

2022-2023 IMPACT REPORT

Evolving with Purpose



COMMUNITY
SERVICES
Opening doors to hope

ABOUT LOFT

Since 1953, LOFT has offered dignity and hope to individuals with complex challenges. We are one of the largest community service providers in Ontario, supporting people facing a combination of mental and physical health challenges, addiction issues, dementia, poverty, and/or homelessness. We build customized supports that specifically address a person’s needs and offer them for as long as they’re needed.

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Letter from Board Chair & CEO

70 years of Evolving with Purpose



Heather McDonald, CEO



Mary Jo Smith, Board Chair

This year, LOFT marks 70 years of life-changing community service.

As we anticipate this milestone anniversary, we are committed more than ever to creating a world where everyone lives with hope. We are evolving with purpose, tackling head-on the growing problems of addiction, homelessness, dementia and mental health crises that seem to outpace government budgets and solutions.

Our history fills us with hope and optimism about the role we can and will play in helping our communities address these unprecedented challenges. Time and time again over the last 70 years, LOFT has assembled and built teams of change-makers and visionaries committed to serving unmet needs. As our vision states, “Together, we can all live successfully in the community.”

Today we provide a diverse and innovative range of services and programs designed to cater to the unique needs of our clients. We offer support for as long as it’s required. We bring hope to those who are often ignored, bridging gaps in care and housing.

Our dedicated staff have adapted to the ongoing reality of COVID by continuing to exercise precautions when serving our clients, ensuring health and safety for all.

LOFT staff have shown extraordinary resilience, passion and commitment as we emerged from the pandemic into our “new normal.” Our staff have leaned into every new challenge with energy and innovation, and their efforts have been noticed: This year we received several prestigious awards, including Ontario’s Council of the Federation Award for Innovation in Mental Health and Addictions Care from Canada’s Premiers received in 2023, the 2022 Innovation Award

from the Ontario Not-for-Profit Housing Association, the 2022 Excellence Supporting Seniors Award from AdvantAge Senior Care, and the 2022 Seniors Mental Health Outstanding Care & Integrative Practice Award from the Canadian Academy of Geriatric Psychiatry and Canadian Coalition.

This year, we also updated LOFT’s logo and messaging. We hope you like our new logo as much as we do. The logo is a bolder representation of our steadfast commitment to our mission.

As we look to the future, LOFT needs financial support to continue its trailblazing work. That’s why we have launched our transformative ‘Giant Leap’ campaign, a \$30-million fundraising effort to ensure dignity and care for our community’s most vulnerable citizens. Thank you to our Campaign Cabinet for their support of this critical fundraising effort, and to our donors for their generosity. We are so grateful.

Our success is only possible because of our clients, staff, board members, partners, volunteers, donors, and supporters. You are our mission engine.

Thank you for your dedication and commitment to LOFT. You are the reason LOFT’s next 70 years will result in real and meaningful change in our community as we help more people than ever achieve their optimal health and well-being through unwavering support and hope.

Heather McDonald, CEO
Mary Jo Smith, Board Chair



From left to right: Rick Leary (CEO, TTC), Heather McDonald (CEO, LOFT), Councillor Jennifer McKelvie (Deputy Mayor), Councillor Shelley Carroll, Gordon Tanner (City of Toronto)

Expanding outreach into the Toronto Transit Commission

LOFT joined the City of Toronto and the Toronto Transit Commission (TTC) to expand our Multi-Disciplinary Outreach Team (M-DOT) Program to support people sheltering within Toronto's transit system.

Earlier this year, LOFT recognized an unprecedented need for accessible health and addiction support services for those who rely on the TTC for shelter and warmth. This innovative one-year pilot project aims to provide our community's most vulnerable people with access to medical attention and other critical health services where and when they're needed most.

Our M-DOT Program supports those living with complex mental health and addiction challenges simultaneously experiencing chronic homelessness.

Expanding outreach into the toronto transit commission cont'd...

