



# 2022-2023 ANNUAL REPORT





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# Virtual Happy Times



CILT staff attend a ReelAbilities virtual film screening

For more Virtual Happy Times, please see pages 30-31.





# President and Chair

Jacques LeBlanc

**CILT equals  
HOPE**

—JACQUES LEBLANC

IT HAS BEEN A PRIVILEGE TO BE GIVEN the opportunity to serve as your President for the last four years. I would like to welcome everyone who's attending tonight's AGM and continues to support CILT and welcome those who are here for their first AGM. As I always like to say, "I'm a firm believer that our unity is our strength."

As CILT will be entering its 39th year, we have so much to be proud of, since CILT practises in a manner that respects the diversity, needs, values, and aspirations of the community. But, as summer moves into autumn, we have seen over the past four years the rise in COVID cases and how COVID has exacerbated existing inequalities in our society and shown us some ugly truths about how the most vulnerable are treated within our society. We have a critical role in elevating marginalized voices and working to create more inclusive communities across Ontario.

Over the past six years, I have had the privilege to work with CILT's talented Board and staff who have been committed to disability issues and programs while diligently applying Independent Living principles to all decisions and programs. We have had to deal with a rapid succession of important events and situations, but always forged ahead. Today, it is not my intention to list all that we have accomplished. I believe the accomplishments speak for themselves.

But first, allow me to introduce our Board members. This past year, our Board members included myself as Chair, Buvani Sivagnanasunderam as Vice-Chair, Ken Connors as Treasurer, Deb Daniel as Secretary, Vincenza Ronaldi, Darren Cooper, Jennifer Hines, Neil Mercer, Zinnia Batliwalla, Cathy Samuelson, Karen Denton, and Tara Gersonde. We thank them for their dedication and commitment to the governing body of this organization and are truly grateful to these members who have volunteered their time to help guide CILT.

Recognition also goes out to our Executive Director, Wendy Porch. Wendy has been with us for five years, and I have seen first-hand how she enthusiastically embraces challenges and brings in new ideas and perspectives to help us move forward. With vast experience in many fields, Wendy is extremely effective at using her skills through difficult times while helping to make a difference in the lives of people in need. I say this because of Wendy's long-term commitment to the viability of the community, whether through her work as CILT's Executive Director, or Co-Chair of the National Guiding Circle on HIV and Disability, or even as chair of the City's COVID Accessibility Task Force. The Board is extremely grateful for Wendy's thoughtful insights and vision for the future.

As a side bar, during my four years serving as President, Wendy and I held bi-weekly meetings keeping me up to date with the everyday operations of CILT, which allowed me to give support as we worked towards achieving our goals in the best interest of CILT.

As for our Financial Report, and with the tremendous help of our staff and Board, we were able to continue our work and conclude the fiscal year with a balanced budget. I thank my predecessors for ensuring CILT was in a strong financial position going into this period while allowing us to continue to take on new important initiatives.

One can never repeat enough the appreciation my colleagues and I have for the extraordinary work of our staff who have worked to ensure that we continue to grow, mature, and respond to a changing economic and political climate. It is evident that we couldn't do what we do without them. So please join me in thanking our staff for all their hard work!

I would like to take a moment to once again identify a sector that continues to work through these difficult times and without

whom life would have been tougher for many of us. To those who help to maintain our IL principles, the personal support workers and attendants who unselfishly work with the thousand or so Self-Managers under the Direct Funding Program, we thank you.

As well, we would like to acknowledge and thank our funders, without whose generous support we would not be able to address any community or member's needs. Our primary funders are Independent Living Canada, the City of Toronto, the United Way Greater Toronto, and the Ministry of Health.

I would like to take this opportunity to briefly reflect on some of my thoughts on how things have transpired in the work at CILT during my tenure. While our focus has been on supporting our membership, I personally look upon CILT as a guiding light for Independent Living. Our aim is to develop and implement dignified social services that empower individuals to take control of their lives. We encourage people with disabilities to exercise their right to examine options and make choices, which certainly has life changing impacts on the lives of our consumers, but CILT is more than that! CILT equals HOPE! This organization is about Helping Others Persevere and Excel ... HOPE! And for this I am extremely proud and grateful.

Before concluding, let's be mindful that we have many challenges and great opportunities before us. We have a lot to do, and it's important to remember, once again, that "*we will be measured by our actions, not our intentions.*" And with your help, we will meet them and make next year the best year in our 38-year history.

So, on behalf of the Board of Directors and staff, it is our privilege to serve our membership throughout Ontario.

Thank you.



## Executive Director

Wendy Porch

**This has been  
a rebuilding and  
reconnecting year.**

— WENDY PORCH

**T**HE VISION OF CILT'S FOUNDERS was that CILT would contribute to the achievement of social and economic equity in collaboration with people with disabilities through an inclusive approach. I'm pleased to say that this year we have been able to return to a focus on this vision and have very much been working in partnership with disabled people to achieve these goals. This has been a rebuilding and reconnecting year for CILT. At the start of the year, we were still very involved in vaccination work and supporting consumers to understand their options related to COVID. Despite the pandemic still being with us, and despite CILT retaining our hybrid work stance, we have since seen increased opportunities to connect with consumers, and to work on building broader impacts for disabled people this year. I will outline some of these CILT initiatives below.

