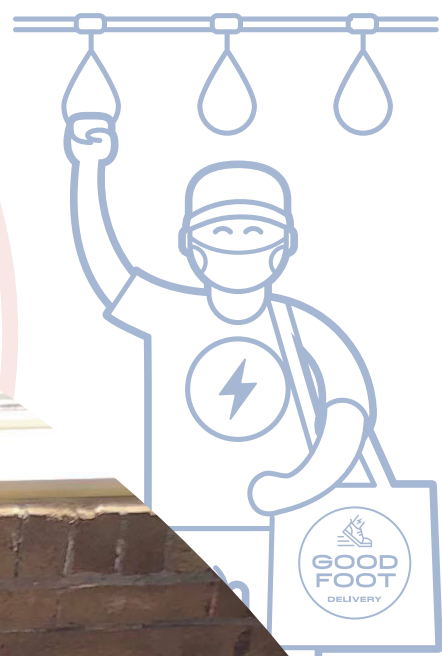




# GOOD FOOT DELIVERY 2020

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ANNUAL REPORT



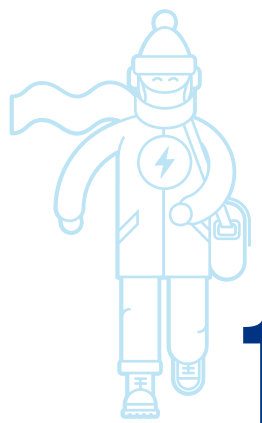
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# ABOUT GOOD FOOT DELIVERY



Founded in 2010, Good Foot Delivery is a social enterprise that provides meaningful employment to the neuro-diverse community through a reliable, professional Courier service, with all deliveries completed via public transit and on foot. Good Foot has tailored its employment program to ensure that every Courier has the support and tools required for success, both in the workplace and within the community at large. Not only does Good Foot provide initial training and employment to its Couriers, but the organization also works with every Courier on an ongoing basis to strengthen skills and experience in order to maximise potential and overall independence. Good Foot is so much more than a job - it is a community that enables every Courier to feel empowered to thrive. ⚡

# MESSAGES

## MANAGING DIRECTOR'S MESSAGE

It goes without saying that the COVID-19 pandemic has profoundly changed all of our lives. Just like many other Canadian non-profit organizations, Good Foot has faced difficult challenges over the past year. The number of orders placed dropped by 60%, and our team had the difficult task of adapting to virtual platforms to ensure both training and social events remained a vital part of our programming. Throughout the decision-making process, the health and well-being of our staff remained a significant priority. As we continue to adapt, our goal is to ensure that everyone feels safe, supported and importantly, connected.



**Barb Willet,**  
Managing Director

I have been incredibly inspired by the resiliency and determination of our team, our supporters and the community at large as new challenges were presented throughout the year. To keep the community connected from the safety of home, we launched a wide array of social programs that allowed us to spark joy through fun activities and everyday conversations. To ensure our Couriers and customers were safe, we adapted our delivery service to provide a contactless delivery option. This adaptation was essential as deliveries became vital due to store closures. Our Couriers received personal protective equipment (PPE) and supplemental training about safe delivery procedures so that we could keep providing the same friendly service in a safe environment. ▶

As we begin to move forward, I am extremely optimistic about Good Foot's future. At the end of 2019, Good Foot received a transformational \$855,000 grant from the Canadian Government as part of the Opportunities Fund for Persons with Disabilities program. This program will enable us to grow the In, Up, and Out program, which provides our Couriers the support they need to build lasting, transferable skills inside the workplace and in everyday life. Over the next 2 years we hope to provide even more employment and training opportunities while establishing strong partnerships with a diverse array of employers within the Toronto community.

