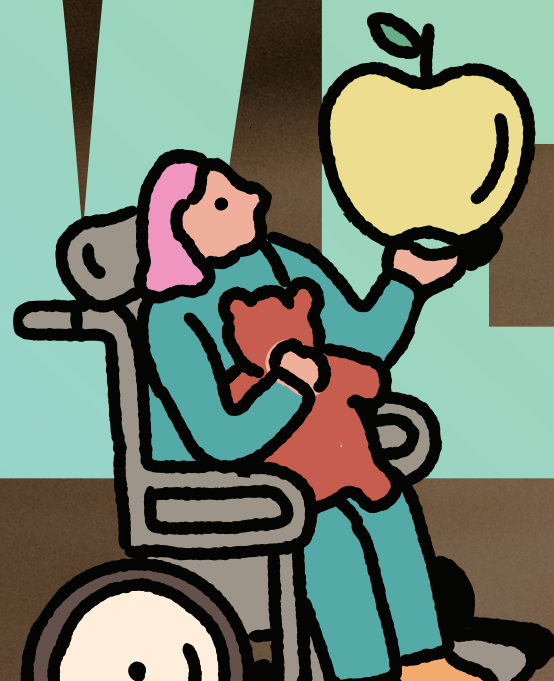


WHERE HOPE LIVES



Annual
Report
2025
to 2026



safe
haven

Letter from the President and CEO & Board Chair

Looking back on this past year, it is clear that Safehaven has experienced a transformative period. We did not simply maintain our progress and commitments to our goals; we raised the threshold of what community-based care can achieve in service to others.

Driven by our mission to create a world where everyone belongs, Safehaven spent the last twelve months expanding our clinical models to support children, youth and adults with significantly higher levels of medical complexity. Today, Safehaven is home to the largest children's tracheostomy-ventilation program in Canada. By advancing our transitional care program with Holland Bloorview Kids' Rehabilitation Hospital and increasing our adult programming capacity, we have ensured that as our clients grow and their needs evolve, our commitment to them remains unwavering.

This year, Safehaven's impact rippled far beyond our own walls. Through strategic partnerships, Safehaven has become a vital partner in relieving pressure on the provincial health system. We have supported hospital capacity, while helping high needs clients transition safely and successfully back into community settings. To support this work, we have deepened our focus on quality and safety, raising our standards and strengthening our clinical oversight. Increasingly, Safehaven is not only following best practices, but helping to define and raise the bar on what high quality care can and needs to look like in the community.

Yet as another year of change and growth begins, Safehaven stands at a critical juncture. Demand for our services has never been greater, and the care we provide is unlike any other in the country. In response, we are rising to this challenge with a bold strategic vision to expand our capacity by redeveloping our main Bloor Street site. Even as we pursue this transformational vision, we are maintaining our focus on the core work that makes inclusion possible every day.

To truly solve the systemic gaps in care for the population we serve, we must look beyond care alone and consider where and how this population wants to live and grow in an inclusive community. The redevelopment is the cornerstone of this vision. Once complete, it will serve as a first-of-its-kind medical complexity care hub: a purpose-built community where specialized clinical care, supportive housing and community services converge. It is a model designed to enable individuals to live and thrive outside of hospital, while offering a blueprint for the future of integrated care in Canada. We proudly embrace this work and thrive on being a system enabler for highly vulnerable individuals.

As we look towards the coming year, Safehaven remains focused on its purpose. We are building more than capacity; we are helping build a system that adapts, innovates, and responds to those who need it most. To our clients and families, our dedicated frontline staff, our community, government partners, and our philanthropic supporters: thank you for standing with us. Together, we are creating a more inclusive world, ensuring that every individual, regardless of diagnosis, is seen, valued, and supported to live a full life.



Marelize Konig
Chair of the Board



Susan Bisailon
President & CEO



By the Numbers

Safehaven provides specialized, community-based care for children, youth and adults with medical complexity and developmental disabilities. Across our respite, residential and transitional care programs, we support individuals with safe, compassionate care that promotes dignity, belonging and quality of life. Safehaven has 71 beds across six sites in the GTA. In 2026, a seventh site with 10 more beds will be added.

Respite Care

10 X 2

Safehaven has 10 respite beds across two sites

Short-term care that gives families a trusted place to turn while children and youth with medical complexity receive safe, specialized support.

