PROMOTING INCLUSION
TOGETHER
ANNUAL REPORT 2017/2018
Providing support to individuals who have an intellectual disability to ensure their quality of life in the community is meaningfully improved.

All people will live in a state of dignity and respect, share in all elements of living in a community which is welcoming, accepting and inclusive of all individuals. All people will have the freedom to make choices and decisions that enable them to achieve self-determination.

We believe that people who have an intellectual disability have the right to live in the community and to participate actively in community life. Each individual, regardless of the degree of disability, should enjoy the full rights of “citizenship” and the full experience of membership in the community. To be a “citizen” is to enjoy the same legal and human rights, the same access to community resources and services, and the same opportunity to contribute to the community as everyone else. To be a “member” is to be an integral part of the social fabric of the community, participating alongside and developing relationships with other members of the community.

We believe that each individual should be supported in efforts to exercise choice, to attain personal goals, to make friends, to learn, to work and to play. Each individual is unique and deserves support which recognizes and encourages that uniqueness, and which enables that individual to be a valued member of the community.

We believe that the whole community is enriched when people who have a disability have opportunities to participate alongside their non-disabled neighbours.
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In last year’s message we had three issues that continued to be a concern:

- The need for adequate funding for families by government
- The lack of provincially funded expansion of programs and supports
- The increase in crisis situations that Mississauga families are facing due to the lack of funding

Through the lead provided by our provincial groups, Community Living Ontario (CLO) and Ontario Agencies Supporting Individuals with Special Needs (OASIS) we have continued to provide local leadership. With ongoing messages to families, meeting with political leaders of all levels of Government and our questions that we posed to the Premier in her recent Town Hall meeting, we have started to see exciting announcements and actions on all these issues.

The need for adequate funding for families by government

- Several months ago we saw an announcement of a 15% increase to those families receiving Passport funding
- Many positive changes to the Ontario Disability Support Program (ODSP)
- All individuals turning 18 years who lose their Special Services at Home (SSAH) funding will receive at least $5,000 per year in Passport funding
- The latest provincial budget promises an investment of $1.8 billion dollars over three years into Developmental Services

The lack of provincially funded expansion of programs and supports

- Along with the above noted announcements, we have seen expansions in our support for Residential, Employment and Early Childhood Education programs

The increase in crisis situations that Mississauga families are facing due to the lack of funding

- As noted above, we expect to see in the upcoming year, additional resources to provide support to the many Mississauga families currently facing crisis situations

Your Board of Directors are now turning their attention to the models of residential support being offered throughout the province that focuses on what we feel are institution-like models. We feel this is detrimental to
everyone living and fully participating in their community and we will continue to highlight this as an issue to the provincial government.

In addition, Community Living Mississauga’s employment program saw another 30% increase in the number of individuals in paid employment along with an increase in the average number of paid hours per week increasing. We also report that the number of individuals and weeks of support has also increased in our March break and summer programs.

Through the continued success in our Resource Development area our Foundation will be increasing their contribution to our non-Ministry funded programs to over $550,000 this coming year which is a record high and a 30% increase over the past year. None of this would have been possible without our loyal supporters from the business community and the continued generosity of our members.

All of this is a result of many years of planning and listening to families and ensuring that program development is always geared towards our vision of maximizing efforts of community inclusion.

Overall, despite a year of many successes, we are not satisfied and continue to be driven to ensure that all individuals have the opportunity for adequate support and that all people are included and have the opportunity to fully participate in our community.

We would like to once again thank everyone for their ongoing support and are looking forward to another exciting year!