Our dedicated staff have direct access to imbedded nursing and psychiatry services, through our partners at Inner City Health Associates (ICHA). We operate five days a week, ensuring clients receive the necessary supports to improve their health, well-being, and independence. The team works with each individual providing wrap around support and connection to long-term services.

The program has already made a difference by connecting our community's underserved with necessary health and community support and providing comfort to the city's transit users. In the first 2 months of the project, we served 70 people.

One individual profoundly affected by LOFT's support is Isabel. At 56 years old, she had experienced homelessness for 11 years when another LOFT partner, Streets 2 Homes, found her sleeping in a bus shelter in 2022. They promptly referred her to the M-DOT team and a case manager and psychiatrist went out to assess her situation. She received a mental health diagnosis and treatment plan.

LOFT arranged a respite bed for Isabel at LOFT's Journey Home, where she stabilized her mental health, regained independence, and participated in activities. The M-DOT team worked to connect Isabel to appropriate long term supports through LOFT's Multidisciplinary Access To Care and Housing (MATCH) team that continues to work with Isabel in her recovery. Now in long-term housing, she is also connected to LOFT's 416 Community Support for Women program, providing food and essential care while fostering social connections. LOFT's staff helped Isabel rebuild her family ties, access medical care, and manage her finances.

We understand the challenges of building trust and accepting support. Our primary focus is creating a comfortable, empathetic environment. We stand by those in our community who need help, and we are always ready to connect them with necessary health and community support services.

Thanks to our dedicated partners and the unwavering commitment of our team, LOFT continues to be a beacon of hope, transforming lives, and making our community stronger together.

Youth Wellness Hub launches with tremendous promise



In today's world, it is crucial to ensure that young people receive the support they need when they need it.

The COVID-19 pandemic has exacerbated mental health challenges, particularly among children and youth. A recent report from Toronto Public Health underscores the severity of the

situation. In the first year of the pandemic, one in four youth experienced heightened depressive symptoms, while one in five battled increased anxiety.

Recognizing the urgent need for action, LOFT joined Youth Wellness Hubs Ontario (YWHO) and East Toronto Health Partners (ETHP) to establish an innovative solution for

our community's youth.

The Thorncliffe Park Youth Wellness Hub is a stigma-free, youth-friendly space offering barrier-free walk-in services for youth aged 12-25 in Thorncliffe Park and Flemington Park. From mental health assessments and addiction treatment to education, employment, and housing support,

Youth Wellness Hub launches with tremendous promise cont'd...

the Hub offers an integrated approach to holistic well-being. Utilizing digital technology, it also serves as a virtual space for online care, workshops, education, and career learning, fostering connectivity and community among youth. LOFT staff currently working at the Hub include two Peer Support Workers and one Community Support Worker.

Tori Martin is a former client of LOFT's Transitional Age Youth (TAY) program who is now a Peer Support Worker at the Hub. She helps provide peer support drop-in services, as well as the planning and implementation of a weekly peer support group. The

peer group hopes to create a safe space for youth to come together and freely discuss their concerns and interests such as friendships, family, education, and employment. Tori draws on her personal journey with mental health and wellness and finds inspiration in helping to promote an empowering program.

Collaboration plays a pivotal role in realizing a brighter future for our youth.

As emphasized by Anne Wilson, the manager of LOFT's TAY program, tackling community challenges

requires a collective effort. To best respond to the most urgent needs of our community's youth, our approach relies on connecting young individuals with shared experiences, cultivating trust, and collaborating with a network of service providers to pool resources and offer diverse solutions.

Among the collaborators in Thorncliffe Park's Youth Wellness Hub are Michael Garron Hospital, Garry Hurvitz Centre for Community Mental Health at SickKids, Flemington Health Centre, Health Access Thorncliffe Park, Strides Toronto, and TNO- The Neighborhood Organization.

Measuring our impact on youth

In February 2023, LOFT partnered with Capitalize For Kids (C4K) to assess the impact of our youth programs. C4K connected LOFT with McKinsey & Partners, a pro-bono consulting partner, to explore ways to strengthen our digital infrastructure and data strategy, enabling us to gather comprehensive clinical and

operational data for a deeper understanding of the Transitional Age Youth(TAY) program and client experiences. LOFT will utilize recommendations from this work to understand which health and social interventions impact youth wellness and where we can make things even better.