Residential Care

Long-term, community-based homes where children, youth and adults with medical complexity receive 24/7 care in a safe, inclusive environment.

Transitional Care

A bridge between hospital and home, supporting children and youth with medical complexity as they build stability, confidence and readiness for their next step. This program has four beds based at our Bloor site.

Pediatric Respite Care

5 DAYS

5 days is the average length of stay in respite.



Client populations by age:

72% Children under 18 with significant medical complexity

28% Adults (18+) with significant medical complexity

Transitional Care for Medically Complex Children

25

25 clients admitted since the program launched in 2022.

Most common medical conditions supported:

Cerebral Palsy
Spinal Muscular Atrophy
Respiratory Conditions
GERD (Gastroesophageal Reflux Disease)
Seizure Disorder
Scoliosis
Quadriplegia
Developmental Delay

18

18 successful transitions back to family homes or community placements.

- Welcomed clients directly from pediatric intensive care, acute care and specialty rehabilitation settings, helping free critical capacity across the children’s hospital system.
- Advanced program from pilot initiative to permanently funded model, with expanded wraparound supports including allied health services to strengthen clients’ wellbeing, recovery and continuity of care.

STRENGTH & IMPACT

An independent program evaluation reinforced the strength and impact of Safehaven’s Transitional Care model, recognizing it as a vital bridge between hospital and community that helps children and youth with medical complexity transition safely, while giving families the care, confidence and support they need for the next step in their journey. The review also underscored that the program is making a meaningful difference for children and families by providing a safe, compassionate and highly specialized care environment that supports recovery, builds caregiver confidence, and creates a more hopeful path from hospital to home or community living.

Clinical/Care Stats

71%

of clients on life-saving technology such as tracheostomies, ventilators and g-tubes.

734+

medical appointments supported, including specialists such as neurologist, audiologist, urologist, respirologist, neuromuscular, physiotherapy, ophthalmology, nutritionist, occupational therapy.

100%

of clients have more than one diagnosis with multiple complexities.

A Year of Progress



This year, Safehaven has strengthened its role as a leader in community-based care for children, youth and adults with medical complexity.

Our care model also continued to evolve. Safehaven supported clients with higher levels of medical complexity, strengthened clinical oversight, and brought care teams, families and external partners into closer collaboration. We also relaunched the Client Family Partnership Council and expanded family rounding, ensuring that client and family voices continue to share the care we provide.

Behind the scenes, we made important investments in quality, safety, technology and Accreditation readiness. From enhanced Board reporting and new quality indicators to expanded digital systems and stronger real-time reporting, these improvements are helping Safehaven deliver safer, more consistent and more responsive care across the organization.

This year also marked important progress in equity, diversity, inclusion, accessibility and anti-racism (EDIAA). Through organization-wide training and policy development, Safehaven continued embedding inclusion into how we govern, lead and deliver care. We recognize this work as a critical success factor for advancing our culture of inclusion and equity for our clients, staff and families.

Together, these advancements reflect more than organizational growth. They represent a stronger, more connected model of care – one that supports clients and families today while preparing Safehaven for the future.



PROGRESS AT A GLANCE

- **Added capacity for children, youth and adults with medical complexity.**
- **Re-opened the house in Aurora and welcomed new pediatric clients.**
- **Strengthened hospital and community partnerships.**
- **Supported clients transitioning from hospital to community.**
- **Renewed focus on client and family voice.**
- **Advanced quality, safety, and Accreditation readiness everyday.**
- **Advanced our EDIAA strategy and education for all staff and board members across the organization.**

From Hospital to Home: Henry's Story

After a life-altering bicycle accident in 2024, Henry faced a long and uncertain road. He spent just over a year in hospital care working to regain his strength. But when he was ready to leave, his next step wasn't clear.

His family's renovations to make their home accessible were not yet complete, and they were running out of options. Henry no longer needed to be in hospital but he still needed specialized support before he could safely return home.

This is where Safehaven came in.

From the beginning, Safehaven felt different. Less like a hospital and more like a home. It was a place where Henry could begin to feel like himself again.

During his time at Safehaven, Henry gained a greater sense of independence, something that made a meaningful difference in his recovery. He built strong connections with staff, who were there for everything he needed. He hung his jerseys on the wall and his dad hooked up his PlayStation in his room. Safehaven became more than a place to continue his recovery. It became a second home.