As always, I remain deeply grateful to the CILT Board for your ongoing hard work, dedication, and commitment to our values. I'd like to offer a special thank you to Jacques LeBlanc, our Chair for the past four years, as his term comes to an end. I will miss our bi-weekly check-ins, both for the opportunity to strategize and talk through CILT's work, but also just to talk to you about the challenges we both face as disabled people and the changes we want to see in the world. You have been a great support to us, Jacques, through these most difficult of years, and I warmly thank you for your unwavering commitment to CILT and to IL. We miss you already!

With change comes new opportunity, and every door that closes means a door opens. I look forward to working with CILT's new Board Chair as we continue to collaborate with community to move the needle on social and economic equity for disabled people in Toronto. At CILT we are developing new

opportunities to centre community, impact change, and build a world where disabled people truly experience choice and control in their lives.

A report on CILT's activities for 2022-23 follows below:

## ASAC

Managed by Danielle Daoust, the Attendant Service Application Centre team has been undertaking great strides in re-visioning how it manages the centralized applications for attendant services in the Greater Toronto Area (GTA). During the pandemic, many attendant service agencies were challenged to participate in the ASAC assessment process due to significant human resources shortages. As a result, the ASAC waitlist increased. Looking to improve the situation, ASAC developed a new workflow and a new position to undertake assessments for ASAC in-house. I'm very pleased to say that work has commenced on filling this role, which is in accordance with the CASAS report's hopes for CILT, in terms of supporting a faster and more centralized access to attendant services in the GTA. We hope that the new workflow and position will provide increased opportunities for our ASAC partners to jointly convene on issues impacting consumers including the need to have more attendant service and supportive housing opportunities for consumers in Toronto. ASAC was also very successful this year in supporting consumers who were identified as prioritized for placement because of high-risk situations, including admission to long-term care or risk of abuse. ASAC has also commenced work with educational institutions intended to raise awareness of the need for advanced planning for students transitioning to

college or university in the community and has supported a number of students with accessing attendant services to enable them to attend post-secondary education. Great work, ASAC!

## Core

In keeping with our work to rebuild and reestablish connections with community, and our mandate of building a world where disabled people experience equity, the Core team – managed by David Meyers – continued our Core Independent Living programs and expanded to include two significant new programs. With funding from the United Way Greater Toronto, the Core team now has support for the GTA Disability Coalition, a cross-disability coalition of 13 disability-led, grassroots organizations, that are working together to impact meaningful change for disabled people at the municipal level. The three priorities of the GTA Disability Coalition are to address the poverty of disabled people, the lack of accessible and deeply affordable housing, and the ongoing inaccessibility of public transit in Toronto. The Coalition has established strong relationships and has had some traction on issues related to the City of Toronto budget process, as well as accessible housing and transit. We look forward to our work with the GTA Disability Coalition extending these wins and making concrete changes for disabled people in Toronto.

The IDE+A project, also funded by the United Way, has enabled 10 disabled and Deaf leaders to co-create training for the broader non-profit sector in extending their understanding of diversity and inclusion to include accessibility and disability justice for disabled people. IDE+A project workshops are two hours long and entitled "Foundations



of Disability Inclusion.” They are taught by disabled people who have received training and support in developing their facilitation skills. It is our hope that this much-needed project will continue and become an ongoing training opportunity for our non-profit colleagues, who will learn to intentionally include disabled people across all the work that they do.

In addition to these two projects, the Core team continues to offer our Parenting with a Disability program, IL skills facilitation, ongoing service navigation, and peer support programming. This includes sessions celebrating Pride by looking at the birth of the pride movement and training on the history and importance of the IL movement.

Thanks to our Core team, for embodying our values, and for every day supporting consumers in making choices for their own lives.

## Operations

As always, our operations team, managed by Melissa Watanabe, continues to efficiently support the broad range of programs provided by CILT. In 2022-23, the Operations team’s focus has been on supporting CILT to both develop and embody our new Employee Value Proposition, which can be found on the CILT website. It articulates CILT’s values including impactful work, human-centered leadership, and work-life balance, among others. CILT staff have also been provided with a range of training opportunities including a new in-house series called Inside Disability that provides staff with an opportunity to remain current on topics impacting our community, including models of disability, the Canada Disability Benefit, HIV and Disability, and WalkRollMap! The Operations team has also

supported CILT in undertaking our first ever organizational well-being staff survey with YMCA WorkWell. The results of the survey have shown that CILT staff feel very connected to the values of our work and have a high degree of trust for CILT’s management. As well, it is notable that CILT’s Net Promoter Score, a metric that measures how likely it is for staff to recommend to others working at CILT, is very high at +60. Finally, Operations also supported the distribution of 123 packages of personal protective equipment to consumers who needed it and continued to support the PSW Training Fund. Our Operations team works every day to support the development of a very special working culture at CILT, and for that I am very grateful.