We're excited to continue this project into the upcoming year. C4K is a non-profit group in Canada that cares deeply about kids' and teens' mental health. They work with non-profit organizations like ours, providing an internal team of consultants and external support from pro-bono consulting partners.

New hospital transition site



Thanks to our growing partnerships with hospitals, LOFT was thrilled to welcome new residents to our 3705 Bathurst location. This newly renovated building allows people requiring ongoing complex care to move out of the hospital into a community setting. The program will support older adults experiencing homelessness, addiction, mental health and dementia-related challenges by offering personalized support to ensure a smooth reintegration. LOFT manages 24 units in collaboration with Trillium Health Partners at Bathurst, with plans to expand to 64 units.

Awards and recognition

In 2022-2023, LOFT proudly received four awards:



Ontario's Council of the Federation Award for Innovation in Mental Health and Addictions Care from Canada's Premiers, recognizing our work supporting individuals transitioning from hospitals with complex needs.



Innovation Award from the Ontario Not-for-Profit Housing Association, acknowledging our work in transitioning complex care patients into the community.



The Excellence Supporting Seniors Award from AdvantAge Senior Care, recognizing our specialized programs for older adults' health, independence, and well-being.



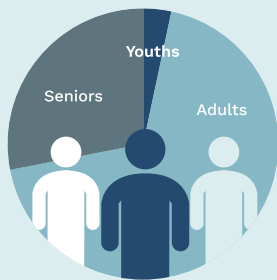
The Seniors Mental Health Outstanding Care & Integrative Practice Award from the Canadian Academy of Geriatric Psychiatry and Canadian Coalition, celebrating our Integrated Psychogeriatric Outreach Program (IPOP) for older adults in the community living with mental health and dementia-related challenges.

YEAR AT A GLANCE



941

Staff



19,633

Clients Served
(from youth to seniors)



