



2021-22 Report to the Community

Leading and Thriving in a Changing World

About LOFT

LOFT Community Services provides support and hope to people facing complex mental and physical health challenges, addictions, dementia, and/or homelessness. LOFT stands for Leap of Faith Together and we're there where there are few others, reaching out in response to unmet needs. Our goal is to help them live independently at home or with us.

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Letter from Board Chair and CEO

COVID-19 has taken a tremendous toll on our community. The world is still grappling with the long-term impact of the pandemic. The demand for mental health services across Toronto has more than doubled over the past two years, and our clients are struggling with a lack of affordable housing and a rising cost of living.

LOFT is here to help. Enhancements to our programming have allowed us to provide high-quality, integrated support to vulnerable youth, adults, and seniors.

We are in awe of our staff and volunteers. They provide excellent care for our clients and are the foundation of our organization. We are grateful for their continued creativity and passion, and offer them our support in these challenging times. LOFT staff have a lot to be proud of.

LOFT has continued to take leaps of faith in order to meet urgent and growing needs, and is delighted to report that we have been recognized for our efforts. LOFT earned another three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) and received the 2021 Canadian Non-profit Employer of the Year Award. Heather was recently honoured with the 2022 Report on Business National Changemakers Award in recognition of expanded delivery of community health programs.

Complex forces will drive and intensify demand for LOFT's services long into the future. We will continue to face those challenges with strength and resilience, but we can't do it alone. With the support of our Board of Directors and you, our valued partners, funders and donors, we have the power to build a more equitable community.

Sincerely,



Heather McDonald

Heather McDonald
CEO



Mary Jo Smith

Mary Jo Smith
Board Chair



Easing the Transition from Hospital to Home

Over the past year, LOFT has developed two new The Path Home programs that provide support for individuals as they transition from hospital to community settings.

The Path Home is a growing partnership with local hospitals that supports people with complex needs who no longer require hospital care, but who have nowhere else to go. This year, The Path Home partnership with The Centre for Addictions and Mental Health (CAMH) and the University Health Network (UHN) transferred 94 patients into LOFT supportive housing, including new assisted living spaces.

Our newest project, launched with Humber River Hospital, offers support for adults living with mental health challenges. In February, LOFT welcomed our first client, Ganesh, into one of the five hospital-owned houses now operated by LOFT.



Paul Wasswa

LOFT Residential Support Worker

"I'm passionate about helping people, [because] I was once in the bracket of vulnerable people. My passion for helping comes from the experience I had living in a shelter."

When Paul first came to Canada in 2019, he had trouble finding housing. "It was a bad time. I was in a shelter for almost four months. Landlords didn't trust anyone from a shelter because the news said they were packed with COVID."

Paul understood. He used that time to take training courses online with resources available at the shelter. "It gave me the drive to find work where I could expand my skill set and contribute to vulnerable communities."

He's now been working at LOFT for eight months. "[My experience in the shelter] shaped me. I know what it means to be homeless. It helps me figure out what clients need and how they can be helped."

As a Residential Support Worker, Paul assists clients with daily activities, medication management, cooking and cleaning. He works with LOFT colleagues and clients to identify needs and to determine how best to help clients achieve their goals.

Paul also educates clients about COVID prevention requirements, including masks, testing and social distancing. "[The pandemic] was kind of hard," he says. "COVID slowed down the transition process because it was hard to find housing and jobs for clients." An additional challenge was that some clients struggled with their mental health recovery because of forced isolation during lockdowns.

Paul has only good things to say about Ganesh, the program's very first client. "Ganesh keeps his head up high and really wants to become independent. He's trying hard to find a job and housing with the help of the staff and his case manager. He's always positive and he likes the program."

Paul and Ganesh regularly share ideas about cooking and teach other clients how to cook dishes from different parts of the world. "[Ganesh would say] 'I want to teach people how to cook this meal. Whoever wants to learn how should come and join the group.' He's a great guy."

Easing the Transition from Hospital to Home



Ganesh

LOFT Client

Listening to Ganesh speak about his time at LOFT, there's one clear message: "They've been very, very supportive."

Once able to live independently, Ganesh lost his home when he was hospitalized for depression. He'd been in hospital for 95 days when his social worker suggested our new program. "My family was worried. I was well enough to leave, but the hospital wouldn't let me go unless I could find a place to live. My social worker helped me get connected to LOFT."