## Direct Funding

The Direct Funding team, led by Leisa DeBono, continues to support almost 1,000 people across Ontario in hiring and managing their own attendants to assist with activities of daily living. The DF team has continued to develop new strategies for outreach and administration of the program through some very challenging times. Because of COVID, consumers may still be quite hesitant about joining the Direct Funding program, so we have been working to address the wait list and get as many people onto the program as possible. Some structural changes that have been made in Direct Funding include reducing their carbon footprint by launching an electronic signing system for agreements and budget documents through a Canadian company called Signority. This saves an average of 250 pages per participant agreement, not to mention the savings on Canada Post costs. The DF team has also been working to advocate for an increased salary for attendants working for program



participants, called Self-Managers. In June 2022, a wage survey was sent to Self-Managers that garnered an impressive 85% response rate, showing clearly that Self-Managers need an increase in the wage of the program. These important results were shared and discussed with the Ministry of Health. Finally, *The Self-Manager* newsletter team has successfully published three newsletters a year for the past two years. We are particularly

proud of this publication since it's all ABOUT Self-Managers and FOR Self-Managers! I'd highly recommend getting a copy of *The Self-Manager* to see for yourself what an impact this program has on the day-to-day lives of consumers in Ontario. Big thanks to the DF team for their continuing support for Self-Managers across Canada.

Thank You!

## Our Thanks

Big thanks to CILT's Board of Directors who quietly, behind the scenes, support everything that we do. Your ongoing commitment and willingness to work through the hard issues, as well as the easy ones, is remarkable. A special note of thanks to Neil Mercer for spending the last six years with us! And thank you to Zinnia Batliwalla for your time with us. Thank you also to CILT's members who have stayed with us through these tumultuous last three years, in particular.

As we all envision and enact new ways of empowering consumers, your belief in CILT and your dedication to IL keeps us on the right path. Finally, thank you to CILT's funders: the City of Toronto, the United Way Greater Toronto, the Ontario Ministry of Health, and Independent Living Canada. Big thanks to you, our individual donors, who have donated funds to CILT to carry on our work.

We are grateful for your support!



# Treasurer's Report

Ken Conners

A clean report

— FROM THE AUDITORS

A CONDENSED VERSION OF CILT'S audited financial statements for the fiscal year ending March 31, 2023, is included in this annual report. A complete version of the report is available on request.

CILT's finances were audited by Kriens-LaRose, LLP Chartered Professional Accountants. As usual, CILT received a "clean" report from its auditors.

The top part of the condensed statements – **Statement of Financial Position** – shows CILT's assets and liabilities as of March 31, 2023, for all CILT's programs. Comparative figures from the 2021-22 fiscal year are also shown.

At year end, our **Net Assets** were \$455,713. This amount is CILT's Reserve Fund and is what would be left over if all CILT's liabilities were paid out from its assets. This figure does not normally change from year to year, but, starting in September 2022, the Board started to invest the Reserve Fund. Interest and dividend earnings increased the Fund from the previous year's balance.

The bottom part of the report – **Statement of Operations** – shows revenues and expenses for each of CILT's three main programs, a total for all three programs together, and comparative figures from 2021-22.

The first column – **Core Programs** – shows the revenues and expenses for CILT's core programs and operations.

Last year's **Core Revenues** totalled \$1,524,663. This came from fees for administering the Direct Funding Program and the PSW Training Program on behalf of the Ministry of Health, from the various funders listed, and from interest, donations, and other self-generated income. This year, our **Core Revenues** exceeded our expenses so we deferred some of the earnings; such deferred income can (and must) be used in a future year in which the Core Programs may end up running a deficit. We do not usually show a surplus in Core, but this year, the income from the investment of



the Reserve Fund was credited to Core; the \$11,852 earned has been transferred to the Reserve Fund. In future years, the statements will report investment income separately from Core.

The Core expenses consisted of personnel, program, and overhead costs.

Revenues and expenses for the **Direct Funding (DF) Program** are shown in the second column. This program had total income of \$50,985,718 from the Ministry of Health plus interest income on cash held by CILT for the DF Program. The largest expense item (\$48,804,229) represented subsidies to participants (DF Self-Managers) as well as to other Independent Living centres across the province that provide program and administrative support. Other DF expenses covered personnel and program costs and a portion of CILT's overhead costs. The expenses also included an administrative fee of \$441,102 for CILT's work in running the program; this amount became a revenue to the Core Programs. The DF Program operates on a breakeven basis, so any unused funds are repayable to the Ministry of Health.

The third column shows the **Personal Support Workers (PSW) Training Program**. Under this program, the Ministry of Health provides funding which CILT distributes among the various participating agencies that want to provide PSW training. In 2022-23, the Ministry approved funding of \$2,997,699 for PSW training. Of this amount, CILT was allowed to claim \$225,525 as an administrative fee which became a revenue to the Core Programs.

The day-to-day accounting and preparation of CILT's budgets and financial reports have been done by Envision Accounting and Business Services (Envision) under the direction of Wendy Porch. I would like to thank Wendy and Envision for their able management of our financial resources.