I am energized by the possibilities that await us on the other side of the pandemic. COVID-19 has laid bare some of the inequalities that exist in our society, and it is my hope that organizations like Good Foot will lead the way in making Toronto a more accessible place for the neuro-diverse community. Our adaptability during the pandemic has inspired us to create some exciting new initiatives, including a Shopify delivery integration. I believe these new initiatives will help our business grow even further, and enable us to take our programming to the next level. After the challenges of the past year, I am confident in our team's ability to rise to any occasion. I am so proud of how they have adapted, and I know they are just as excited as I am to see what the future holds. ⚡

-Barb Willet, Managing Director

**Our team's resiliency during these challenging times has been truly remarkable. I can see now, more than ever, the impact community has within the workplace.**

## MESSAGES

# BOARD'S MESSAGE



Everyone had to adapt in profound ways during the COVID-19 pandemic, and Good Foot was no exception. At the outset of lockdowns, Good Foot paused operations, including our In, Up & Out program which was just gaining momentum, to ensure that everyone could be kept safe.

Upon re-opening, the Board and staff worked together to proactively implement a number of strategies to mitigate the impact of COVID-19 while ensuring the long-term viability of our programs and the well-being of our employees. We were inspired to see how hard our staff worked to keep the vibrant community of Good Foot alive. Our staff's dedication is a true testament to the strength of this organization.

It has been a year of change in more ways than one. Our founder, Kirsten Gauthier, made the difficult decision to step down from her role on the Board after 10 years at Good Foot's helm. We would like to thank her for her vision, leadership, and ceaseless commitment to create opportunities for the neuro-diverse community.

This year reinforced the importance of creating a more inclusive society. We must continue championing the capabilities of the neuro-diverse community and other under-served populations. The benefits are tangible - our workplaces will be stronger, more productive and able to weather any storm. Good Foot has been an important part of Toronto's inclusive employment landscape. ▶



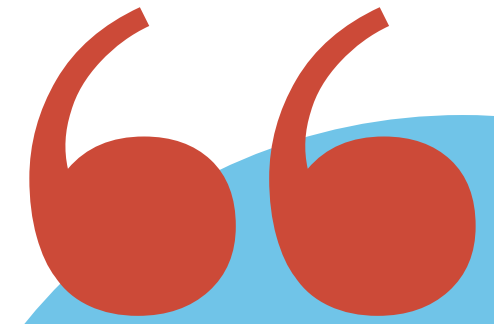
**Dom Michaud & David Wilkinson,  
Co-Chairs**

We hope that by creating a nurturing environment and empowering our Couriers to showcase their abilities, our work inspires other organizations to create more accessible workplaces.

Our team demonstrated daily that Good Foot offers more than just a job - it offers a community that is a place of support, strength and belonging. During these challenging times, we adapted and pivoted programming in order to engage and support staff, while providing forums to connect with colleagues. Nurturing a sense of a belonging was critical during a year of isolation and uncertainty.

The importance and impact of this organization was evident even on the most difficult days. Together we've weathered a difficult and challenging year and remain a vibrant, sustainable organization. We are grateful to our funders and supporters for their continued flexibility, investment and encouragement, and to staff for their commitment and hard work. We are confident that Good Foot will continue to deliver change for years to come. ⚡

Dom Michaud & David Wilkinson, Co-Chairs



**The importance and impact of this organization was felt on the most difficult days, and it has made us more confident that Good Foot can thrive in the face of any obstacle.**



# A YEAR IN REVIEW



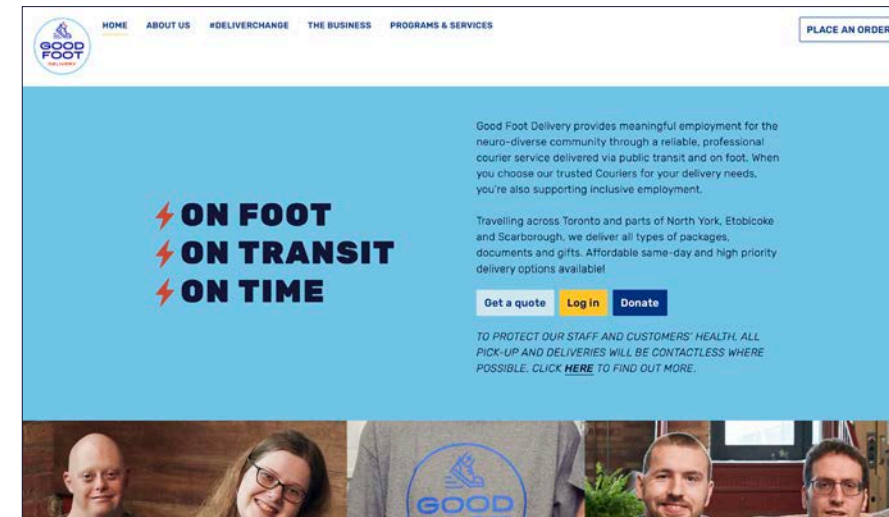
For Good Foot, 2020 began with optimism, fueled by a transformative grant from the Government of Canada to implement and expand the In, Up, and Out program. With the onset of the COVID-19 pandemic, the year became a test of resiliency, perseverance, and community. In March 2020, we made the difficult decision to suspend all operations, including both the delivery service and employment program.