With the support of the Safehaven team, Henry returned to school and reconnected with friends. Life began to feel familiar again.



For his family, Safehaven filled a gap they did not know existed. It gave them time to build a fully accessible suite around Henry's needs, so that when he returned home, he could do so safely and with greater independence.

Henry says it best, *"Safehaven gave me confidence and comfort. It was my home before I could go home again."*

Today, Henry is back home with his family, living in a space designed for his needs and continuing to grow in independence. His journey shows what is possible when the right support is in place: families move forward, hospital beds can be freed for those who need them most, and young people like Henry can find their way home.

DANIELLE GRAHAM (LEFT) WITH HENRY (RIGHT)

**"It was my home
before I could
go home again."**

Where Hope Lives: Helping Families Talk About Inclusion

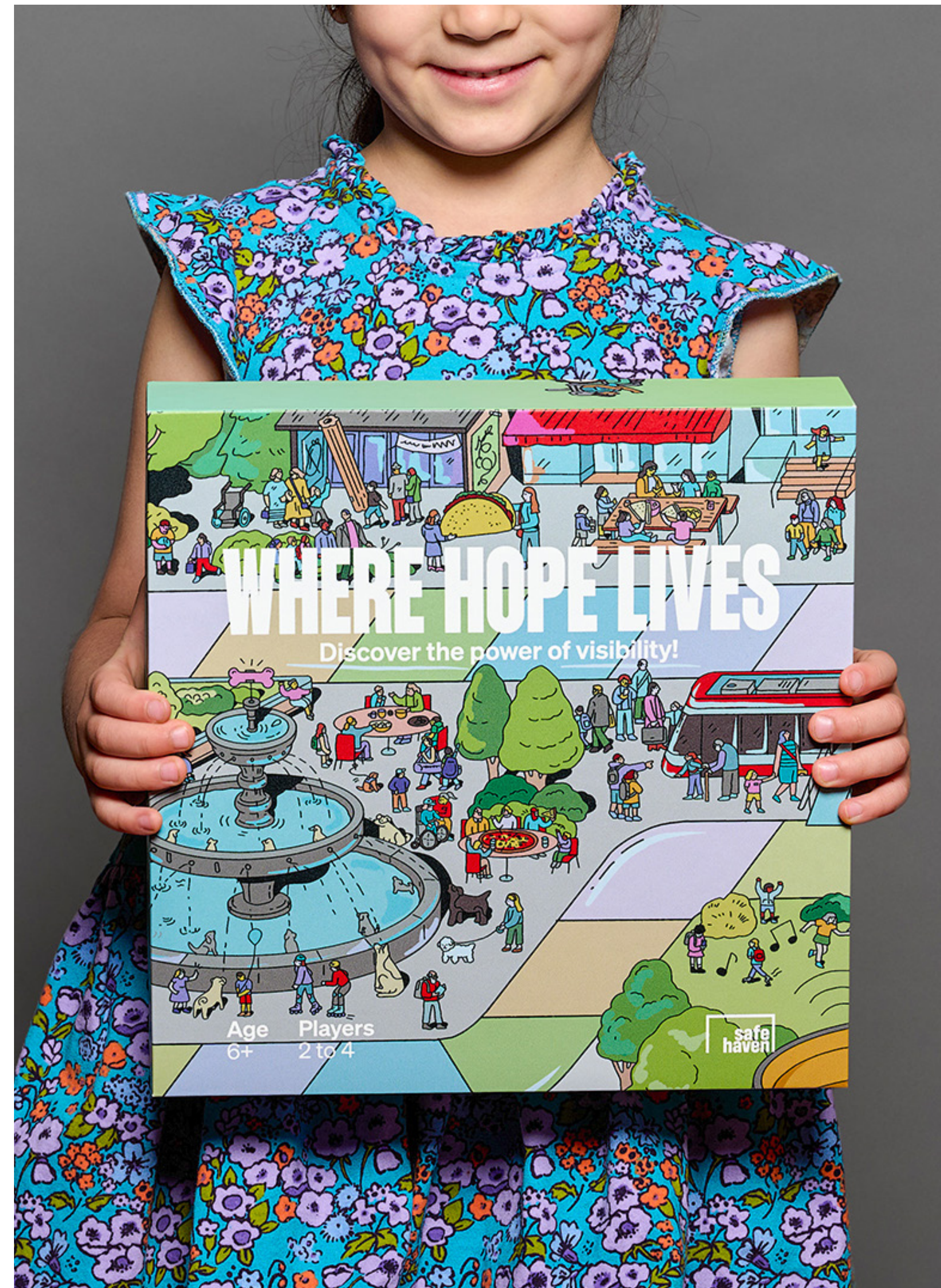
This year, Safehaven introduced the *Where Hope Lives* board game, created to help families talk about disability, difference, and inclusion in a way that feels natural and age appropriate.