## CILT Condensed Financial Statements

CENTRE FOR INDEPENDENT LIVING IN TORONTO (C.I.L.T.) INC.					
Condensed Version of Audited Financial Report - March 31, 2023					
Statement of Financial Position					
	2022-23	2021-22			
	\$	\$			
<b>Assets</b>					
Current Assets	23,517,622	16,316,345			
Capital Assets - Investment	3,020,056	- 0			
Capital Assets	73,321	114,983			
<b>Total Assets</b>	<b>26,610,999</b>	<b>16,431,328</b>			
<b>Liabilities/ Net Assets:</b>					
Current & Deferred Liabilities	26,155,286	15,981,989			
Net Assets/ Reserves	455,713	449,339			
<b>Total Liabilities/ Reserves</b>	<b>26,610,999</b>	<b>16,431,328</b>			
Statement of Operations					
	Core Programs	Direct Funding Program	PSW Training Program	Total 2022-23	Total 2021-22
	\$	\$	\$	\$	\$
<b>Revenues</b>					
Min. of Health/ Toronto Central LHIN	558,917	50,769,289	2,997,699	54,325,905	51,779,762
Administrative/Program Recoveries	445,780	216,429	- 0	662,209	359,753
United Way - Program Funding	243,869	- 0	- 0	243,869	125,200
City of Toronto Grants	182,760	- 0	- 0	182,760	169,308
Self-Generated Income/ Other	93,337	- 0	- 0	93,337	151,043
<b>Total Revenues</b>	<b>1,524,663</b>	<b>50,985,718</b>	<b>2,997,699</b>	<b>55,508,080</b>	<b>52,585,066</b>
<b>Expenses</b>					
Subsidies to Participants	- 0	48,804,229	2,772,174	51,576,403	49,682,915
Personnel	1,010,331	1,329,182	- 0	2,339,513	1,868,207
Administration	174,278	441,102	225,525	840,905	367,797
Purchased Services	129,943	158,208	- 0	288,151	215,921
Building Occupancy	80,476	203,118	- 0	283,594	278,541
Program	94,860	20,445	- 0	115,305	136,882
Staff/ Board	14,815	29,434	- 0	44,249	24,038
Amortization	7,842	- 0	- 0	7,842	9,397
Recruitment/ Outreach	266	- 0	- 0	266	1,368
<b>Total Expenses</b>	<b>1,512,811</b>	<b>50,985,718</b>	<b>2,997,699</b>	<b>55,496,228</b>	<b>52,585,066</b>
<b>Excess of Revenue over Expenses</b>	<b>11,852</b>	<b>- 0</b>	<b>- 0</b>	<b>11,852</b>	<b>- 0</b>





# David Onley

2022–2023 Founders' Award Recipient

CILT'S FOUNDERS' AWARD WAS established on CILT's 10th Anniversary in 1995 to recognize the significant contribution of individuals who both exemplify and have advanced IL philosophy in the spirit of its founders. CILT's Board of Directors is very pleased to award the 2022-2023 Founders' Award to the late David C. Onley for his commitment to advocacy and championing of accessibility and inclusion for people with disabilities.

A native of Midland, Ontario, David turned to his natural storytelling abilities to kickstart a career in writing and media. He had been diagnosed with polio at the age of three and used a power scooter, crutches, and/or canes to walk. For many of us, he was the only representation of a person with a visible disability on Canadian newscasts, telling stories from across the country and reporting on various topics like technology, science, current events, and more. In 1997, David was inducted into the Canadian Disability Hall of Fame.

During the more than 22 years he spent with Citytv working as a news anchor, host, producer, and writer, David also committed tirelessly to advancing accessibility in public spaces through advocacy roles with the SkyDome Accessibility Council and Air Canada Centre Accessibility Committee. He chaired both the Government of Ontario's Accessibility Standards Advisory Council and Accessibility Standards Advisory Council to the Ontario Minister of Community and Social Services in 2005.

After an illustrious career in media, David was appointed Ontario's 28th Lieutenant Governor in 2007 and was the first person with a physical disability to assume the role. His mandate and work strived to achieve a world where disabled people could be fully included in the social, cultural, and economic fabric of Ontario.

*"My dream is of a province where disability rights are advanced, not only for those with classically defined physical disabilities, but also for those so-called invisible disabilities," said David when being sworn in for the role. "We have to be willing to see the ability, and not the disability, and in so doing, it becomes possible to change lives for the better."*

David held the role for seven years, during which he participated in 2,550 engagements and spoke to vast audiences representing Ontario and advocating for issues affecting people with disabilities, such as barriers in finding employment and accessible housing. His work on increasing access was far reaching, including expanding educational initiatives under the Aboriginal Youth Literacy Act to include computer technology programs.

In 2019, David was appointed to produce the *Onley Report*, a critically extensive independent review of the Ontario government's implementation of the Accessibility for Ontarians with Disabilities Act (AODA) where he shined the spotlight on the "glacial" approach in creating positive change for people with disabilities, urging the government to make accessibility a top priority.

These were just a few of the incredible accomplishments and impact of David Onley, in which no brief piece of writing can truly do it justice. Although we were very saddened to learn of David's passing in January of this year, CILT is honoured to be able to continue celebrating David's life and recognizing the tremendous impact he made on breaking down barriers for people with disabilities and raising the standards of accessibility in all of Canada.

We will always remember you, David, and hope this Founders' Award is another avenue to appreciating your wonderful life.