Eugene Nolin
President

Keith Tansley
Executive Director
Strategic Plan

Individuals

Continue to promote inclusion

a) Development of new partnerships and enhancement of existing ones that would increase inclusion for individuals who receive support and/or have an impact at the organizational level
b) Focused efforts in the promotion of inclusion through all media/social outlets by sharing successes and being responsive in all possible realms within the organization
c) Focused efforts in the promotion of inclusion through all media/social outlets by sharing successes and being responsive in all possible realms external to the organization
d) Develop strategies to effectively empower families to seek inclusive opportunities in planning for their sons/daughter’s future

Continue to enhance the quality of supports and services

a) Evaluate our systems and processes with the goal of quality improvement
   i) Annual review of organizational data
   ii) Annual Program Evaluation Templates review
   iii) Investigate and gather information regarding current best practices, innovations and trends in the business and not for profit communities as it applies to each department/area within the organization
   iv) Explore alternative methods to conduct internal “program audits”
   v) Explore the IT needs of the organization for future planning
b) Commitment to our expansion plan in order to address identified needs based on funding and necessary resources
   i) Review the current organizational infrastructure to accommodate expansion and a different way of doing business in this framework including limits to organizational growth capacity
   ii) Residential Options - (24 hour support locations, Supported Independent Living, Enhanced Supported Independent Living, Family Home, Individualized Funding, Non-traditional supports, Access to 24 hour support options
   iii) Develop strategies to address support needs of individuals who require enhanced support (1:1) during the day.
   iv) Explore, research and analyze a purchase of service model whereby families are able to hire a “trained” contract worker
c) Development of supports and services for children who require residential supports (24 hour/in-home and Associate home)
d) Future planning regarding the aging of individuals who receive Supported Independent Living supports and whose support needs are changing

**Employee/Workforce**

The organization values its employees

a) Continuing to explore ways in which we can demonstrate how we value our employees  
   i) Explore an initiative to offer workshops/seminars to employees that would be focused on personal and professional development  
   ii) To offer a Professional Development Day for all employees

The organization is committed to enhancing the competency of every employee

a) Employee Development  
   i) Explore Manager Training opportunities  
   ii) Explore location specific training (webinars) for employees

Promote a workforce that is driven by a common set of goals and norms based on our mission and vision

a) Consistency between all teams/staffing groups  
   i) The organization will explore strategies to promote a cohesive working relationship between all team members and departments  
   ii) Enhancement of consistent application of organizational values based on the philosophy of Social Role Valorization

b) Understanding of role as a representative of the organization  
   i) Provide organizational information to all employees to assist employees to enhance their knowledge as representatives of the organization within the larger community  
   ii) Organization specific information to be shared ongoing with all employees

The organization will develop a part time employee recruitment/retention strategy to promote commitment

a) Develop a process to assess the need for recruitment of part-time employees  
   b) Explore strategies to recruit and retain part-time employees
The Finance Committee continues to execute its fiduciary responsibilities by reviewing monthly financial statements and financial projections, recommending the approval of next year’s budget and keeping the Board of Directors updated with quarterly financial reports. We regularly review the accounting processes and controls that are in place and are confident that the overall accountability structures are strong and appropriate to the Associations volume of transactions and total expenditure levels.

We completed several major tasks in the prior fiscal period:

- Reviewed and approved the Financial audit process and final report
- Reviewed and approved a variety of financial reports to the Ministry of Community and Social Services and the Ministry of Children and Youth Services
- Approved the purchase of two new group home locations that will be operational in 2018/2019
- Reviewed and recommended the approval of the financial results of the Community Living Mississauga Foundation

For the tenth straight year, Community Living Mississauga has not received any budget increases to cover the inflationary cost of items such as employee travel, heat, hydro etc. Through long-term advocacy, the Provincial Government has finally recognized this as a financial pressure and has promised to address the issue in the new provincial budget. The Finance Committee has also contributed to helping offset some of these increases through annual reviews of some of our larger contracts (e.g.: insurance) which have, in turn, produced long-term savings to the Association.

Support & Trustee Advisory Services ceased operations and we set up the Support & Trustee Advisory Services Fund. Through this fund, Peel families are able to continue the process of long-term planning and the fund assists families with the cost of revising or developing a will. This past year we have had three families finish the process.

The Finance Committee extends its appreciation to all members of Community Living Mississauga’s Finance Department for ensuring that all information is up to date and easily accessible by the committee and the Board of Directors.