Inspired by the experiences of the children and families we serve, the game responds to a common challenge: many parents want to start meaningful conversations about inclusion but are unsure where to begin. Through interactive gameplay, children and parents explore real-life scenarios that reflect the experiences of medically complex children.

Each game includes a parent guide with prompts and language to help continue the conversation beyond the table. More than a game, *Where Hope Lives* reflects Safehaven's commitment to building communities where every individual is seen, valued and included.



Shop the Where Hope Lives board game at safehavenstore.ca



A New Chapter: Tracey's Story

Tracey is 24 years old and has lived with complex medical needs her entire life. For many years, she remained in a pediatric setting, waiting for an appropriate adult placement that could support her needs. Like many adults with medical complexity, her path forward was not clear.

When Tracey came to Safehaven in May 2025, it marked the beginning of an important new chapter. As part of a growing adult residential program, her transition reflects a broader need across the system: age-appropriate, lifelong support for individuals who can no longer be served in pediatric settings but still require specialized care.

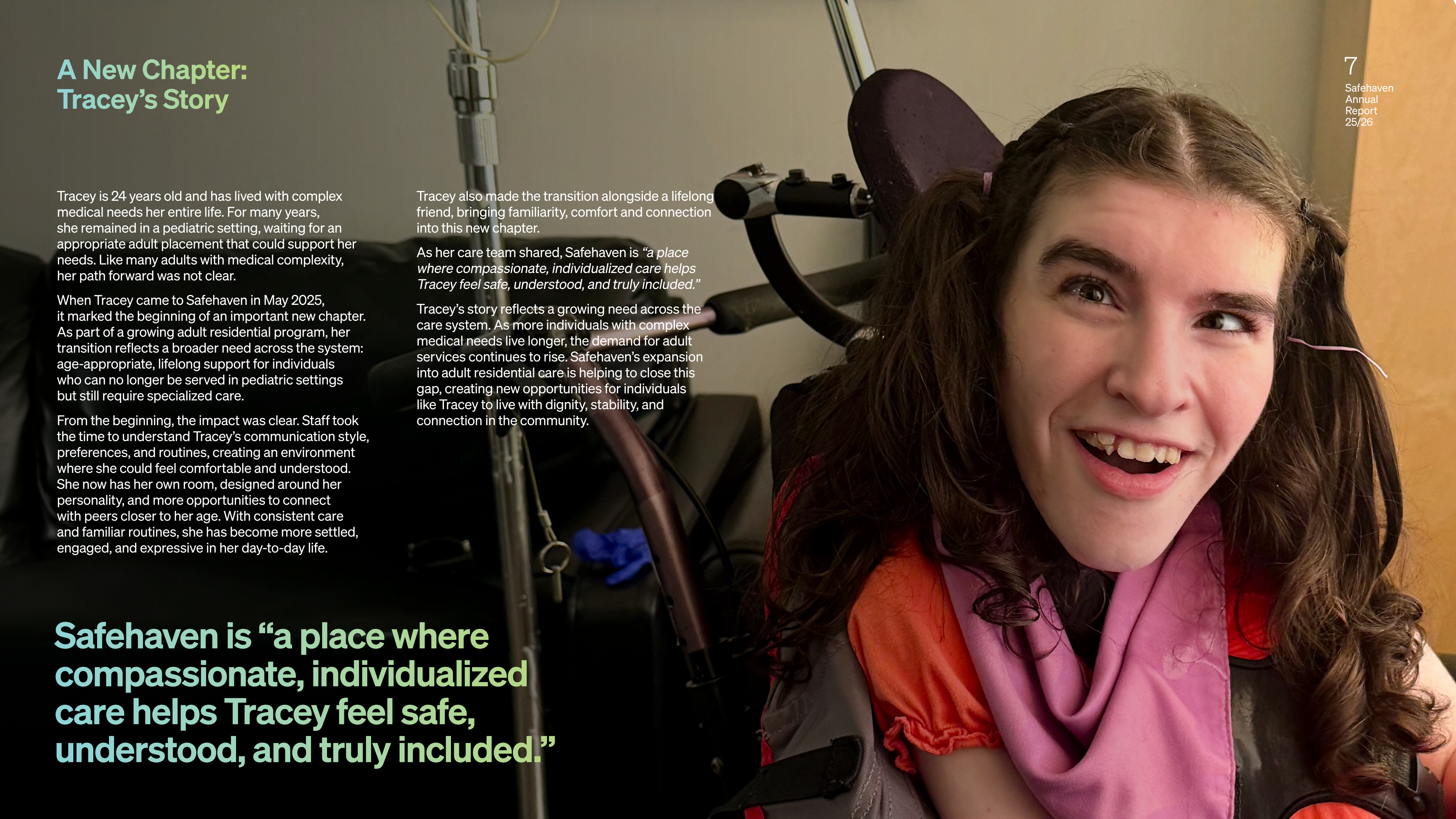
From the beginning, the impact was clear. Staff took the time to understand Tracey's communication style, preferences, and routines, creating an environment where she could feel comfortable and understood. She now has her own room, designed around her personality, and more opportunities to connect with peers closer to her age. With consistent care and familiar routines, she has become more settled, engaged, and expressive in her day-to-day life.