1,861

Number of beds



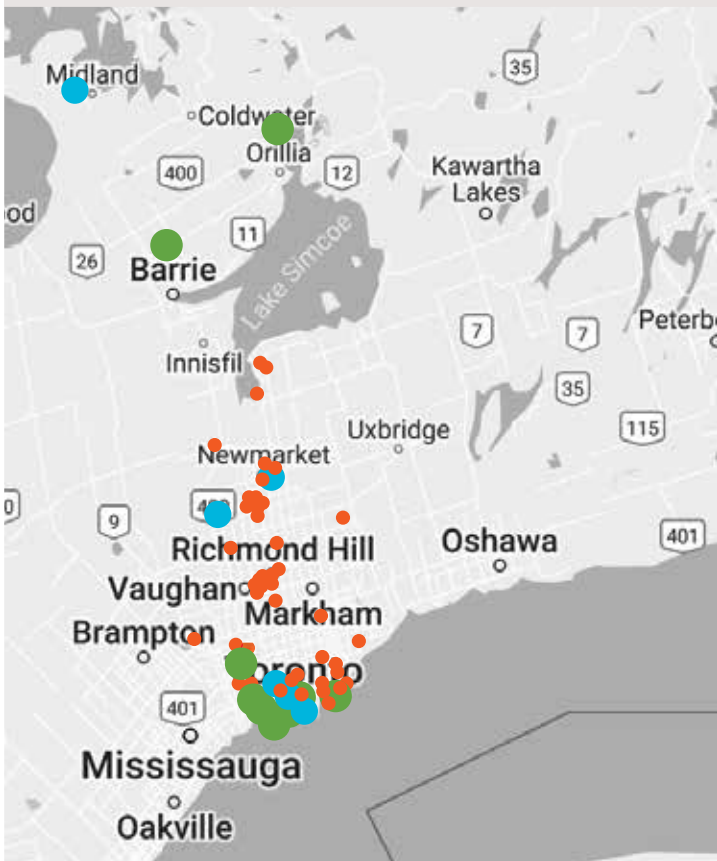
467

Clients transitioned from
hospitals to the community
or long-term care

HOUSING AND SERVICE HUB LOCATIONS

Number of housing sites and service hubs
by numbers served

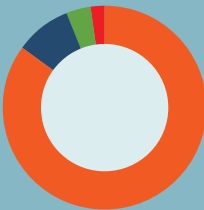
● 40-112 ● 20-40 ● 0-20



Total Revenue

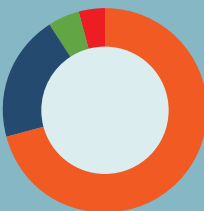
\$80 MILLION

Sources



- **85%** – Government funding
 - **85%** – Province of Ontario
 - **7%** – Municipal
 - **8%** – Other
- **9%** – Client contributions
- **4%** – Charitable donations
- **2%** – Other

Operating Expenses



- **71%** – Salaries & benefits
- **20%** – Operating costs
- **5%** – Resident's expenses
- **4%** – Administration



Expanding affordable and dignified senior housing: the Bradford House impact

Dreams came true this year when the Town of Bradford West Gwillimbury donated property for LOFT's new Bradford House. Replacing the outdated home on Barrie Street, the new site will offer affordable housing and daily support for independent living to seniors with complex mental and physical health challenges and addictions.

The modern design will create space for our 50 current residents,

along with 49 new clients from a growing waitlist. This project will increase accessibility for seniors with mobility issues and will include a commercial kitchen, a communal dining hall that can be reconfigured for staff meetings and programming, and an outdoor garden.

LOFT held an information session to engage the members of the community and to create dialogue on the impact for the

neighbourhood. LOFT continues to meet with the community. We owe a special thanks to former board member and volunteer, Carrie Hayward, for her amazing efforts throughout this process.

Bradford House client ambassadors Denise and Brian share their stories

Meet Denise and Brian, LOFT's Bradford House client ambassadors. They have been crucial in this project by providing a voice for our Bradford House residents and sharing their own experiences.



Denise has thrived at Bradford House since 2008 after a mentor inspired her to seek out services to deal with the abuse she was experiencing. Today, Denise enjoys independence and control of her physical and mental health with LOFT's support to attend appointments and access community resources.



Brian was facing physical and substance use challenges which spiraled downward when cardiac problems led to the amputation of both of his legs. With his depression at a low point, and periods in and out of the hospital without stable

housing, Brian found his medical issues and anxiety compounding with each hospital discharge. Feeling that no one cared, Brian had lost hope that things would ever get better. Moving into Bradford House in 2018 restored his hope and gave him a community of people that are like family. Feeling in charge of his own care, Brian appreciates the support that has allowed his health to stabilize and kept him out of the hospital. He sees Bradford House as a valuable resource for people like him.



Staff recognition and anniversaries

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



30 YEARS

Stacy Rich
Kay Roesslein
Debra Walko

25 YEARS

Steve Darking
Margie Kellins
Donna Ellis

20 YEARS

Phillip Doherty
Nadia Cruceru
Jennifer Dancel
Darlene Coppens
Nellie Rahman
David Smith
Dorota Kasner
Kitty Kebede
Hamila Lotfi
Lorna Raposas
Paulette Ricketts

15 YEARS

Beata Cierpich
Darryl Borden
Marta Miscichowska
Jewels Ali
Kikik Sherpa

Angelina Cozza
Sarah Collins
Louise Jablonski
Tsering Yangzom

Alex Branston
Helen Healy
Margo McLaughlin

Lisa Davies
Elisa Anceriz
Jennifer Zawerbny
Heather McDonald
Desiree Hipplewith
Marco Villa

10 YEARS

Sue Wakeling
Sinthu Kunananthan
Rene Kiobge
Alma Herman
Berhane Alemu
Marek Pawlikowski
Amrita Rait
Karen Eves
Francis Gerona
Namgyal Dolma
Amy Goldstone
Angela Young
Paul Schuler