# 2022-2023 Statistical Highlights

## Direct Funding

**140**

completed  
applications received  
for DF

**71**

DF interviews  
conducted



**1,764**

participants funded  
since 1995

### Participants on DF

(as of March 31, 2023)

**714**

on DF more  
than 5 years  
(81% of total  
participants)

**293**

on DF more  
than 15 years  
(33% of total  
participants)



**93**

age of oldest  
DF participant

**124,270**

hours of service  
provided  
by DF per month



# 2022-2023 Statistical Highlights

## General

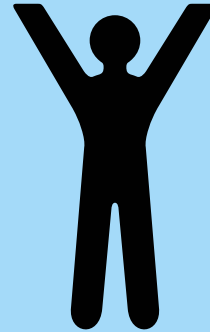


**54,812**

number of visitors  
to CILT website,  
including  
ASAC website

## Core

**3 civic rallies**



Over **220**  
attendees at  
Queen's Park



**15**

vaccine engagement  
events, serving  
**225** individuals



**23**

meetings co-led with  
disabled and Deaf  
community co-leaders of  
CILT's IDE+A Project.

**44,733**

inquiries received



## ASAC



New supportive  
housing locations

**339**

New ASAC  
applications received

**79**

waitlist applicants placed  
in supportive housing



**630**

participants in  
CILT training  
workshops/  
groups

## Social Media



**1,997**

Twitter followers

**232** Tweets / **158** retweets  
@CIL\_Toronto

**721**

Facebook followers



# 2022–2023 Board Members



**Buvani  
Sivagnanasunderam**

Vice-Chair

Buvani has more than seven years of experience in policy analysis and research, health promotion, community development, and youth advocacy. She's currently a medical student at McMaster University's Michael G. DeGroote School of Medicine. Prior to this, Buvani worked as a Senior Policy Advisor for both Ontario and British Columbia's Ministries of Health. Her work centres around advancing health equity and addressing barriers

to inclusion and justice for diverse, vulnerable, and marginalized communities. Buvani has worked for various Canadian institutions and non-profit organizations in the areas of sexual health, LGBTQ+ health, and immigrant and refugee healthcare. She is passionate about promoting inclusivity and accessibility in our communities and serves on various boards and committees to advance this mission, including the City of Toronto's Accessibility Advisory Committee. Buvani holds a B.Sc. in Psychology and Health Studies from the University of Toronto and a master's degree in Global Health from McMaster University. When not working, you can find her experimenting in the kitchen, discovering a new hiking trail, or off on a travel adventure.



**Cathy Samuelson**

Cathy Samuelson has worked in the community supporting persons with physical disabilities for 30 years. She is currently the Executive Director of North Yorkers for Disabled Persons, which provides supportive housing, attendant services, and augmentative communication facilitation.



**Darren Cooper**

Darren has over 15 years of experience as an accessibility professional, including his current position as the Manager, Accessibility with the Toronto Public Library (TPL). Darren leads TPL's AODA Program, which focuses on

advancing accessibility and inclusion through initiatives such as the Accessibility Plan, its Accessibility for Persons with Disabilities Policy, and staff accessibility training. As a person with a vision disability, Darren brings his lived experience to his work at TPL and understands the impact his work has on staff and customers with disabilities. Darren has also served as an accessibility consultant with the City of Toronto

and has held positions with the G. Raymond Chang School of Continuing Education at Toronto Metropolitan University, the City of Mississauga, and the Town of Milton. Darren holds an Honours B.A. in Communications from the University of Windsor, a certificate in Municipal Administration from the Association of Municipal Managers, Clerks, and Treasurers of Ontario, and the Canadian Certified Inclusion Professional designation from the Canadian Centre for Diversity and Inclusion.





## Deb Daniel

Secretary

Deb Daniel has been an allied health professional for more than 15 years and has a master's degree in health administration, a Lean Green Belt, and a Project Management Professional designation. She has worked in multiple areas of healthcare, including hospital, community care, laboratory, and home care in both project and quality capacities. In addition, she has served on a social services board and volunteered for various charitable endeavours. Deb enjoys reading, running with her dog, travelling, and teaching fitness classes. She currently lives in Vaughan with her husband, son, and dog.

## Jacques LeBlanc

Chair

While attending the School of Architecture at Carleton University, Ottawa, Jacques required the use of a wheelchair to navigate the vast campus due to a rare form of Spinal Muscular Atrophy known as Kugelberg-Wellander. Undaunted, and using a wheelchair for the first time, Jacques felt liberated. He graduated in 1982 with a B.Sc. in Urban Geography/Planning and pursued post-graduate studies in Environmental Studies at York University. After graduation, Jacques worked for a small company in Toronto called Direct Access Design. The company's primary responsibility was barrier-free designs throughout the city.

From 1983-87, he worked in the Public Works Department for the municipal, provincial, and federal governments. With the economic climate declining in 1987, Jacques made a career change and joined the *Toronto Star's* editorial department, which allowed him to pursue his childhood passion: the world of sports. He remained with



the *Star* until retirement. Jacques also wrote for many publications worldwide with a focus on travelling with a disability, including *Reader's Digest*, *Spyker* (Holland), *The Daily Observer* (Antigua & Barbuda), and *The Times Picayune* (New Orleans). Since retirement, he has remained involved with real estate and consulting in barrier-free designs for local businesses. When Jacques began feeling an emptiness as he knew he could contribute more (not for himself, but for others), he approached CILT asking if there was anything he could do to help on a volunteer basis. Jacques has served as a consumer panelist interviewing applicants for the Direct Funding Program and in January of 2018 was asked to join CILT's Board. In 2018-2019 he served as Vice-Chair, and the past four years he proudly served as President/Chair.



