORTED INDEPENDENT LIVING

178 people

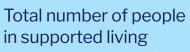
INDIVIDUALIZED SUPPORTS

43_{people}

LIGHTS 258 families supported

SPECIALIZED RESOURCE HOMES

17_{people}



807



COMMUNITY PARTICIPATION SUPPORTS & RESPITE

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







FEE-FOR-SERVICE 309 families

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

SHADOW LAKE CENTRE







Summer Camp guests





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
- Learly 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

...AND MORE!!!

LINDIVIDUALIZED PASSPORT SUPPORTS

169 Passport Consults

144 Passport Intakes

368 people with their Passport funding



EDUCATION CONSULTATION AND SUPPORTS 255 moms

supported through online groups

54 families provided with 1:1 educational consultation support

30 developmental sector staff

provided with educational rights advocacy support

FRIENDLY CONNECTIONS 177 new connections made this year



EMPLOYMENT SUPPORTS

- 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, in the 2021–2022, fiscal year we successfully placed 50 new people in new part-time and full-time employment positions.



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.

MyDirectPlan ConnectABILITY.co MyCommunityHub 20,431 With **Passport Total** 45,400 24,044 **Registrants and** customers and page views 20.221 25 an average of **Special Services** service providers 17,500 people at Home (SSAH) use our platform for **Total Registrants** visit our website every month! program registration! use our app to manage their funding!

OTHER STATISTICS

8 156 Students Employed

8 190 Volunteers

8 1,132 Members



Full time and Part time Staff These numbers are current from April 1, 2021 to March 31, 2022. This information has been taken from our 2021–2022 Annual Report.

Download our 2021–2022 Annual Report!



SERVICES AND SUPPORTS

From our earliest days as an organization, we've focused on being an innovative leader in creating supports and services for people with an intellectual disability and their families. Our staff have developed opportunities for belonging and inclusion that have signaled and guided our strategic direction; their commitment and compassion for people supported by Community Living Toronto has created a culture of collaboration, community and real choice.

Our services are person-directed and help develop natural networks within the community that encourage independence and personal achievement. We support people of all ages, and our services are organized into three main streams: specialized services, community participation supports and respite, and supported living.

SUPPORTED LIVING

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

† GROUP LIVING

In our Group Living programs, adults with an intellectual disability typically live together in a variety of situations, including suburban and urban settings, and apartments and detached homes.

Person-directed plans are the foundation of the type of support and housing provided by CLTO and are reviewed at least once annually.

CLTO provides varying levels of support to meet the needs of the people who live in each home.

Access to group living starts with contacting Developmental Services Ontario (the DSO). We recommend that families contact the DSO to begin the assessment process at age 16.

SUPPORTED INDEPENDENT LIVING (SIL)

People live independently in their own apartments and cooperatives throughout the city.

They may need assistance developing skills in the areas of self-care, household management, budgeting and accessing community resources.

Staff support people in our SIL program with a variety of activities, providing approximately six hours of support each week.

† LIFESHARE

"A place in your heart, a place in your home." Adults are matched with a family or individual who provides room and board, support and life skills training in their own home.

Access to LifeShare (host family program) starts with contacting the DSO. We recommend that families contact the DSO to begin the assessment process at age 16.

† INDIVIDUALIZED SUPPORTS

Community Living Toronto (CLTO) offers a range of supported living options for families who have individualized funding and are looking for a customized option that will best suit their needs and goals while fostering growth and independence.

To learn more about individualized supports at CLTO, please contact Information and Membership at **647-426-3220** or **contactus@cltoronto.ca**.

† STEP UP

In collaboration with COTA Health, STEP UP provides supportive living services to youth as they transition to adult services.

Youth have the opportunity to participate in a full-time (up to 3 years), live-in, innovative skill building program that teaches them about living independently.

Participants of this program are referred directly to CLTO by COTA Health.



† LIGHTS

A unique partnership between families, Community Living Toronto, government and philanthropists, LIGHTS helps families network, develop, plan, and create an independent living arrangement outside the family home, helping the individual to live with autonomy and reach their full potential.

To learn more about LIGHTS visit: **lights.to**

† SPECIALIZED RESOURCE HOMES

We have specialized resource homes for both adults and children who have a diagnosis of Autism Spectrum Disorder and present with unique and complex needs.