David Sinclair
Shirin Kouestani
Amanda Middleton

Lorelei Prout
Ryan Williams

Michelle Ball

Steve Keeble

Karen Frotten

Pema Yeshi

Tenzin Thargyal

Dikey Yangzom

Ellie Miller

Sharon Dawes

Misty Shallow

Laura Pye

Adedayo Adenola

Jackelin Caburnay

Azizulla Ostaiwaz

Kennis Phung

Lizzy Adewodu

Sigai Gabrikristos

Richard Providence

Bukola Sosan

Cecilia Zakka

Lorna Romuar

Abella Tandoc

Bebiano Ylanan

Garrette Fao-Anan
Jhonny Masangcay
Meenawati Persaud

Sandra Greenlund

Amy Vanderkooy

Hope Boona

Primrose Paul

Andrea Itzkovitch

Jalal Barkhordar

Lloyd Brown

Syed Hasan

Lindor Uygur

Dhondup Tsering

Hassan Backy

Velvet Melanson

Sabine Neidhardt

Nasser Hanarah

Scott Keith

5 YEARS

Daine Tsai
Justine Neira Ariza
Maria Santos
Ahmed Tamanna
Vikram Vaghela
Megan Mort
Jason France
Noah Coones

Pema Norbu
Oscar Ortiz
Erin Kelly
Tsering Doma
Elena Gudine
Hermilita Patricio
Fatemeh Janparvar
Nim Sherpa
Dawa Tsering
Dolma Tsering
Mihaela Streza
Choeky Tsering
Sadiya Wayrah
Etenesh Arega
Kunsang Nyaga
Gyaltsen Chozom
Cheryl Spencer
Antonia Spiteri
Rick Byers
Sharon Reid
Orwell Williams
Shakila Rahimi
Liew, Alice
Uttara Chowdhury
Raymond Mallozzi
Carina Ribeiro
Tsering Kyipa

Staff recognition and anniversaries cont'd...

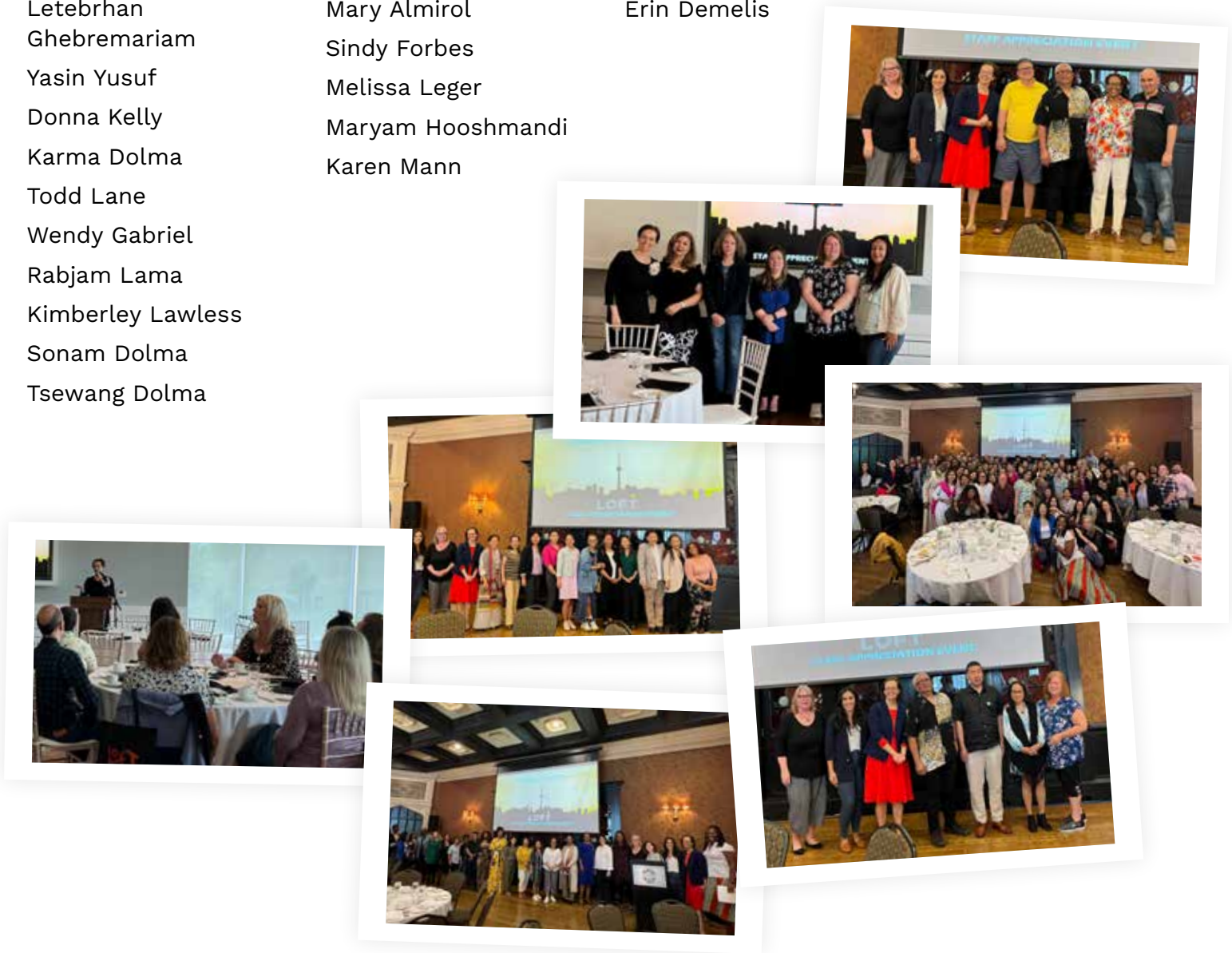
Tsewang Choedon
Zhang, Crystal
Camilla O'Shea
Rachel Scrivo
Maria Bolivar
Theresa Mooney,
Tenzin Rikha Lama
Holly Hemmings-Case
Neshia Lewis
Annmarie Ellis
Sherrell Gooden
Nyima Lhamo
Daria Nefedova
Auvil Orr
Gena Thompson
Joan Denton
Tsering Chokey,
Blossom Ranoo
Phunsok Yangzom-
Kunsang Lhazey
Assefash Tedella
Samantha Goyette
Deedre
Lalonde-Cassidy