### **Jennifer Hines**

Jennifer is a mother of two daughters and is delighted to have a very active grandson! Retired after close to 25 years in a senior leadership role at a major financial institution, she has worked to increase her involvement in the not-for-profit realm, focusing on persons with disabilities and youth. As part of the CILT Board, she is excited to continue as an advocate and ally for individuals with disabilities by supporting CILT's work facilitating Independent Living.

Always active in the community, her focus sharpened to the disabled community and activities to

enable Independent Living because of experiences encountered early on with her younger daughter who lives with a physical disability.

Jennifer has been involved with a variety of community organizations supporting persons with disabilities, including: working with Holland Bloorview Kids Rehabilitation Hospital on programs both to support children with disabilities in the public school system and for teens and their families as they develop a transition path to Independent Living; as a board member for Silver Creek Pre-School, which serves children with special needs; fostering 10 puppies as a part of the Lions Foundation of Canada Dog Guides foster puppy program; establishing an Access BOOM sailing program for children with disabilities at a local yacht club; and supporting

PowerHockey Toronto and PowerHockey Canada.

In the corporate environment, Jennifer actively searched for ways to contribute to strategies for persons with disabilities through diversity leadership councils, particularly focussing on increasing hiring, accommodation, and retention of employees with disabilities.

She brings to the Board corporate experience in strategic planning, change management, finance, operations, and regulatory advocacy and consultation, combined with an MBA (Rotman) and B.Comm (Queen's).

Jennifer looks forward to continuing as a CILT Board member and supporting CILT's vision of social and economic equity for people living with disabilities.



### **Karen Denton**

Karen surrounds herself with the disability community both personally and professionally as an educational assistant in the Toronto District School Board. It makes her happy and proud when an individual can stand up for themselves and

advocate for what they need. Karen truly enjoys being on the board because it doesn't just provide her with the opportunity to learn and grow as a person, but CILT also has the same message to deliver their services as she does.

### **Tara Gersonde**

Tara Gersonde graduated from Seneca College with a diploma in Social Service work. For the past 20 years, she has been an advocate for the Independent Living movement. She has supported and advised both seniors and young adults from differing backgrounds and at different phases in their lives from across the city.



### **Ken Connors**

Treasurer

Ken is starting the fifth year of his term and is CILT's Treasurer. He previously served on the Board from 2008 until 2014 and was Treasurer during those years.

He has a wealth of experience with non-profit organizations and their boards and has served as treasurer for his condominium board, for the Evangel Hall

Mission, and the Mariposa Folk Foundation.

Now retired, his professional experience included providing accounting, financial management, and day-to-day bookkeeping services to a variety of not-for-profit organizations in Toronto.

For many years, Ken served as the Executive Director of Three Trilliums Community Place, a non-profit organization providing attendant services to adults with physical disabilities who wish to live independently in the community and direct their own care.

More recently, he provided payroll and bookkeeping services to Self-Managers under the Direct Funding Program operated by CILT.

His background includes work in the Northwest Territories for the Fort McPherson Incorporated Band Ltd., for the Northwest Territories Housing Corporation, and international work in South Africa and Ukraine.

His education includes a Master of Public Administration, a Master of Arts (Russian Literature), and a Bachelor of Arts (Political Studies).

### **Neil Mercer**

Neil Mercer has been a freelance graphic designer/artist for more than 30 years. Most recently, Neil produced artwork for Muscular Dystrophy Canada's 2021 Dr. David Green Recognition Program award. Other notable projects have been for Tobias House Attendant Care inc., AYAAA – a Youth Aids organization in Africa – and Spectra Talent Showcase.

Alongside his artistic talents, Neil has served many years as a board member for various organizations

including CILT, Tobias House Attendant Care Inc., and Spectra Association of Canadian Artists. He is also a successful event organizer of projects such as DreamsAway and the Sean Ross Memorial Summer Classic.

Neil has also lent his support to Tecla, a hands-free assistive device giving people with upper-body mobility impairments the ability to fully access smart devices and technology, by actively testing and appearing in promotional videos. During his spare time, Neil is a goaltender in the



Toronto Power Wheelchair Hockey League, a member of Equal Grounds – a social enterprise dedicated to creating opportunities for people of different abilities – and recently began working as an accessibility tester for FableTech Labs Inc.





## Vincenza (Enza) Ronaldi

Vincenza resides in Pickering with her husband and two sons. As a woman with a disability, Vincenza brings in-depth knowledge of the history and issues that people with disabilities face and the changes required to confront bias and systemic barriers to creating a more diverse and accessible province. Vincenza strongly believes that diversity is the strength of any society.

Vincenza has a passion for promoting accessibility in various capacities, which include helping to establish the Ontario Public Service

Disability Advisory Council and past participation on various committees and boards of directors, such as the City of Pickering Accessibility Advisory Committee, the Rouge Valley Health System (Centenary Hospital and Pickering Ajax Hospital), the Redwood Woman's Shelter, and Springtide Resources.

