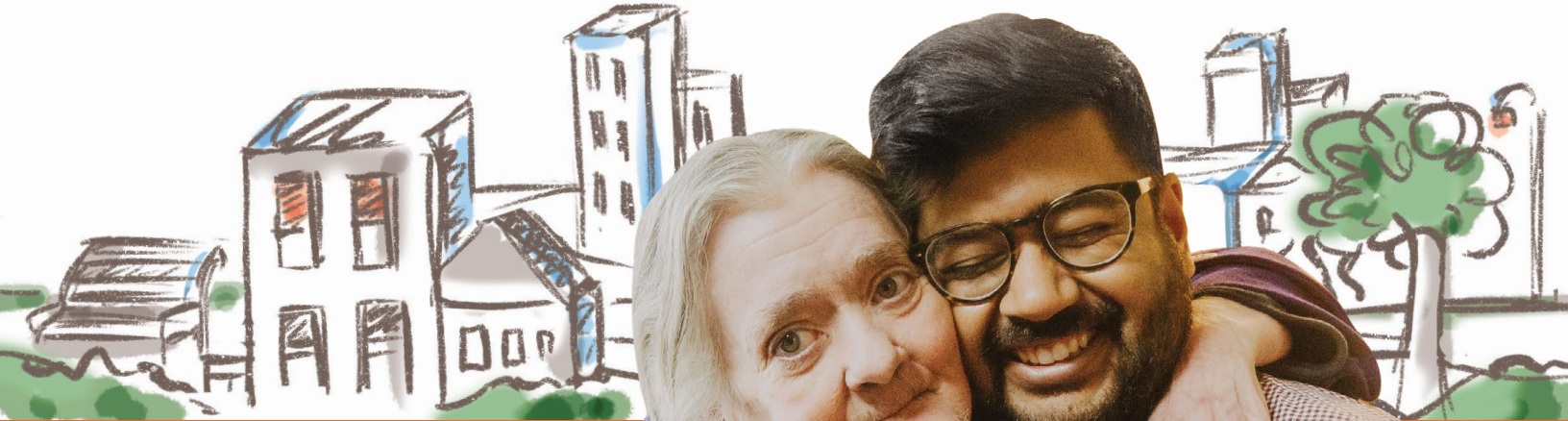


LOFT



# BE OUR BEST

Report to the Community 2019–2020

# TAKING A LEAP OF FAITH TOGETHER

LOFT is as much our name as it is our way of doing things: Every day and with every client, we take a *Leap of Faith Together* in the belief that everyone deserves a dignified life. It's about taking risks, responding to needs, offering support and hope in the face of complex challenges and, ultimately, building better lives.



Board Retreat at our Pine Villa location

## Board of Directors

James Anok, *Chair*  
Michelle Henry, *Vice Chair*  
Richard Falconer, *Treasurer*  
Carrie Hayward, *Secretary*

Frances Abela-Dimech  
Raju Bains  
Matthew Flynn  
Ted Reeser  
Katherine Roos  
Sandra Mierdel  
Mary Jo Smith

## Going where the need is greatest. Serving in a non-judgmental way.

For more than 65 years, we have offered help and supportive housing to those most in need among our community: Those living with complex mental health issues, addictions and cognitive and physical challenges. We are the largest organization of our kind in Ontario, assisting thousands of clients in Toronto, York Region and South Simcoe County through powerful partnerships with community organizations and outreach programs.

## Striving to be the best at what we do.

Through innovation, investment, expertise and collaboration, we adapt to meet the changing needs of our diverse community, helping our clients reconnect with their self-worth and re-enter their communities in a meaningful way.

# LOFT



# Striving to Be Our Best

## A Message from the Board Chair and CEO

LOFT has long known that taking smart risks is the best way to learn and grow. Pushing boundaries – whether it's leading a pilot project or building innovative new support models – makes us better at what we do. That's why we took a big risk in 2016 when we launched a bold strategic plan and kicked off an exciting expansion process that would see us grow in size, scope and reach.