Ganesh is enthusiastic about the program. "They assist me with anything I have to get done. Paul is very helpful if I need any help with the computer or anything. And when he's there in the evening, he gets my night medication."

Ganesh will be at LOFT until the end of July, when staff will help him find a home on his own. Until then, he lives with two other clients in a three-bedroom house run by LOFT.

"I feel at home. It's independent," says Ganesh. "I like to participate when we do cooking. One day we made cheesecake, and I also helped make biryani, shepherd's pie, and other things. Every time we make something different. It's very fun being here."

Ganesh feels that LOFT provides him with a strong network of support. "If I'm home, the staff come and check up on me all the time." He also spends time with his brother and nephew a couple of mornings each week, but he's being careful about COVID. "In 2020 I had the virus, so I'm being very careful. I don't want to get that again."

Ganesh now works part-time in a mattress company, waiting for a full-time job to open up. While he waits, he's building other skills. "I'm working on getting my license and looking forward to owning a vehicle."

"I'd like to say thanks to all the staff and everybody at LOFT. They've been so supportive and they helped me a lot to recover. I feel at home. They are very, very good to me and I feel so, so much at home."



Year Highlights



Doing Our Part: #TeamVaccine

Access to vaccines has been challenging throughout the pandemic, particularly for seniors in community housing. As a member of numerous Ontario Health teams, LOFT took an active role in #TeamVaccine. These initiatives brought vaccine education and more than 8,000 vaccinations to low-income, high-risk residents in the Toronto area.



Changemaker Award

Every year, The Globe and Mail's Report on Business Magazine's Changemakers Award showcases 50 emerging leaders who are transforming business in Canada. In February 2022, LOFT CEO Heather McDonald received this prestigious award. A leader in the health care industry, Heather's vision has helped expand the delivery of community health programs across Toronto, York Region, and South Simcoe.



Life Enrichment Work

In 2021, LOFT received a five-year grant of almost \$1 million from the United Way Greater Toronto Allan Slaight Seniors Fund. This benefits our Life Enrichment Program, which aims to reduce social isolation, delay the onset of dementia and improve the quality of life for vulnerable seniors. Now in our second year of funding, we've been able to develop, expand and enhance our programming; including interactive games, reading groups, music therapy, and a variety of other innovative activities to engage senior clients. We've also bridged the digital divide by adding technology across all senior residential locations. The ability to connect online with family and friends has proven beneficial to our clients' mental health.



Peer Support Expansion

LOFT's Peer Support expansion hires graduates of our youth programs to support current clients with complex needs. Over the past year, peers have helped develop our new "Chaos to Calm" group, a skills-based group tailored to racialized youth support. We are also training new peers to work in the four youth wellness hubs LOFT participates in.

Fun fact: Many of the youth involved in peer support roles are also pursuing careers in social services!

Staff Recognition & Anniversaries

Thank you to each of our long-serving staff for their dedication and hard work.

30 YEARS

Stacy Rich

25 YEARS

Donna Mae Ellis

20 YEARS

Leonard LeRoy
Cylene Rainville
Phillip Doherty
David Smith
Dorota Kasner
Ronald Williams

15 YEARS

Alexandra Sarah
Branston
Elisa Anceriz
Kyla Ball
Heather McDonald
Desiree Hipplewith
John Grisbrook
Helen Healy

10 YEARS

Ideh Kahali
Amrita Rait
Karen Eves
David Sinclair
Pema Yeshi
Berhane Alemu
Michelle Ball
Sharon Dawes
Dejan Micic
Misty Shallow
Tara-Lee Corriveau
Andrea Itzkovitch
Alma Herman
Dhondup Tsering
Lucyna Wedzik
Catherine Binney
Shalini Pather
Jalal Barkhordar



Amalgamation with Toronto North Support Services (TNSS)



LOFT and Toronto North Support Services (TNSS) are excited to announce an amalgamation, effective April 1, 2022.