In summary, 2017/2018 ended the year on solid financial ground. We sincerely wish to acknowledge the incredible support from the generous efforts of families, corporate partners and volunteers.
Sources of Revenue

- Government: 79.29%
- Recoveries: 15.54%
- Grants: 1.16%
- Fees: 0.23%
- Donations: 0.41%
- Other: 3.37%

Expenses

- Staff Related: 66.98%
- Purchased Service: 21.44%
- Occupancy: 4.81%
- Supplies and Equipment: 2.77%
- Administration: 2.26%
- Amortization: 1.74%
Nearly 750 family, friends and dignitaries came out to honour master philanthropist Sam Ciccolini, at Community Living Mississauga’s 34th annual Tribute Dinner on Thursday, March 22nd at the Mississauga Convention Centre.

The evening, which was emceed by Leonard Lombardi, raised $255,555 to support children, teens and youth to attend Community Living Mississauga’s Summer and March Break Programs.

Michael Ciccolini, Samantha Youakim, Dr. Agosotinho Pierro, Senator Consiglio Di Nino and Raniero D’Amuri, Italian Vice Consul General, shared memories and stories about Sam’s philanthropic work as well as insights into his family life.

Michael DeMelo, a young man supported by Community Living Mississauga who has participated in the organization’s summer and March Break programs, shared some of his personal experiences with the organization and explained the impact it has had on his life.

The evening also featured entertainment from legendary singer/songwriter, Andy Kim.

“Community Living Mississauga has seen many changes since our first Tribute Dinner was held. During these 34 years, we have built an organization which has seen growth and expansion in opportunities that cover all aspects of life from residential opportunities to day support, employment, leisure and recreational activities,” said Eugene Nolin, President of Community Living Mississauga’s Board of Directors. “We are proud to host this event to honour Mr. Ciccolini, who has enhanced our community by supporting our organization as well as many other charitable initiatives.”
Jack A. Prazeres, Chair of the 2018 Tribute Dinner Planning Committee, echoed Nolin’s sentiments about the impact Sam Ciccolini has had on our community.

“Sam Ciccolini is a man who has built communities from the ground up through his involvement and dedication to the charitable sector spanning over six decades,” said Prazeres. “His impact has been seen and felt across our province and great nation. Not only is he a committee member of the Annual Tribute Dinner, he is also a generous supporter of the event.”

Sam has created several small and medium-sized businesses which now employ more than 100 hard-working Canadians.

Despite the demands on his many business interests, Sam is an active volunteer in the community raising funds for more than 80 groups, including services clubs, hospital and research organizations, provincial ministries, community health centres, municipalities, charitable foundations, scholarship funds, and Community Living Mississauga – all of which have benefitted from his time and talents over the years.

In its 34th year history, the annual Tribute Dinner has raised more than $2.9 million to provide opportunities for children and youth who have an intellectual disability to attend summer camp programs.

This year’s event was presented by The Symons Group at ScotiaMcCloud Mississauga with dinner sponsored by Masters Insurance and the Christina Ciccolini Memorial Fund.
Community Involvement

Building community capacity and social capital is the foundation of Community Living Mississauga. These connections prove time and time again how the quality of life of individuals who receive support are enhanced as a direct result. Here are just a few examples of how our community joined with us to make Mississauga a more inclusive community over the past year:

Volunteers

Throughout the past year over 300 volunteers donated their time and commitment to enhance the lives of individuals who have an intellectual disability in all areas across the organization. This year, volunteers were involved in numerous projects, performing a wide range of tasks.

Scotiabank provided more than 30 volunteers for our Annual Golf Classic, while Alcon Novartis Division and Baxter Corporation volunteers assisted with gardening and deck staining at individuals’ homes. Cummins Eastern Canada volunteers assisted with direct mail campaigns and volunteers from Kao Corporation, Kimberly Clark, Pratt and Whitney, Suncor Energy Foundation and Toromont Power Systems assisted with gardening projects and supported individuals attending our base sites to participate in community activities through the United Way Spring and Fall Days of Caring.