After graduating from the University of Toronto, Vincenza began her career at CILT, where she embraced the Independent Living philosophy and the powerful concept of peer support. She then joined the Ontario Public Service with the former Advocacy Commission of Ontario where she worked to help people with disabilities and seniors know and defend their rights and improve their quality of life. Since joining

the Ontario Public Service, Vincenza has held progressive leadership level positions that helped influence and drive horizontal policy, programs, and partnerships to improve the lives of Ontarians.

Currently, Vincenza is the Vice President of Corporate Services and Operations for Destination Ontario, a commissioned public body agency of the Ministry of Tourism, Culture and Sport, where she oversees all agency business and operational support services, including strategic and operational planning, financial management and controllership, human resource management, and procurement. She also leads ten provincial travel information centres located across the province.

## Zinnia Batliwalla

Zinnia has worked in various roles across Ontario's health system that align with her vision for more just and equitable healthcare.

In her current role as Health Systems Planning Specialist at Kensington Health in Toronto, Zinnia is supporting the development of the Mid-West Toronto Ontario Health Team. In this role, Zinnia is focused on integrating health

and social care to improve population health outcomes. Previously, she spent five years at March of Dimes Canada, where her work spanned multiple departments, and her responsibilities as a manager included overseeing the organization's research unit and government relations and advocacy portfolio.

Zinnia has her Master of Public Health from Western University and Master of



Health Science in Health Administration from the University of Toronto. She previously completed an internship at the United Nations Secretariat in New York City.

# 2022–2023 Staff



## Abdullah Duranai

Financial Controller  
Direct Funding Program  
I have been working with CILT and the DF program since 2011 in various positions. As the Financial Controller for the DF

program, I manage the nine-person Finance team and work with all administrative centres and Independent Living Resource Centres in the province. Outside of CILT, I volunteer with a settlement agency working with newcomers to Canada. I enjoy long walks, watching Bollywood movies and dramas, and barbecues during summers. My favourite TV character is Al Bundy from **Married with Children**, but I can't say why. That would be too much information!



## Andrea Rae

Service Engagement  
Coordinator  
I have been working at CILT since 2005. Along with Robin Simmons, I do service navigation, responding to inquiries

and providing information regarding Independent Living and disability services available in the city. I do a regular media scan for articles of interest to the disability community and perform community outreach to ensure that CILT maintains a coordinating role regarding disability-related services in the city. In previous years, I coordinated the volunteer program at CILT, and I'm pleased to finally be doing some initial planning for a reboot of that program. I have a Bachelor of Music degree from Queen's University and a Master of Arts degree in Canadian Studies from Carleton University. If I were a TV character, I would be Sleepy, from **Snow White and the Seven Dwarfs**.



## Bhavya Mehta

Bookkeeping Report Reviewer  
Direct Funding Program  
I joined CILT in 2022 as a Bookkeeping Report Reviewer. I completed my Bachelor of Business Administration at

the University of Guelph-Humber with an emphasis in accounting. My role at Direct Funding is to review Self-Managers' quarterly reports and assist program participants with any inquiries related to their funds and reports. A TV character that reminds me of myself is Emily from **Emily in Paris** because I am an adventurous individual who loves to travel and learn about different cultures.



## Danielle Daoust

Senior Program Manager  
Attendant Service Application  
Centre (ASAC)  
I have been part of the CILT team since 2021. I have worked in the attendant service sector

for the past 20 years and was excited to take on the opportunity as the ASAC Program Manager. We have a great team in ASAC, and despite the challenges we are facing post-pandemic, I feel privileged to work alongside so many dedicated people at CILT. The passion here is infectious and I am looking forward to what the future holds. The only TV watching in my house is ruled by my daughters, and they said to put Joyce from **Stranger Things** as a TV character I identify with, because she is a mom, and she will do anything for her family.



### Danielle Vinciguerra

Financial Assurance Coordinator  
Direct Funding Program

I have been a member of Team CILT since 2015. As Financial Assurance Coordinator, I enjoy working with

Self-Managers and bookkeepers to ensure everyone has a seamless transition to Direct Funding. Outside of the office, I love exploring locally and abroad and eating lots of (typically) unhealthy food. I find joy drinking a cup of tea while doing a puzzle and listening to a podcast. I relate to Jane Villanueva from *Jane the Virgin* because I'm family focused, silly, and I love books.



### David Meyers

Senior Program Manager  
Independent Living Programs

I identify as a Black man with a disability and use he/him pronouns. I've been in my role with CILT since 2018 and

am thrilled to work with a great team and partners advancing Independent Living for disabled people of all identities. I began my career doing child and family counselling work after graduating from the University of Waterloo. My later career highlights include several years of anti-poverty organizing work in coalition with dedicated partners and leading disability inclusion policy and programs at Birchmount Bluffs Neighbourhood Centre in Toronto. While there, I partnered with CILT on several projects advancing disability access and even served on our Board of Directors. Besides disability justice organizing, two things that bring me joy are losing myself in art and amateur photography. What TV character reminds me of myself? Chris Stevens, the lay philosopher/disc jockey from *Northern Exposure*, because I take myself less seriously than I do my leftie political views.



### Elaine Chu

Regional Report Advisor  
Direct Funding Program

I started working at CILT in 2019 with the Direct Funding Program, where my role is to review quarterly reports from

Self-Managers and to assist them in utilizing their funding. I feel privileged and honoured to be a part of DF and work with amazing people who care about the work they do every day. I am a shy and quiet person, but I love to share experience and knowledge with others and help people in any way I can. In my spare time, I like to read books and practice meditation. I relate to the TV character Joan Watson from *Elementary* because we are both caring, dedicated, and cannot cook.