Staff worked tirelessly behind the scenes to implement new procedures and measures to protect both Couriers and customers. When it came time to reopen in a limited capacity again in July, we refined our safety protocols and partnered with a local Courier company to supplement our service if delivery volumes exceeded our capacity.



The impact of COVID-19 has been great, and recovery has been slow. The delivery service experienced a 60% reduction in delivery volumes. We invested significantly in efforts to rebuild the delivery business as it is core to our ability to provide employment and foster transferable skills. The lower volumes provided a unique opportunity to strengthen and personalise relationships with the customers that continue to use our services, as well as the new customers that have joined our community. Providing meaningful work is a central tenet of Good Foot's employment model, and we are proud to have customers who see their commitment to social change reflected in our organizational model. ▶

2020 was a difficult year for small enterprises like Good Foot, but it was also filled with exciting new initiatives. Our new website launched with a branding redesign, streamlined integrations, and updated content that highlighted our organization, from our impact to the delivery service. Although we initiated the transition to a new delivery management software, we decided, after further reflection, to upgrade and enhance our current platform to meet the needs of our customers and Couriers. Our "Hub" is more efficient, faster and easier to navigate which creates a more intuitive experience for customers.



Throughout this year, our staff worked with compassion and dedication to provide support, community, and programming to everyone at Good Foot. We analyzed our programs to identify areas for improvement to provide optimal support for our Couriers. The Good Foot community has endured a challenging year, and while we know there are still difficult days ahead as we continue to navigate through the pandemic, we believe the insights and learnings from 2020 will allow us to remain a strong, impactful organization. ⚡



# A YEAR IN REVIEW STATISTICS

**DELIVERY REVENUE**  
**2020: \$75,537**  
**2019: \$207,534**

**TOTAL REVENUE**  
**2020: \$607,762**  
**2019: \$726,776**

**BUSIEST DAY**  
**2020:**  
**116 orders on**  
**December 17th**  
**2019:**  
**126 orders on**  
**December 16th**

**ORDERS**  
**2020: 7,030**  
**2019: 16,948**

**TRAINING HOURS**  
**2020: 142**  
**2019: 141**

**COURIERS**  
**2020: 35**  
**2019: 35**

**NEW CUSTOMERS**  
**2020: 114**  
**2019: 264**

## GOOD FOOT DELIVERY 2020 BOARD OF DIRECTORS

**Kirsten Gauthier**  
**Daniel Klass**  
**Dan McNamara**

**Radha McCulloch**  
**Dom Michaud**  
**David Wilkinson**

# A YEAR IN REVIEW COURIER ENGAGEMENT



as well as monthly larger scale events, including a board games night and a visit to a local pub. We even spent an evening singing our hearts out at a karaoke club.

Once the pandemic erupted, we set aside our in-person social event plans and quickly developed a robust engagement strategy to support our Couriers as they dealt with the subsequent changes to routines, isolation and much uncertainty. Each Courier was contacted by staff a minimum of once a week, with some receiving daily check-ins. Conversations focused on areas of interest such as video games and movies and tougher topics like the difficulty of adapting to online life and handling lockdowns. ▶



In early 2020, we substantially expanded our social programming with a variety of activities designed to encourage social connections among colleagues. Navigating social situations can be challenging for individuals from the neuro-diverse community. We recognize the importance of providing opportunities for the Couriers to build confidence and skills in this area, particularly because they work independently during their shifts. We hosted a weekly drop-in program



We also adapted our social programming online and hosted an array of weekly events; from yoga exercises to games night our virtual social calendar was quite full. Good Foot's Run Crew has participated in the Scotiabank Toronto Waterfront Charity Challenge for many years and 2020 was no exception. Runners met virtually every Monday for warm-ups, exercises and a self-directed run or walk and then completed their distance in the virtual event.