Click here or call 647-426-3220 for more information about CLTO's Specialized Resource Homes.



COMMUNITY PARTICIPATION SUPPORTS AND RESPITE

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

COMMUNITY PARTICIPATION SUPPORTS

Our community participation supports are person-directed, which means the activities you do are aligned with your goals and interests.

You might want to develop work-related skills, spend time volunteering at a local non-profit, or engage in social and recreational activities like drama, swimming, music therapy, crafts or going to the movies.

Some people might be interested in literacy and money management, while others would like to develop their personal care or communication skills.

Our community participation supports are for adults (18+) who are fully vaccinated against COVID-19. Our staff provide support based on each person's need.

V ADULT AND CHILDREN'S RESPITE

Community Living Toronto offers various flexible short-term care and supports outside of the home, that can be provided for a few hours, a few days, or up to a week to meet the needs of children (age 2–17) and adults (age 18+) with an intellectual disability and/or autism spectrum disorder (ASD) who live in the community with a parent or caregiver. Specialized respite supports are also offered to children with autism and people who are deaf or hard of hearing.

For information about other respite programs in your neighbourhood, visit **respiteservices.com**.

COMMUNITY JUNCTION

Provides community-based, fee-for-service activities for people with all abilities and their families in Toronto's Junction neighbourhood. Each session, a roster of activities led by community instructors provides social, recreational and learning opportunities.

Location: 2934 Dundas Street West Phone number: 647-729-1153 Email: communityjunction@ cltoronto.ca

V CREATIVE VILLAGE STUDIO

An art studio in the heart of Islington Village, running classes in painting, sculpture, photography, knitting, choir, journaling-scrapbooking, card making, and music for people with an intellectual disability and the broader community. Our vision is to provide a supportive space for artists with varying abilities to enrich their lives through creative expression.

Location: 4895 Dundas Street West, Etobicoke Phone number: **647-351-4362** Email: **cvs@cltoronto.ca**

Y SHADOW LAKE CENTRE

Owned and operated by Community Living Toronto since 1965, Shadow Lake Centre offers a year-round facility that provides those with special needs a chance to experience the magic of camp, as well as off-season rental facilities for community groups.

The summer camp is self-directed, meaning guests choose the activities they participate in. Parents and caregivers can have peace of mind that their camper will have an adventure all their own. Our enthusiastic staff are dedicated to making the campers' experiences one they will never forget.

Learn more: shadowlakecentre.ca

V DISCOVERMYROUTE

Developed in partnership with five other non-profits and the TTC, DiscoverMyRoute is a program that teaches people with an intellectual disability how to use public transit independently. Alongside in-class sessions and personalized one-to-one route training with an instructor, DiscoverMyRoute offers students free access to its app, which features route planning, "get off" notifications and more! Visit **discovermyroute.com**.

GOODERHAM DEVELOPMENTAL CENTRE

Services offered at CLTO's Gooderham Developmental Centre include developing personal care, communication, sensory awareness, and educational/ cognitive skills for people with higher and profound support needs. Provides community-based activities such as swimming, shopping, movies, etc. People also volunteer with community-based programs (e.g., Meals on Wheels, churches, day care, etc.)

V IOPEN

The Individualized On-campus Postsecondary Experience Network (IOPEN) is a partnership with Centennial College that supports people with an intellectual disability who want to experience college and explore their post-secondary options. Students take one General Education elective class per semester and can work towards a four credit stackable credentials certificate. College course fees apply.

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

TIFS is a fee-for-service program that helps people with an intellectual disability develop skills and gain experience living independently. Participants complete a series of short-term stays in an apartment where they are supported to develop independent living, confidence and decision-making skills.

Participating in TIFS Toronto is a one-year commitment and is an eligible Passport expense.

SPECIALIZED SERVICES

PERSON-DIRECTED PLANNING

Person-directed planning is time spent with an individual to listen to their future dreams and goals, which are documented together with direct supports and services to be provided by Community Living Toronto.

Person-directed plans are an opportunity for the people we support to express what is most important in their life. Plans explore dreams and aspirations and then identify the supports, services and resources needed to achieve them.