Tracey also made the transition alongside a lifelong friend, bringing familiarity, comfort and connection into this new chapter.

As her care team shared, Safehaven is *"a place where compassionate, individualized care helps Tracey feel safe, understood, and truly included."*

Tracey's story reflects a growing need across the care system. As more individuals with complex medical needs live longer, the demand for adult services continues to rise. Safehaven's expansion into adult residential care is helping to close this gap, creating new opportunities for individuals like Tracey to live with dignity, stability, and connection in the community.

Safehaven is "a place where compassionate, individualized care helps Tracey feel safe, understood, and truly included."



Building the Future of Community-Based Care

Your support will help ensure that no family faces medical complexity alone and that every person, regardless of need, has a place to belong, grow, and thrive.

Safehaven is advancing an ambitious redevelopment of our Bloor Street location through the *Where Hope Lives* project: a first-of-its-kind medical complexity care hub that will bring specialized clinical care, supportive housing and community services together in one purpose-built setting.

The need is urgent. Today, 1 in 100 children in Canada lives with medical complexity, and the number continues to grow. Too often, care remains centred in hospitals or carried by families under significant strain, with limited inclusive, community-based options available across the lifespan.

Across Canada, families are waiting years to access housing and care for children and adults with complex disabilities. Without appropriate community-based housing options, many individuals remain in hospital long after they are medically stable, occupying scarce hospital beds while families struggle to manage extraordinary caregiving demands at home. This is not only a provincial challenge. It is a growing national issue requiring new models of housing and care.

The redeveloped Bloor site is Safehaven's response to that gap. Once complete, it will create a new model of care that enables children, youth and adults with complex medical needs to live in the community with dignity, belonging and the specialized support they require. It is a model designed not only for today's needs, but as a blueprint for the future of integrated care in Canada.

In 2025, Safehaven welcomed a \$21 million investment from the Government of Ontario through the Ministry of Children, Community and Social Services. This transformational commitment marked a major step forward for the project and affirmed the importance of building new community-based solutions for individuals with medical complexity. Safehaven is also actively pursuing federal government grants with the intent to further support adults with development disabilities.

But government support alone will not make this vision possible. Philanthropy will play a critical role in helping bring the *Where Hope Lives* project to life. With the support of donors, partners and community champions, we can transform how care is delivered for some of the most medically complex individuals in our community and build a future where every child, youth and adult has a safe place to call home.



The Power of Philanthropy



Philanthropy accelerates what is possible at Safehaven. At a time when demand for specialized, community-based care continues to grow, donor support enables us not only to respond to immediate needs, but to innovate, expand and reimagine what care can look like for children, youth and adults with medical complexity.