Community and relationships are central to Good Foot and we knew it was important to provide plenty of ways to stay connected, and offer something for staff to look forward to. Adapting to online life was difficult but we quickly settled into a routine that led to serious heart-to-heart conversations, small talk, laughter, and joy for us all. During challenging times, we reaped the mutual benefits found in a strong, caring community. ⚡





## A YEAR IN REVIEW

IN, UP AND OUT  
EMPLOYMENT  
PROGRAM

On March 16th, 2020, the In, Up, and Out program (IUO) was paused to ensure the safety of all Good Foot staff and to minimise the spread of COVID-19. During this period staff worked diligently to create a robust Courier engagement strategy and to adapt the in-class portion of training to virtual platforms. Although these changes came with challenges, the team quickly found a rhythm to the new routine. These changes allowed us to foster our current community on a virtual platform, while seeking to expand it by reviewing and revising our hiring and training practices.

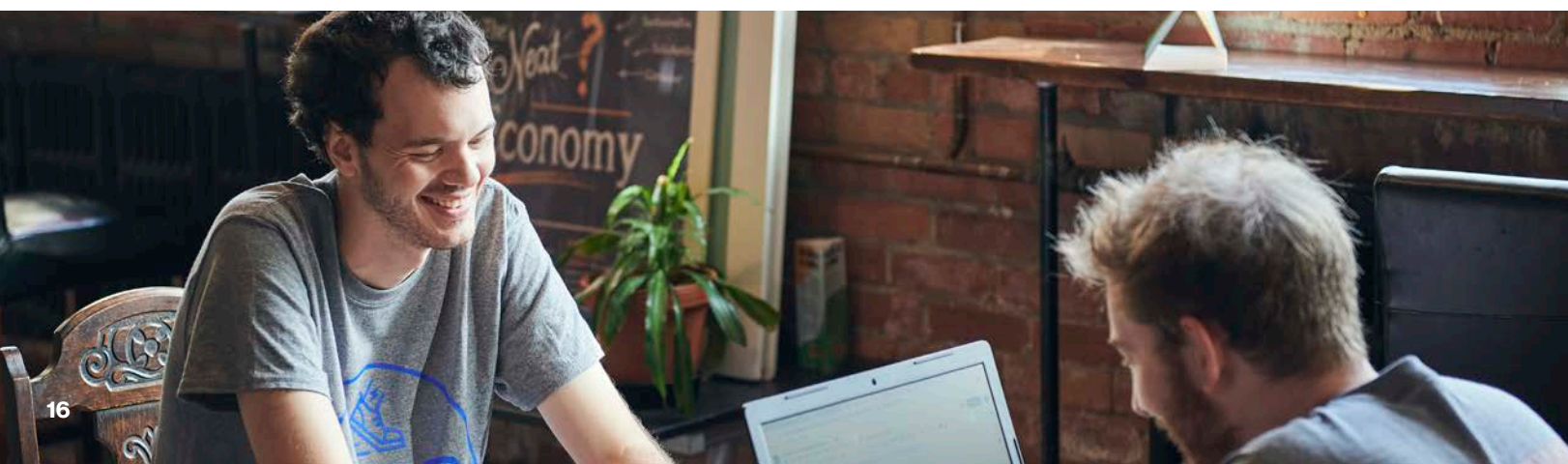
Following both internal and external consultation, Good Foot's application,

interview and onboarding processes were streamlined to allow Couriers to begin their time with Good Foot at an individualized pace. The training program was enhanced to include visual and interactive components to strengthen learning and knowledge retention. We developed a new training module to cover the logistics of working during COVID-19 including new delivery procedures, like contactless delivery and health and safety protocols. The purchase of additional laptops and software provide equal access to the needed technology and equipment for participants to complete in-class training in a virtual setting. ▶

We believe partnerships are key to sustainable change. We strengthened our relationship with two employment agencies, Brands for Canada and Corbrook, by maintaining open communication and taking the time to better understand how our organizations can benefit one another and provide comprehensive support to Couriers. These partnerships ensured Couriers had dual support from the agency and Good Foot, which maximised the impact of each.