Community Awareness

With the ongoing support of our key media partners, The Mississauga News and SNAPd community newspaper, Community Living Mississauga was able to promote awareness throughout Mississauga. Representatives from our organization made presentations on behalf of the United Way of Peel as part of its Speakers Bureau and also presented at the Community Living Ontario Annual Conference in Niagara Falls. Finally, to help raise awareness about our organization while also giving back to a service club which has supported us for many years, Community Living Mississauga staff volunteered at the Amacon Rotary Ribfest.
Partnerships in Programs

Children and teens who have an intellectual disability were able to participate in a number of activities throughout Mississauga. More than 250 children and teens participated in our summer programs, March Break Teen Activity Program, Community Engagement Teen Initiative and Weekend Respite Programs.

In addition, 139 adults have made new friends and tried many new activities through their participation in the Community Engagement Resource Initiative. With the support of the Inclusion Resource Team, 62 adults participated in recreational activities offered by the City of Mississauga for a total of more than 900 hours.

The Inclusion Resource Team continues to deliver specific inclusion training for recreation staff on an ongoing basis to ensure that they have the knowledge and expertise to provide a welcoming and inclusive space to adults who have an intellectual disability.

This training included:

- More than 373 full-time and part-time City of Mississauga recreation and Parks staff received training.

- Dr. Al Condeluci facilitated three workshops, speaking to over 130 recreation staff about social capital and inclusion.

- An e-learning course was developed on Inclusion which will be used for all new staff once the project has finished.
Community Involvement

Fundraising

The 34th Annual Tribute Dinner, honouring Sam Ciccolini, was held on March 22nd at the Mississauga Convention Centre. The event raised a total of $255,555.

The 14th Annual Community Living Mississauga Golf Classic was held August 29th at Lionhead Golf Club and Conference Centre. A total of 225 golfers enjoyed a day of fun activities and a program that featured Ron Adea playing piano and delivering poignant remarks! The event raised $112,250.

Third Party Events

Breakthrough Bootcamp held its annual Giving Back to the Community Day on June 3rd. Members & owners raised over $3,400 for Community Living Mississauga.

The Crown and Lion Golf Tournament took place on June 29th with more than 100 golfers. The day before the tournament, the Crown and Lion kicked things off by donating $2 from every entree served to Community Living Mississauga. Pub owner, Dennis Greer, announced that the two events had combined to raise a total of $6,000 for Community Living Mississauga.

Tim Horton’s Smile Cookie took place the week of September 11th, raising $67,267. This was the third year in a row that the Community Living Mississauga Foundation was the recipient charity for this event. The grand total over the three years tallied to more than $230,000.

The I. Kaneff Charitable Foundation Golf Tournament took place on September 25th, with more than 200 golfers participating in the 46th annual tournament. The event was a great success and Community Living Mississauga was presented with a cheque for $50,000.

The 11th Annual Night for Autism Dinner and Dance took place on October 28th at the Renaissance by the Creek with entertainment provided by “The Portuguese Kids”. The event was sold out with over 625 guests in attendance. Founding member Adele Pimentel presented a cheque with the proceeds of the evening for over $19,675.
Employment Supports

We supported more than 300 people to secure and maintain employment/volunteering while working with more than 200 different partners.

Job Path evolved into a six-week program in September 2017. The work readiness program provides an opportunity for individuals to explore the world of work in a welcoming and supportive environment.

In March, the Engage Talent: Employer Breakfast was hosted at the Mississauga Golf and Country Club to educate employers on how enhancing their hiring practices can maximize business performance.

The Ontario Trillium Foundation will be investing $530,100 over 36 months into Community Living Mississauga’s HIRE (Helping Individuals Reach Employment) program - an initiative which supports individuals who have an intellectual disability to transition from school to work.

The HIRE program works with local school boards to provide education to staff and support networks about employment, as well as to prepare students for work through in-class workshops, summer employment opportunities and co-operative education placements that transition to paid employment after the student graduates.