Because of this support, Safehaven is able to deliver experiences that extend beyond clinical care – creating moments of comfort, dignity, independence and connection that are essential to quality of life for the individuals and families we serve.

This year, donor generosity brought tangible, meaningful impact directly into the daily lives of clients. A \$20,000 grant from the TELUS Community Board made it possible to introduce mobile sensory Activity Carts across our homes. For many clients who are unable to access traditional sensory rooms, these carts deliver calming lights, projections, sound and engagement tools directly to the bedside—ensuring that every individual, regardless of mobility or medical need, can experience comfort and stimulation in a way that meets them where they are.

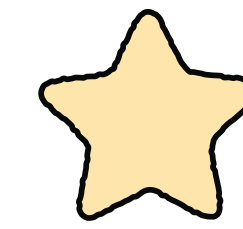
Community support also continues to play a powerful role in sustaining and strengthening Safehaven's programs. Grassroots fundraising initiatives such as Adventure Alley and SpeedStaff's bowling event together generated more than \$21,500, reflecting the commitment of community partners who are deeply invested in improving the lives of individuals with medical complexity. Additional contributions through initiatives such as RONA's Home Sweet Home campaign and 100 Women Who Care Central York Region further expanded our ability to enhance programming, environments and client experiences.

Safehaven's Board of Directors once again demonstrated extraordinary leadership through its annual holiday giving initiative, to ensure every client received a personalized Christmas gift. For many of the individuals we support, gifts must be carefully selected or adapted to reflect complex physical needs. From specialized toys to wheelchair-accessible winter essentials, each gift is chosen with intention—ensuring that every person feels recognized, valued and celebrated.

Equally important is the steady, foundational impact of Safehaven's Caring Hearts monthly donors. Their ongoing commitment provides predictable, reliable funding that allows Safehaven to plan ahead, invest in emerging priorities, and respond quickly to the evolving needs of clients and families throughout the year.

Together, these contributions do more than fund programs. They enable innovation, strengthen care, and create the conditions for individuals with complex medical needs to live fuller, more connected lives. They also play a critical role in advancing Safehaven's future vision—supporting the development of the Where Hope Lives project and helping to build a new model of care for medically complex individuals.

Philanthropy at Safehaven is not an add-on to care. It is a catalyst for transformation.



BECAUSE OF DONOR SUPPORT THIS YEAR

- **Sensory experiences reached clients at the bedside.**
- **Community fundraisers raised more than \$21,500.**
- **Every client received personalized Christmas gifts.**
- **Monthly donors helped provide reliable support all year long.**

A Place to Thrive: Parker's Story

Parker is 1 of the 100 children living with medical complexity. At Safehaven, we believe every child deserves to be seen, supported, and given the opportunity to thrive.

Born at just 23 weeks, Parker has faced complex medical needs from the very beginning. At home, his days were shaped by feeding schedules, medications, and constant care. As Parker grew, so did the physical demands of supporting him. Everyday routines became increasingly difficult, and his home could no longer keep pace with his changing needs.

In October 2025, Parker moved into one of Safehaven's residential homes. The transition helped bridge the gap between what his family could manage and the level of care he required. While the distance from home made the decision difficult at first, it soon became clear how much support Parker needed and how hard it had been for his mother to manage everything alone. Over time, that uncertainty gave way to reassurance.

Today, Parker is thriving. He is stronger, healthier, and full of life. With dedicated one-on-one support, he has everything he needs to thrive, allowing him to experience more of the world around him. He enjoys sensory activities, bright lights, and time spent with people who bring out his smile.



At Safehaven, Parker is not just cared for. He is known.

He is surrounded by people who treat him with patience, respect, and kindness. He is supported in ways that were not possible before, and it shows in everything from his health to his happiness.

For his family, that has meant everything.

As his mother Jenn shared, *"I couldn't do it on my own anymore, and now I don't have to. They care for him like he's their own, and I've never seen him so healthy and full of life."*

That sense of relief has allowed Parker's family to find balance again, and to experience moments together that once felt out of reach. Safehaven has given Parker more than care. It has created the environment for him to grow, while ensuring his family is supported every step of the way.