Plans are wholistic, person-centered and ongoing. They celebrate individual rights, diversity, relationships and inclusion.

SPECIALIZED RESOURCE HOMES

Specialized Resource Homes are a group of supported living programs for both adults and children who have a diagnosis of Autism Spectrum Disorder and present with unique and complex needs.

This service uses a biopsychosocial approach within a behaviour analytic framework with the aim to reduce challenging behaviours, increase daily living skills, and build capacity for community integration.

Access to this program is through a referral from one of our community partner agencies. Children are referred to us by Lumenus Community Services and adults are referred by Developmental Services Ontario. To learn more about TIFS, please contact Information and Membership at **647-426-3220** or **contactus@cltoronto.ca**.

FOSTER'S CLUBHOUSE

Foster's Clubhouse is a social club for individuals supported by Community Living Toronto. Participants enjoy group discussions and a variety of activities including video games, pool playing and movie watching. The clubhouse also offers a snack bar and barbeque for participants and kids.

Location: 20 Spadina Road.

YOUTH 2 WORK

In the Youth 2 Work program, CLTO partners with local high schools and other community allies to help individuals make a successful transition from school to a rewarding, meaningful and productive life in the community.





FAMILY SUPPORT COORDINATION

Family Support Coordinators provide goal-oriented supports and services to people with an intellectual disability who live with their families or in Long Term Care facilities who are not able to self-advocate.

Using a "community of practice" approach, Family Support Coordinators work in partnership with the individuals and their families, promoting best practices around inclusion, coordinating access to supports and services, and advocating on their behalf.

Access for adult services is through the DSO.

O ADULT PROTECTIVE SERVICES

Adult Protective Services Workers deliver support and case management for adults (18+) with an intellectual disability who live on their own in the community. APSWs identify and facilitate access to community supports as well as government-funded services such as the Ontario Disability Support Program, Passport Program and Legal Aid. The goal is to improve overall quality of life, by supporting independence, stability, and social inclusion.

You need a DSO referral to access this service. An assessment will be completed to determine whether you are eligible.

For more information about CLTO's Adult Protective Services, please call **647-725-1359** (male referrals) or **647-725-1360** (female referrals).

CHILDHOOD SERVICES

Early Childhood Consultants provide support for children with a wide range of needs between the ages of 0–12 years within childcare settings. They promote inclusive practices, skill development, and capacity-building of Registered Early Childhood Educators, ensuring that every child can fully participate in the programs and has a positive sense of self and belonging.



INTERNAL CLINICAL SERVICES

Clinical services are available to all people supported by CLTO. An interdisciplinary team specializing in health, behavioural, social work and transitional services works collaboratively with CLTO staff to review referrals, develop plans and implement as needed.

Health and Wellness: CLTO's health team offers health and medication assessments for the people we support. Additional services are the Plus45 Clinic, for people over 40, and COMDH Dental Services, which provides in-home dental services to people in the CLTO community.

Interdisciplinary Review Committee: The IRC provides oversight of our clinical services, ensuring we operate in accordance with best practice, relevant legislation, and program guidelines. The committee includes a psychiatrist, a psychologist, a social worker, a registered nurse, a pharmacist and behaviour analysts.

Behaviour Services: Behaviour analytic services are available to individuals in service at CLTO, including functional behaviour assessment, functional analysis, data collection and staff training. The service aims to promote adaptive skills and reduce challenging behaviours. Social Work: Our social workers provide person-centred mental health services ranging from individual counselling to clinical assessment and treatment development.

Home Management: In-home behavioural and skill building consultation helps families of a child with an intellectual disability aged 5 and up, and living at home. Staff collaborate with the family and other professionals to plan for services and may assist in training and orienting in-home support staff.

Internal Clinical Services are for people already supported by CLTO. If you are interested in this service, please contact your CLTO staff member. They can complete a referral for you.

...AND MORE!

INDIVIDUALIZED PASSPORT SUPPORTS

Passport is a Ministry of Children, Community and Social Services (MCCSS) program that provides funding to adults (18+) with a developmental disability to participate in their communities and to provide caregiver respite services.

Individuals and families may receive funding directly and make their own arrangements to purchase supports and services, or access services through another community-based organization.