Eunim Song
Liliana Gherzan
Michele McKenzie
Zola Ngwenya
Pamela Armogan
Andrea Creamer
Joanna Ramirez
Ta, Joyce
Lhakpa Dolma
Letebrhan
Ghebremariam
Yasin Yusuf
Donna Kelly
Karma Dolma
Todd Lane
Wendy Gabriel
Rabjam Lama
Kimberley Lawless
Sonam Dolma
Tsewang Dolma

Eduardo Patrona
Tenzin Dolkar
Nyima Yangkee
Tsering Sangmo
Amy Liu
Alana Gottschalk
Marites Guanlao
Leah Daniels
Ainsworth Fuller
Mary Almirol
Sindy Forbes
Melissa Leger
Maryam Hooshmandi
Karen Mann

Jodi Macdonell
Maricris Guillermo
Maria Maniquiz
Jinky Lleba
Fatmata Jibateh
Jessica Tran
Raquel Vernaza
Donna Sadler
Jackie Brown
Erin Demelis

Mary Ann Proulx
Jinghua Wang
Jeni Ramster
Geraldine Gregorio
Sanyo Sharma
Diana Pontes
Lhakpa Tsamchoe



Thank you for your support!

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

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Alan Reginald
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Seniors Fund



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Michael McCain

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MAC Viva Glam



Sam Riad
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\$1,000-\$9,999

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		Luzviminda Caceres		
		Blake C. Goldring		
		Jeffrey Lipton		

We would like to
extend our gratitude
to all the donors
who wish to remain
anonymous

VISION

Together, we can all live successfully in our community.

MISSION

To help people achieve their optimal health and well-being in the community by offering unwavering support and hope.

VALUES

We value compassion, collaboration, and community delivered with dignity, innovation, and excellence.



Land acknowledgement:

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

Everyone
deserves to
be seen

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