HIRE is currently working with 10 schools throughout Mississauga. In 2017, five students were supported to transition to paid employment after graduation and nine students were supported to secure paid summer employment.
The following individuals have consented to be recognized as Members of Community Living Mississauga for the fiscal year 2018-2019.

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<th>Membership List</th>
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<tr>
<td>Vicenta Abay-Abay</td>
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<td>Manjula Das</td>
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Nicholas Melnyk
Loretta Miller
Gordon Murless
Ruth Murphy
Debasish Nandi
Lesley Nevins
Karen Newman
Dinh Nguyen
Brenda O’Connor
David Oliver
Diane Oliver
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Yanqiin Qi
Anthony Ramanaden
Fatima Ramanaden
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Padma Reddy
Loyal Reina
Gloria Rendon-Pascua
Panch Ramaswamy
Susan Roberts
Nancy Rogers
Simone Ruellan
Elmo Russo
Waldemar Sadkiewicz
Martha Schreiber
Trevina Shum
Tim Sinke
James Snook
Violet Snook
Clifford Snook
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Elizabeth Szymus
Phuc Ta
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Grace Tey
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Cherry Tong
Maria Veiga
Richard White
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Bonnie Yagar
Shirley Yee
Doug Yokota
Monique Zanetta

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Stephen Dasko
Pran Kirtani
Dorothea Martel
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Eugene Nolin
Mike Parris
Holly Pellizzer
Candice Roberts
Craig Ross
Ron Shum
Laura Sluce
Greg Symons
Above and Beyond: Special Thanks and Recognition
Tundun Olasusi
Brett Paveling
Jamie Curran
Marissa Marr

Above and Beyond: Leadership Initiative Values Enthusiasm
Amanda Williams

Above and Beyond: Building Social Capital and Community Connections
Aimee Shaw

Employer of the Year
Compass Group Canada

Community Partnership Award
City of Mississauga

Donor Recognition Awards
Canadian Construction Workers Union
Cummins Eastern Canada
Gary Bluestein Charitable Foundation
Rotary Club of Mississauga Meadowvale

Volunteer Years of Service Awards
3 Years
Cindy Chen
Darren Clift
Roman Fischer
Pran Kirtani
Margaret Mahood
Dorothy Martel
Michaela Olenchuk
Laura Sluce
Chanel Yearwood

5 Years
Marley Batenchuk
Alex Butzow
Rick North

10 Years
John Nevins
Mike Parris
Excellence in Student Practicum

Breanne Villar
Natalie Rancourt
Briana Jackson
Celeter Waysome
Diana Solis
Ike Uzukwu
Janice Bhagoutie
Preetam Ansary
Rattan Gambhir
Tamima Amir
Jessica Porter
Marigrace Noronha
Erica Alexander-Allard
Aaliya Mohammed

Volunteer Excellence

Adam Leslie
Amy Biskali
Erik Mustafa
Jenna Stratigeas
Angus Li
Yingjun Li
Dylan Bedi
Farhat Amini
Frederick Spiewak
Heba Elgharbawy
Mike Parris
Parnika Celly
Shamsher Dhah
Yeun Park
Zahra Sina

Mississauga Citizen of the Year

Douglas Fowles

Mississauga Civic Award of Recognition

Craig Ross

Ontario Youth Volunteer Service Award

Farhat Amini
Cindy Chen
Samantha Chiofalo
Abirami Vijayakumar

Volunteer MBC Corporate Volunteer Engagement Award

Cummins Eastern Canada
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The Community Foundation of Mississauga
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We would also like to extend a special thank you to all of the monthly donors and the individuals who have given gifts in memoriam or in honour of friends and loved ones.
OUR GOALS

Quality ● Inclusion ● Advocacy

OUR PRIORITIES

Highest quality of supports and services
Meaningful community participation
Commitment to continued advancement

OUR VALUES

Respect ● Caring ● Integrity