Supports look different for everyone but might include researching social, cultural, recreational or athletic community engagement opportunities, registering for a program, class or activity, or purchasing tickets for an event or supplies for an activity.

EDUCATION CONSULTATION AND SUPPORTS

We provide free consultation and support for children and youth (up to age 21) with special education needs who are experiencing difficulties at any school, public or private, within the GTA. Our approach is family-driven and tailored to each unique situation.

SPINCLUSION

Designed for children and youth, Spinclusion is an interactive game that encourages welcoming and inclusive approaches. This game helps children and youth to recognize and celebrate people's differences. Our team can visit the classroom to facilitate this game. Visit **spinclusion.ca**.

PARENT SHARE AND MOMS SUPPORTING MOMS

CLTO hosts a variety of parent support groups throughout the year, giving parents of children with intellectual disabilities a chance to socialize, share stories and connect with others who truly understand. Most parent groups meet weekly in a social environment.

FRIENDLY CONNECTIONS

Friendly Connections is an interactive social service run by ConnectABILITY for individuals of all ages with intellectual and/or developmental disabilities. Its goal is to reduce social isolation and improve well-being through phone calls, video calls, email, messenger chats and good old-fashioned mail including letters, postcards, colouring sheets, activity sheets, stickers and other fun goodies! Visit **connectability.ca/friendly-connections/**.



EMPLOYMENT SUPPORTS

CLTO provides employment supports for people transitioning from school and community to gainful employment. Our holistic approach includes intake assessments, job development, employer engagement, job coaching, job advancement and retention supports.

We are an Ontario Disability Support Program employment supports service provider and can help you apply for those supports. We also offer employment assistance to people who are not on ODSP.

Partnerships with **Kyndryl** (formerly IBM) and **Sunrise Janitorial Services** allow CLTO employees with intellectual disabilities to work independently and within a team, developing specialized skills and valuable work experience.

PROJECT SEARCH TORONTO

Project Search is a partnership between Community Living Toronto, Ontario Disability Employment Network, Holland Bloorview Kids Hospital, United Way Greater Toronto, and the Toronto District School Board. It supports youth with an intellectual disability or autism in their last year of high school through an intensive co-op program to aid in their transition to work/community activities. Visit **projectsearchtoronto.ca**.



DIGITAL PRODUCTS

CONNECTABILITY.CA

ConnectABILITY.ca is an accessible virtual community that provides a learning and support environment for people with an intellectual disability, their families and their support networks. It delivers new, creative and effective models of support and intervention to complement the staff-mediated support that remains a cornerstone of CLTO's mission. Visit **connectABILITY.ca**.

MYCOMMUNITYHUB

MyCommunityHub is an online registration platform for programs and services offered by Developmental and Autism Service Providers and their partners across Ontario. Visit **mycommunityhub.ca**.

MYDIRECTPLAN

MyDirectPlan is an electronic method for submitting Passport and SSAH expenses where users can track the status of their expenses, manage support worker expenses, and view their total and remaining funds. Visit **mydirectplan.com**.

FAMILY LINK

FamilyLink is a parent directed support group for parents and caregivers of children with an Intellectual Disability. Each member can pose questions, vet concerns and share through this program. We are here for sharing, support and friendship. This is a support group run off Facebook Groups. Search "FamilyLink Toronto" on Facebook and then request to join!

MYJOBMATCH.CA

Find more jobs Faster with MyJobMatch! Built to help job developers who support people with intellectual and developmental disabilities, MyJobMatch helps you find, match and secure more job opportunities! Visit **myjobmatch.ca**.

For any other information or to learn more about how our supports and services might best meet your needs, please contact us at **<u>647-426-3220</u>** or **contactus@cltoronto.ca**.

WHERE TO FIND US!

COMMUNITY OFFICES

CENTRAL 20 Spadina Road Toronto ON M5R 2S7

ETOBICOKE/YORK 65 The East Mall Etobicoke ON M8Z 5W3

NORTH YORK 1122 Finch Avenue West, Unit 18, Toronto ON M3J 2J5

SCARBOROUGH 1712 Ellesmere Road Scarborough ON M1H 2V5

INFORMATION & MEMBERSHIP 647-426-3220

CORPORATE SERVICES 416-968-0650

RESPITE CHOICES cps@cltoronto.ca



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Ontario 😵

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