In addition, our partnerships with other organizations supported the development of important professional and life skills. Dream Weavers, an Occupational Therapy Collective, hosted a Communication workshop to increase understanding of professionalism in the workplace. Participants learned different communication styles and practiced using assertive communication in common workplace settings. The Deloitte Mentorship continued throughout the first half of the year. The mentoring sessions involved discussions about workplace etiquette, conflict resolution, and communication styles.

A key component of IUO is the opportunity for Couriers to ultimately secure employment beyond Good Foot, possible only through partnerships with local businesses. The launch of this final stage of the program was hindered by the pandemic. Conversations with potential partners were put on hold while we shifted our attention to rebuild the delivery service. Local business partners also faced various challenges as they learned how to adapt their organizations in innovative ways. Taking into account the current and foreseeable economic situation, we broadened our focus to include job placements, internships and mentoring that offer opportunities to learn new skills, explore different industries and continue to develop soft skills such as communication and problem solving, in a new setting. ⚡



# CITY WIDE IMPACT

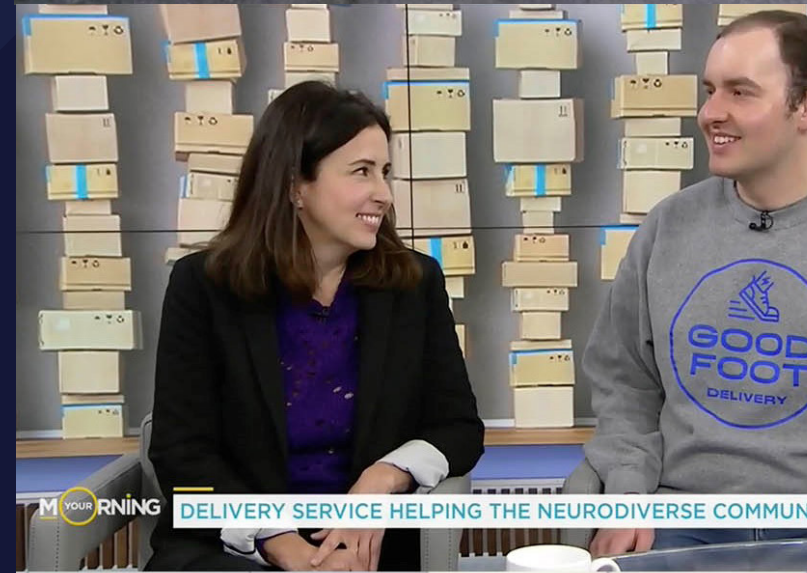


In February, we held a press conference to announce the federal funding we received to increase the capacity of our In, Up and Out program, an initiative focused on fostering the growth of individuals from the neuro-diverse community through an integrated approach to meaningful employment, skills development and workforce integration. Members of our community, including Couriers, customers, politicians, funders, parents and supporters, joined us to celebrate this important milestone. One of our Couriers joined our Board Chair on CTV's Your Morning to discuss the significant impact of this expansion for Good Foot and the neuro-diverse community.

Good Foot Delivery was selected as the official charity partner of the TTC Challenge, a new Canada Running Series event where participants were challenged to walk or run the distance of the Toronto subway system (76.5 km) over a 31 day period. We were thrilled to be selected because Good Foot is committed to

maintaining a low carbon footprint by walking and riding the TTC regularly while making deliveries. 1,300 participants raised over \$25,000 for Good Foot, and 6 Good Foot staff walked an astounding 460 km. We are grateful for all the participants who took part in the challenge while fundraising for Good Foot, and so proud to see our staff use their walking shoes for a good cause.