As long-time partners, our two organizations have worked together across the same geography for many years. TNSS has a long history of working to improve access to community health services. They developed The Access Point as well as services for individuals experiencing homelessness or who face language barriers, and provide support to Francophone and Tamil communities. The new agency will continue under the name LOFT Community Services, pooling staff, resources, and expertise. The result is a blended organization that increases LOFT's staff complement by close to 90, significantly boosting our ability to provide high-quality support in a changing health care landscape.

Our Impact & Financial Position

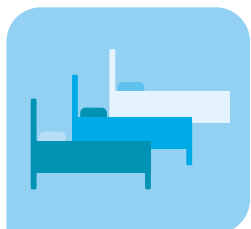
2021 by the Numbers • LOFT's Impact in the Community



13,969
Clients Served



854
Staff



1,788
Number of Beds

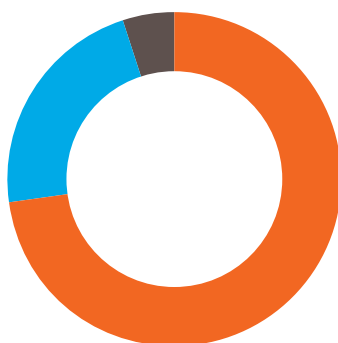


422
Clients Transitioned
From Hospitals
to Community
or Long-term Care

LOFT Community Services Operating Fund

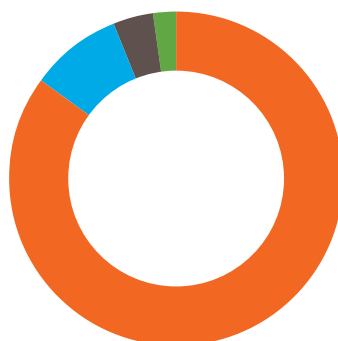
\$64.7
Million

Operating expenses
for the Fiscal Year ending
March 31, 2022



Expenses

- **73%** Salaries & benefits
- **22%** Operating costs
- **5%** Administration



Revenue

- **85%** Government funding
- **9%** Client rent
- **4%** Charitable donations
- **2%** Other

Thanks for your Support

LOFT is thankful to the following individuals and organizations for their generous support.

\$2,500,000+



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Ballard Foundation



The Schulich Foundation



United Way Greater Toronto's
Allan Slaight Seniors Fund

\$50,000 – \$99,999



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Merriam

\$25,000 – \$49,999

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Maguire Trust of the Anglican
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Estates of Hugh & Marion Chambers
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 Estate of Frances Beth Tewkesbury

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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 valued at \$1000 or more, made between April 1, 2021 and March 31, 2022. 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 or call us at 416-979-1994 ext. 2033.

Looking Ahead

Ontario is at a crisis point, struggling to meet the needs of people living with homelessness, mental health challenges and addictions. Demand for such services has grown by 238% over the course of the pandemic for individuals with urgent needs*.

LOFT has made great strides this year, thanks to our dedicated staff, volunteers, board members and steadfast partners. We will continue to focus our work on those who were, and are, most affected by the pandemic, expanding our services northward and introducing new programs and locations. LOFT is the largest organization of our kind in Ontario, with 134 housing and service hub locations owned or leased throughout Toronto, York Region and South Simcoe. We are well-positioned to build the supports needed in vulnerable communities. The need has never been greater.

At LOFT, we believe each person deserves the opportunity to grow and change. Our innovative programs, delivered with compassion and dignity, are making that vision a reality. Our warmest thanks for your encouragement and engagement in this important work. Moving forward together, we will continue to offer unwavering support and hope to those who need it most. We will change lives, one client at a time.

**Data provided by The Access Point*





**Together, we can all live
successfully in our community.**



loftcs.org

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Follow us @loftcs



LOFT Community Services is grateful to be able to offer services in this territory. This has, and continues to be, a home for many Indigenous persons for thousands of years. LOFT acknowledges the Tobacco, Petun, and Huron-Wendat Nations. We acknowledge the other confederacies and communities of Nations including the Anishinabek, Haudenosaunee, Inuit, and Métis Peoples. We also recognize the First Nations and their ancestors in the area, including The Mississaugas Of The Credit, the Chippewas of Georgina Island, the Chippewas of Rama, Six Nations of the Grand River, and the Mississaugas of Scugog Island. Thank you. And thank you for this moment of reflection.

Please take some time to be present, have a moment of reflection and think about how you are acting toward Truth and Reconciliation.