**"They care for him like he's their own,
and I've never seen him so healthy
and full of life."**

Community in Action

At Safehaven, belonging extends beyond the walls of our homes. Community partners help create moments where clients and families feel connected, included and valued.

This year, Safehaven was grateful for partners who brought joy, celebration, and connection to our clients and families. The Annual Christmas Brunch hosted by Cardinal Carter's Assembly Woodbridge Knights of Columbus continued a long-standing tradition of warmth and holiday spirit. This year's event was especially meaningful as the community honoured Joe Montalbano, who passed away shortly before the event took place. Safehaven is grateful for his leadership that has helped shape the gathering for so many years into what it is today.

A local university rugby team also visited our Toronto site, spending time with clients through arts and crafts, games and play. The Toronto Police Service Community Engagement Unit hosted a holiday celebration for clients and staff, creating another meaningful opportunity for connection. Safehaven also participated once again in the Big on Bloor Street Festival, connecting with neighbours, local businesses and supporters.

Together, these moments remind us that inclusion is built through relationships, presence, and community.



Rooted in
Community,
Powered by
Connection



Donor Recognition

Donations received
from April 1, 2025
to March 31, 2026



With your support, Safehaven is building a future where children, youth, and adults with medical complexities have the care, connection, and opportunities they need to thrive. Thank you for making a meaningful difference.

\$50,000 +
Ontario Trillium Foundation
• Seed Grant
• Grow Grant
The Barrett Family Foundation

\$30,000 to \$49,999
Angels from Heaven
Youth Foundation Inc.
Ruth Mandel

\$20,000 to \$29,999
Element Fleet Management
LiUNA! Local 183 and Local 183
Charitable Foundation
Minto Foundation Inc.
TELUS Friendly Future Foundation
The Blidner Family Foundation

\$10,000 to \$19,999
Angelo Riccobene Memorial
Joseph De Tommaso
SpeedStaff Inc.
The Harry E. Foster
Charitable Foundation

\$5,000 to \$9,999
100 Women Who Care
Central York Region
Anonymous
F.K. Morrow Foundation
Healthcare Insurance
Reciprocal of Canada
IA Groupe Financier
James and Karen Forward
Perkell Family
Susan and Jean Bisailon
The Alice and Murray
Maitland Foundation
The Cadillac Fairview
Corporation Ltd.
The Henry White
Kinnear Foundation

\$1,000 to \$4,999
Colleen Barlow
Ecclesiastical Insurance Office
Gaurav Singh
Gaurav Vashishtha
Hank Jien
Jackman Foundation
Jane Jhaveri-Malt
Jon Lewis
Judy Costello
Khalil Alfar
Knights of Columbus,
St. Peter's Council
Laurie Harrison
Marelize Konig
Mary Peterson
Monica Banting
Noela Fowler
Peter & Greg Walker
Contracting Inc.
Philip A. Peltier
Queen of the Holy Rosary
Shrine Lay Apostolate
Rodney Foss
RONA Foundation
Sandra Smith
Sanjeev Nanua
Texture Communications
Trevin David

UP TO \$999
100 Women Who Care –
Toronto Centre
Adefunke Ibironke
Ahmed Ayubi
Albert & Sylvia Girouard
Allen Yi
Allison Bourne
Amit Sadarangani
Andrew Karis
Andrew Robertson
Anna Onorati-Cristofaro
Ann Mowat
Anne Bishop
Anne Strutt
Ascensia Diabetes Care
Ashe G. Carambelas
Ashley Pettifer
Bernadette Gallagher
Brendan Ennis
Brian Whittaker
Bryan Stevens
Catherine Fitzpatrick
Chris Kennedy
Chris Wilkes
Cindy O'Neill
ClaimSecure
Constance Lo
David Bradley
David Poley
Deborah Fowler
Debi Archinoff
Delmanor Prince Edward
Delmanor West Village
Diana Duric
Dianna Lesti
Donna Mitchell
Dr. Caitlin Gallagher
Elaine Black
Elisabeth Ward
Elvira Mendem Nemte-Soh
Erika B Kalichman
Professional Corporation
Filipe De Souza
Fredene Plouffe
Gabriel Granatstein
Gaby Bourbara
George Morrison
Gibson Group
Gillian Rodrigues
Heidy Inqijati
Helen Brouwer
Humber Valley United
Church Women
International Brotherhood
of Electrical Workers, L.U. 353
Ivona Ilic
Janet Gillespie
Jeff Pasoff
Jennifer Lam
Jessica Wiersma
Jim Zettel