COVID's impact was greatly felt as workplaces shifted to work at home arrangements and staying connected with colleagues became more difficult. During these isolating times, Good Foot delivered hundreds of orders for organizations hoping to support employees and boost morale. Our Couriers travelled across the city delivering tokens of appreciation, from gifts to care packages, that recognised the work and dedication of many. We were delighted to put a smile on a recipient's face, especially during a time when mental well-being is critical. ⚡



TTC CHALLENGE



CITY WIDE IMPACT

# WHERE OUR COURIERS DELIVERED ACROSS THE GTA



## NUMBER OF DELIVERIES BY POSTAL CODE

- 401 and up ●
- 226-400 ●
- 101-225 ●
- 56-100 ●
- 31-55 ●
- 6-30 ●
- 1-5 ●

TTC subway line —



# DELIVERING CHANGE

## HEATHER, GOOD FOOT COURIER SINCE 2020

I became involved with Good Foot after seeing a poster on the TTC and going to the website and checking it out. It was very interesting, as I did not know this kind of job existed for people like me! It has affected me positively in that I feel I am improving my people skills, navigation, and time management.

It is important to have employers like Good Foot, because so often businesses do not choose to work with neuro-divergent people. They do not understand us, or bother to learn about how much we can contribute if given the proper opportunity. I wish other businesses knew that if given patience, time, and opportunity, we can contribute so much. We can be creative and passionate and we just need understanding and sometimes a bit of added help. But we are not lesser than others because of this!

What sets Good Foot apart is the kind, compassionate staff and all the resources that they provide to us. This support was especially important during the pandemic, as I was happy to be able to continue working. It gave me a routine and allowed me to feel as normal as possible, which really helped my mental health.

Good Foot delivers change by providing opportunities to neuro-divergent people that many otherwise would not get. This can help us to get into the workforce, be self-sustaining as individuals, and also give back to the community in a positive way. I feel more confident working here.⚡



## ALAN'S FAMILY

Good Foot's impact on both Alan and our family has been extraordinary. Alan had a positive previous work experience, but when the company downsized and eventually went out of business, his hours continued to dwindle until he barely had anything to do. With reduced hours, his anxiety levels increased, and he became increasingly agitated as he desperately tried to find a job. By providing Alan with meaningful work on a consistent basis, Good Foot has played a huge role in restoring his sense of self-worth by challenging him every day to meet his full potential. Not only has his job at Good Foot restored a sense of normality to our home, it's also gratifying to know that he has an extended family in his Good Foot community.

Working at Good Foot gives Alan a sense of purpose. He goes to work every day brimming with excitement and he takes pride in his accomplishments. This is a job in which he can shine and achieve a success that is easily measurable. Alan's job at Good Foot doesn't focus on his weaknesses; it builds on his strengths, like his excellent navigational skills, his inclination for marketing, and attention to detail. He has an outgoing and friendly nature that allows him to build rapport with regular clients. Working at Good Foot really brings out his best.

Organizations like Good Foot enable individuals in the neuro-diverse community to live meaningful, fulfilling, and productive lives. Having a job gives people like Alan a sense of dignity, self-worth and accomplishment. By visibly showcasing the abilities, rather than focusing on disabilities, other businesses can see the contributions that this community is capable of making. In times like this, where there's so much emphasis on equity in the workplace, we can't forget that neuro-diverse employees should also benefit equally.

The work that Management has done to promote the well-being of the Couriers during the pandemic has been immeasurable. From a parent's perspective, it was extraordinarily appreciated. The sense of community and caring was maintained, and they certainly helped Alan retain his equilibrium through a long period of physical isolation. He was constantly engaged, and much of the credit for his ability to cope throughout COVID-19 goes to the amazing, never-ending efforts of the Good Foot staff. For Alan and the other Couriers, Good Foot is more than just a job. It's a whole community that is incredibly nurturing and caring. This is where Good Foot really shines, and its impact on Alan has been extraordinarily positive.⚡

---Barry Bernstein, Alan's father



## DELIVERING CHANGE

# CUSTOMER



Supporting the neuro-diverse community means a great deal to BenchSci. We value diversity, equity, and inclusion, and believe that everyone has the ability to contribute to society. Partnering with Good Foot perfectly aligns with our values, and we're pleased to support positive change. We partner with organizations that work within the neuro-diverse community because we think that everyone should be able to succeed right along with us.