Now, as the final year of that plan draws to a close, we're excited to see our third and final strategic goal – Be Our Best – come to life through many recent successes. Here are just a few:

- We're helping to **end hallway medicine** by thoughtfully transitioning thousands of patients with complex needs out of hospital, safeguarding their dignity while saving millions in health care dollars
- Our impact is expanding thanks to **powerful partnerships**. Some are new, like the ones with Sunnybrook Health Sciences Centre and the Registered Nurses Association of Ontario (RNAO), through our work with Ontario Health Teams. Others are long-standing, like the one with our friends at Toronto Community Housing
- We were honoured to receive the **Ontario Non-Profit Housing Association's (ONPHA) Award of Excellence** for our Bradford House location, while a tenant at our Mental Health and Justice program was given the **2019 Tenant Achievement award**

- The three, evidence-based **Youth Wellness Hubs** are critical rapid-access points for young people – often homeless or precariously housed – who are struggling with complex issues

We'll use the momentum we've gained from these accomplishments to keep moving forward, starting with the next step in our progression: The launch of a new strategic plan that will guide us into 2025.

To our donors, clients, supporters, partners, volunteers, board members and tireless staff, thank you for always helping us be our best. None of our successes would be possible without you and your on-going pledge to empower our work. Now, as we move forward in this new and challenging COVID-19 environment, we hope you will recommit to taking this extraordinary Leap of Faith Together.



**James Anok, Board Chair**



**Heather McDonald, CEO**



# Our Team Builds Community

Our staff, Board of Directors and volunteers are our engine and our core – our work would not be possible without them. A warm thank you to staff who are celebrating anniversaries at LOFT this year.

## 30 YEARS

Suzanne Saulnier

## 15 YEARS

Erika Coleman  
Corazon Casals Dumangcas  
Nadia Crueru

## 25 YEARS

Wayne Jacobs  
Cathy-Ann Inkster

## 20 YEARS

Hugh Ross  
Lucy Caceres

## 10 YEARS

Breanne Ciacco  
Jason Fuoco  
Jampa Jampa  
Kunga Bhutia  
Nyima Datok  
Kidist Kedede  
Corazon Ranido  
Dickie Tsering  
Tenzin Wagmo  
Dorota Milaszewski  
Faduma Muhudin Mohamed  
Fallynn Draper  
Viorica Pamfil Rotariu  
Roger Wilson

## 5 YEARS

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Darryl Hibbert  
Christine Uygur  
Monique Chamberlain  
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Lisa Anna Simoes  
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Nicole Johnson  
Melanie Norton  
Meaghan Bluer  
Rabia Irfan  
Jakaria Uddin  
Tamara Oomen  
Donald Matheson



# Stronger Together

## College View Celebrates 20 Years in Partnership with Toronto Community Housing

Mutual respect. It's the bedrock of any successful relationship, and we work tirelessly to build it every day – with our clients and with our partner agencies. College View, and the 20-year collaboration between LOFT and Toronto Community Housing (TCH) that supports it, is proof positive that working together can mean a better life for older adults and seniors with complex needs.

Twenty years ago, College View residents had to manage a unique set of challenges, from inequitable access to health care to language barriers. So when the call came to partner with TCH at College View, we took it as an opportunity to innovate a new, more flexible approach to elder care, one that offers people the comprehensive supports they need while giving them room to build their own lives.



Today, LOFT serves 80 people at the downtown Toronto site, providing everything they need to live successfully in the community, from assistance with personal care and cleaning, to meal preparation, medication, and alleviating social isolation. Over the years, our on-site staff have seen the profound impact those seemingly simple supports can have.

With the help of our committed partners at TCH, what started as an idea for a different way of doing things has become a robust, evidence-based model – one we've replicated successfully at other supportive housing facilities. Along the way, we've been privileged to watch a special community blossom at College View, with long-time residents and newcomers all finding a safe and supportive place to call home.