Joe Glionna
Joe Kamel
John R. Marchington
John Weidner
Jon Feairs
Joseph Tanel
Josephine Garrity
Julie May
Karen Rumbolt
Kathy Bryson
Katie Shea
Kedar Gadge
Keshrinundun Pathak
Kevin Furtado
Kiran Khutal
K. Sequeira
Kaitlin Doherty
Kezia Payne
Liam Ozog
Linda Hutjens
Linda Mccaffrey
Linda Wright
Lindsey Coulter
Lorella Zanchetta
Lorraine Pigulski
Louie Mata
Lucia Montalbano
Lynda Gibson
Lynda Rosser
Madi Pulfer
Maninder Gill
Marie Louise Mooney
Mats Swan
Mike Jr. Di Pietro
Montu Gupta
Natanz Bergeron
Nicholas Joachimides
Nicolina Lanni
OJTBF Not for Profit Group
Benefits
Omar Chaudry
Patrick Green
Patrick Hickey
Paul Judge
Power Soccer Inc.
Queeny Tran
Rachida, Abdool,
and Tabrez Khodabocus
Rachel Truant
Rani Sheen
Renee Blomme
Richard and Gisele Woods
Robert Arandjelovic
Robert Pattison
Robin LeBlanc
Rorschach Brewing Inc.
Royal Bank of Canada
Ryan Chan
Sandra Barber
Sara Saeidi
Scott Woodrow
Seema Marcus

Shane Robbins
Shashank Sharma
Shelly Manza
SHMR PSI
Shivakumar Kodali
Sonya Canzian
Stephanie Whittamore
Susan Bigelow
Susan Sheps
Tara Keane
Tamara Rambaran
Teck Resources Limited
Teisha Gunness
The Local Collective
Thomas Kemp
Tom Kennedy
Tuhina Biswas
Ulane Pahuta
Valeria Ponis
Vallerie Traitses
Vanessa Mahadeo
Vanessa Reyes

Gifts In Kind
Bill Schwarz
DoorDash
Dani Peters, Magnet Strategy
Melanie Paradis,
Texture Communications

Financial Overview

Summarized balance sheet for the year ended March 31

Assets	2026	2025
Current assets	14,767,371	13,248,756
Long term lease	868,725	920,025
Capital assets	4,807,901	4,427,902
Total Assets	20,443,997	18,596,683
Liabilities and Fund Balances		
Current liabilities	2,880,052	1,655,727
Deferred revenue related to capital assets	930,035	752,324
Fund balances	16,633,910	16,188,632
Total Liabilities and Fund Balances	20,443,997	18,596,683

Summarized statement of revenue and expenses for the year ended March 31, 2026

Revenue	2026	2025
MCCSS contributions	13,128,097	10,986,719
ODSP, CSA, and Agency contributions	5,510,710	4,847,609
Fundraising	369,311	353,017
Other	373,680	601,446
Gifts-in-Kind	19,690	–
Total Revenue	19,401,488	16,788,791
Expenses		
Staffing	13,156,644	11,886,879
Professional fees	2,806,196	1,537,634
Occupancy	986,119	945,665
Supplies and equipment	898,608	750,233
Personal needs	605,041	460,037
Advertising and recruitment	342,365	517,540
Amortization	254,375	325,696
Transportation	230,701	189,437
Office and general	205,792	220,572
Investment management fees	88,457	65,397
Gifts-in-kind	19,690	0
Projects	6,713	29,066
Total expenses	19,600,701	16,928,156
Excess of Revenue over Expenses before undernoted item	(199,213)	(139,365)
Investment income (loss)	644,491	1,016,545
Surplus (Deficit)	445,278	877,180

Join Us in Building the Future of Complex Care

We're ready to meet the growing demand – but we can't do it alone.

With your support, we can transform the way care is delivered for the most medically complex individuals in our community. Whether you're a donor, a partner, or a champion for inclusive care, there's a role for you in this journey.

Together, we can build a future where every child, youth, and adult with complex needs has a safe place to call home.

Visit safehaven.to
to learn more,
get involved,
or make a gift.



safe
haven