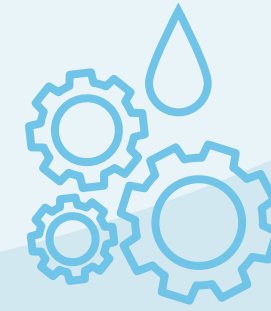
We were looking to ship out 80 packages across the GTA and wanted a solution that would be more cost effective than the big shipping companies. A subway ad caught my attention and I was thrilled to discover that Good Foot not only was timely and efficient, but also tied into what BenchSci values. Diversity, equity, and inclusion are vital to our success as a company, and we know that social injustice perpetuates a lack of equitable outcomes, resulting in disproportionate barriers to the success of underrepresented groups like the neuro-diverse community. Everyone deserves a chance and partnering with an organization like Good Foot is a great way to go.

During the pandemic our workforce has been fully remote, and thanks to Good Foot, we have been able to send items to our team members to keep them engaged and feeling valued. Working with Good Foot is like working with a well-oiled machine. We have been able to make a system that works for everyone involved, keeps us all safe, and gets the job done at high speed. Being a Good Foot client has enabled us to stay in touch with our team members during this difficult time. It has felt special to know that staying in touch has allowed us to support an organization like Good Foot.

Good Foot is consistently prompt, affordable, and takes a great deal of pride in their work. 10/10 would recommend. ⚡

## DELIVERING CHANGE

# FUNDER



At CIBC, our core purpose is to help make our clients' ambitions a reality, including the great community partner organizations we support. In the case of Good Foot Delivery, CIBC is proud to support their In, Up and Out program, because we recognize the high impact it has on program participants and their families. With more than 85% of neuro-diverse individuals facing unemployment, the time to act is now and CIBC's partnership with Good Foot Delivery is a big part of that action. The In, Up and Out program not only provides employment opportunities but also skill development to ensure future success.

Supporting employment in communities that face barriers to economic success is a central focus of CIBC's community investment strategy, and in teaming up with organizations such as Good Foot Delivery, we are bringing that focus to life. We sincerely hope that the next 5 years for Good Foot Delivery see continued growth and increased programming capacity for neuro-diverse individuals. Given the COVID-19 pandemic, CIBC has been proud to continue to support Good Foot Delivery through this period so they can focus on what matters most: giving their participants a path to success. ⚡

## DELIVERING CHANGE PARTNER



### BRANDS FOR CANADA

We began working with Good Foot in 2020 when we reached out to discuss a potential collaboration. They were immediately open to a partnership and shortly after we began referring our clients for the Courier job placement; many of these individuals ended up employed through Good Foot. The staff have been so communicative, friendly, and accommodating to our clients. We feel comfortable and confident to refer our clients to the organization, knowing they are in such great care. Good Foot has also made every effort to provide virtual interviews, training, and onboarding, which has allowed us to continue moving our clients closer to employment during the most challenging moments of COVID-19.

The EDGE Program works with individuals living with disabilities to build their soft-skills, address barriers to employment, and prepare them for the world of work. We also partner with employers to support them in their diversity and inclusion hiring, as well as provide guidance related to the implementation of accommodations that make employment successful. Good Foot is building capacity in similar ways to The EDGE Program, which makes working with Good Foot a synergistic and mutually beneficial alignment.

People from the neuro-diverse population have a very valuable skill-set and perspective that can positively impact their workplace. Operating within a diversity and inclusion-centred framework is not only needed from a human rights perspective, it is incredibly beneficial to positive business outcomes. Organizations like Good Foot provide amazing opportunities for these individuals to build skills and experience in a supportive, accommodating, and safe environment. For many, that can be the boost they need to progress along their career path, and build the confidence needed to operate in the world of work. ⚡



# FINANCIALS

## Good Foot Support Services o/a Good Foot Delivery Statement of Operations and Changes in Net Assets

Year ended December 31, 2020

	2020	2019
<b>Revenue</b>		
Donations	\$ 131,302	\$ 132,451
Courier delivery revenue	75,537	207,534
Government grants	237,423	128,039
Private foundations	163,500	258,752
	<b>607,762</b>	<b>726,776</b>
<b>Expenses</b>		
Salaries, wages and benefits	652,162	610,802
Software maintenance	41,181	4,582
Professional fees	32,099	37,434
Rent	24,464	35,563
Office and general	21,753	18,041
Advertising and promotion	10,210	24,414
Bank charges and interest	2,246	3,038
Amortization	3,576	2,349
Insurance	3,200	2,610
	<b>790,891</b>	<b>738,833</b>
<b>Deficiency of revenue over expenses before other items</b>	<b>(183,129)</b>	<b>(12,057)</b>
<b>Other item</b>		
Government Assistance	318,819	-
<b>Excess (deficiency) of revenue over expenses</b>	<b>135,690</b>	<b>(12,057)</b>
<b>Net assets, beginning of period</b>	<b>193,767</b>	<b>205,824</b>
<b>Net assets, end of period</b>	<b>\$ 329,457</b>	<b>\$ 193,767</b>