# Partners in Care

An unshakeable commitment to collaboration is what has made LOFT's many successes possible. Here are just a few of the partnerships that helped us do more and be better in 2019.

## • ED One Team

Visit an emergency room today and you'll see the "hallway medicine" problem first-hand: Patients – often seniors – receiving care in corridors because hospitals are beyond capacity. LOFT is proud to be part of Sunnybrook Health Sciences Centre's ED One Team, which brings together a suite of services to help those 70 and older avoid unnecessary hospital stays. The ED One Team helped drive a 4.5 percent drop in target-caseload admission rates in just six months.

## • Peer Education Project

Experience, it's been said, is the best teacher – and our Peer Education Project enables youth to tap into their own experiences to help support others. This pay-it-forward program helps young people find their voice and develop the confidence to share their wisdom. Working with our Transitional Aged Youth Program Coordinator, these paid, part-time Peer Support Workers – six so far – build brighter futures for youth with similar challenges while gaining real-world job experience.

## • Ontario Health Teams

LOFT's deep commitment to those with the most complex needs is the driving force behind our involvement in multiple Ontario Health Teams (OHT), the province's new service-delivery model. We're putting our experience, our geographical reach, our institutional knowledge and our hospital-based partnerships to work alongside other experts to help make sure the new OHTs always provide effective care for our underserved populations.

## • Mental Health and Addictions Capacity Training

Helping service providers optimize the way they work has long been a LOFT mandate. So when the Toronto Central LHIN asked us to help other Community Support Services build their capacity to improve access to services for vulnerable seniors, we happily stepped up. The result was an innovative, eight-part training program designed to boost skills and reduce stigma around mental health and addiction.

# Hope in Hard Times

## How IPOP Helped One Family Navigate the Disorienting World of Dementia

Smart, adventurous and driven, Annette spent years travelling the world, teaching in far-flung places like West Africa and South Korea. Looking back now, Annette's daughters, Heather and Colleen, believe their mum's fierce intelligence likely masked the early stages of what has been a 20-year journey with young-onset dementia.

Their story is a common one: A once-independent parent begins exhibiting increasingly worrisome behaviour but a diagnosis – and the critical help it can bring – takes years to get. Once a loved one finally knows what they're facing, accessing support so they can live with dignity can be as frustrating as the condition itself.

All that changed for Annette when Heather and Colleen found LOFT and our Integrated Psychogeriatric Outreach Program. This big-impact program with the big name (we call it IPOP for short), brings together a mobile, multidisciplinary team of community clinicians to connect older adults managing mental health or dementia-related concerns with a robust set of supports.

Not sick enough to be in hospital but not well enough to live on her own, Annette had long slipped through cracks in the health care system – until IPOP's specialists built a personalized support program for her. "IPOP makes everything come together," Colleen explains. "I don't know what we would do without it." The program has been so successful that it recently expanded and is now working with more than 450 at-risk seniors.

While their journey has been a winding one, Heather and Colleen know Annette is in a good place and they're hopeful about the future.



“

**With LOFT's help, we can take every moment we have with her and make it matter.**

”

– HEATHER

# We See You(th)

## LOFT's Experience Sustains Youth Wellness Hubs and Campus Health Centre Partnerships

Timely access to the right services can be a lifeline for youth at risk, helping them manage mental health and substance use issues and avoid the associated challenges of unemployment and homelessness. Suicide is the second leading cause of death for this age group. For years, getting help was an uphill battle for many young people. Ten Youth Wellness Hubs have been created in Ontario for youth ages 12-25. LOFT provides care navigation and peer support to youth at three locations in Toronto.

LOFT has remained committed to the Youth Wellness Hubs we participate in, even though funding does not cover the entire cost of these critical services. We have seen the positive impact the Hubs make, offering rapid mental health assessment, outreach and peer support and assisting some of our community's most vulnerable youth. Ninety percent of Youth Wellness Hub users become connected to other LOFT services such as social support and counselling that offer other important services that can support a youth's success.

**Ninety percent of Youth Wellness Hub users become connected to other LOFT services such as social support and counselling that offer other important services that can support a youth's success.**

University can be exciting but also a time when mental health and substance use issues arise. To support students and universities when mental health issues begin to interfere with academics, LOFT provides low-barrier access to a mental health worker to assist with connection to needed services. LOFT is partnering with Ryerson University and the University of Toronto.

LOFT expands and enhances what the university wellness centres are providing, including access to mobile case managers who support student involvement in on- and off-campus services, assist with connection to psychiatry, counselling and social supports. Best of all, the model has made a notable impact in the lives of many students struggling with complex mental health issues, making it possible for them to return to school and continue on their path to recovery.



# LOFT's Impact in the Community



5,803

individuals enrolled  
in LOFT programs



693

staff



1,670  
housing units

Areas served

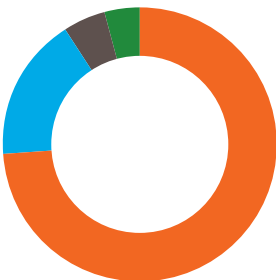


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## LOFT Community Services Operating Fund

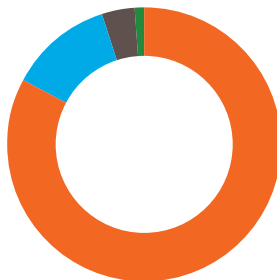
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**\$48.8 MILLION**    Operating expenses for the Fiscal Year ended March 31, 2020



EXPENSES

- 74% – Salaries & benefits
- 17% – Operating costs
- 5% – Administration
- 4% – Resident's expenses



REVENUE

- 83% – Grant funding
- 12% – Resident's contribution
- 4% – Charitable donations
- 1% – Other

# Creating Change

Thank you to everyone who supported our work this year.  
We are stronger because of you.

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We are grateful for every gift that we received this year, and there were many. This list represents donors with total gifts of \$1,000 or more, made between April 1, 2019 and March 31, 2020. Every effort has been made to ensure the accuracy of this list. If an error has been made, please accept our apologies. If you require an update to your information, please email us at [fundraising@loftcs.org](mailto:fundraising@loftcs.org) or call us at 416-979-1994.



Keith Pankhurst pictured with Mona Lee-Tam, LOFT's Senior Director, Development and Communications

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# Donor Spotlight

## Meet the Donor Whose Quiet Commitment to LOFT Goes Back Decades

Singing Keith Pankhurst's praises isn't easy.

Not because he doesn't deserve to be in the spotlight – he most definitely does. But for Keith, giving has never been about accolades. It's about quietly making a difference in the lives of those in need.

First introduced to LOFT through his church, The Church of the Redeemer in 1994, Keith made small but regular gifts to S.O.S. and the McEwan program in those early days. He came by his commitment to giving naturally: It was instilled in him by his parents who lived through the Great Depression and taught him that giving back was the way to help everyone thrive.

So in 2006, Keith decided to honour his parents by making a sizable donation to LOFT – one that would be certain to change people's lives for the better. He directed the entire amount – a generous \$300,000 – to safe housing for youth at risk. This transformational gift was made with little fanfare, reflecting the modest, understated person Keith is.

Recently, Keith learned that the group home his original donation made possible was in need of renovation and repair. Not willing to let that negatively impact the young people who rely on the home, Keith made yet another generous gift: \$100,000 for vital upgrades and improvements. Why contribute again? For Keith, it's simple: "If even one penny of this donation can help one youth get back on track," he says, "it's worth it."

# LOFT



Together, we can  
all live successfully  
in our community.

[loftcs.org](http://loftcs.org)

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