Good Foot is a registered charitable organization #825692668 RR0001.  
The complete audited statements are available upon request.

## Good Foot Support Services o/a Good Foot Delivery Statement of Financial Position

December 31, 2020

	2020	2019
<b>Assets</b>		
<b>Current assets</b>		
Cash	\$ 741,249	\$ 544,051
Accounts receivable	244,339	39,475
Prepaid expenses	1,720	1,720
	<b>987,308</b>	<b>585,246</b>
<b>Tangible asset</b>	<b>4,851</b>	<b>4,577</b>
<b>Intangible asset</b>	<b>-</b>	<b>7,500</b>
	<b>\$ 992,159</b>	<b>\$ 597,323</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Accounts payable and accrued liabilities	\$ 31,978	\$ 18,190
Deferred revenue	600,724	385,366
	<b>632,702</b>	<b>403,556</b>
<b>Long term debt</b>	<b>30,000</b>	
	<b>662,702</b>	<b>403,556</b>
<b>Net assets</b>		
<b>Unrestricted net assets</b>	<b>329,457</b>	<b>193,767</b>
	<b>\$ 992,159</b>	<b>\$ 597,323</b>

# A LOOK AHEAD



While it is clear that COVID-19 greatly impacted Good Foot Delivery, our learnings from the pandemic have provided a catalyst for adaptation, innovation and community-building.

Although our delivery volumes decreased, we quickly realized that consumers were becoming more reliant on online shopping and local stores were finding it difficult to manage delivery volumes internally. This presented an opportunity to augment our delivery service and provide e-commerce stores an integrated delivery experience. Next year, we will launch a Shopify integration that will streamline processes by providing live delivery rates and automatically creating an order within our delivery management system. We believe this integration will be crucial in our ability to gain new customers and return to pre-COVID order volumes.

As lockdowns continued, we quickly learned that putting pause on our training program would greatly impact our ability to achieve our hiring goals, as well as ensure we have enough Couriers to meet delivery demands. After exploring alternative digital learning options, and piloting a learning management system (LMS) module, we knew it was critical to further adapt the in-class portion of our comprehensive Courier training program into an accessible online learning format to build a solid foundation for effective virtual learning. These modules will allow Couriers to conveniently access learning materials, while also providing content in various forms, such as video demonstrations.

A key focus of 2021 will be expanding the In, Up and Out program. To increase outreach and visibility amongst potential Couriers, a recruitment video will be released to describe the Courier role and highlight the strong community and bespoke support that is provided. ▶

Additionally, a video tailored towards potential partners will describe the benefits of working with Good Foot, including the highly skilled participants taking part in the program and the support provided throughout the experience. Acquiring new customers, and increasing order volumes, is an important component of our ability to hire new Couriers. To increase brand awareness amongst potential customers, we will launch a new TTC campaign that will target local businesses, introducing them to Good Foot's Courier service and encouraging them to support a local organization that always exceeds customers' expectations.

This difficult year has taught us how important inclusive workplaces are and the impact meaningful employment can have for under-served communities. While the future looked uncertain, we took the time to listen, learn and adapt in ways that would ensure accessibility and long-term growth. Through our learnings, we have become more innovative and better positioned to adapt to change. Our team is energized and ready to see where these improvements lead us. We thank our partners, donors and supporters for their support, especially during these challenging times. ⚡

Thank you to our donors for helping us deliver change in an impactful way every day.

Our In, Up and Out program is funded in part by:

**Government of Canada's Opportunities Fund for Persons with Disabilities**

**Azrieli Foundation**

**Royal Bank of Canada**

**TD Bank**

**CIBC**





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