### Elizabeth Rodriguez

Bookkeeping Report Reviewer  
Direct Funding Program

I joined CILT in 2021 as a Bookkeeping Report Reviewer for the Direct Funding Program. I review Self-Managers' quarterly

reports and assist program participants with any inquiries regarding their funds and reports. A TV character that reminds me of myself would be *Winnie the Pooh*, mainly because we both love taking naps and caring for other people.



### Hadeel Dajani

Review & Audit Advisor  
Direct Funding Program

I was fortunate to join the team of CILT in 2018. I have been working with Self-Managers, reviewing some quarterly reports

and auditing some participants' files. In addition to that, I take care of wrapping up the accounts for the exiting Self-Managers. As for



the TV character that reminds me of myself, I think it's Phil Dunphy from ***Modern Family***. Phil is clumsy at times, a fun-loving person, and almost childishly optimistic, but at the same time he is extremely compassionate and empathetic to others.



### Jennifer Marr

Program Administrator  
Attendant Service Application  
Centre (ASAC)

I joined the ASAC team in 2021. I hold degrees in English and Psychology

and had been working as a writer, artist, and educator prior to hiring on at CILT. My role within ASAC is to respond to general inquiries related to supportive/transitional housing and attendant outreach services, process applications, follow up on missing information, confirm eligibility requirements, explain the application process, and assist applicants who require support in completing their applications. My favourite part of the job is listening to and connecting with applicants. I love helping our community feel supported and heard. A TV character who reminds me of myself is Lisa Simpson (***The Simpsons***) – I am an unabashed geek.



### Jessica Ayoub

Intake Manager  
Direct Funding Program

I began working for CILT in spring of 2023. While I am new to the organization, I am re-joining the Direct Funding

team after having worked at the Ottawa ILRC as a DF Resource staff for 6 years from 2015-2021. Currently, my role involves leading the intake functions for the Direct Funding Program and coordinating interviews. A TV/movie character that reminds me of myself is Morticia Addams (***The Addams Family***) because of her ability to remain calm and poised despite the chaos within her home. Morticia

is known for being polite, loving, and fiercely protective.



### Joella Connaught

Community Facilitator  
Direct Funding Program

It has been a great experience to join CILT as one of the Community Facilitators on the Direct Funding team. I have

learned a lot from both consumers and my colleagues since beginning with CILT in 2022. I came to Direct Funding with a bachelor's degree in social work and 20 years of experience in the field. I spent most of those years working in the disability sector. I am also actively involved as a parent advocate within the education system as well as an active school council member in my children's school, championing social, learning, and enrichment opportunities for the student body and their families. Which TV character reminds me of myself and why? Mavis Beaumont, from the Netflix series ***Survival of the Thickest***, because I am caring, a little bit goofy, and a strong advocate for being proud of the skin you are in and believing in yourself.



### John Mossa

Independent Living  
Skills Coordinator

For the last 23 years, I have been working at CILT with consumers with disabilities on developing their

skills to self-advocate for their rights and responsibilities on a wide range of issues, from attendant services to Wheel-Trans. Also, I provide short-term crisis peer support, facilitate skills development workshops, and make CILT presentations to consumers and service providers. I have led and/or supervised several participatory action research projects on disability issues within Toronto. I am a member of the GTA Disability Coalition. I enjoy

movies, music, sports, and online games. A TV character that I most identify with is Raymond from ***Everybody Loves Raymond*** because he is funny, and I have family members like his.



### John Tam

Database Administrator  
Direct Funding Program

I've been a member of the CILT team for 10 years. Initially, as a Direct Funding report auditor, and currently

as the website and database administrator. When not working, I volunteer with Toronto Trailblazers Tandem Cycling Club (blind tandem cycling). To relax, I enjoy exploring summer outdoor street festivals in the city and watching movies at the cinema. ***Bugs Bunny*** was an early influence that I was inspired to emulate. He chomps on carrots all the time, broccoli in my case. We share a happy-go-lucky and inquisitive attitude most of the time and a smart-alecky attitude sometimes. Unfortunately, my buckteeth are less pronounced now.



### Joyce Leung

Workplace Personal Support  
Attendant and  
Office Assistant

I joined the CILT team in 2018, and after a brief hiatus I'm excited and glad to be back as of 2022

as the office attendant and office clerk. Some of my duties here at CILT include supporting staff with disabilities at the office, providing clerical assistance to CILT programs, and helping the operations team. In my spare time, when I'm not running around the office, I enjoy testing my knowledge at trivia bars around Toronto, walks with my senior dog in High Park and drinking too much coffee. I'm most like Shaggy from ***Scooby Doo***, because I'm always on the lookout for my next meal.



### Kate Deacon

Policy Advisor  
Direct Funding Program

I joined CILT as the Direct Funding Policy Advisor in 2022 and have been part of the Direct Funding team

since 2019. I am a person with a disability and a social worker. As Policy Advisor, I am part of the DF management team and have the opportunity to work collaboratively with staff and consumers across the province. I live in Kingston and enjoy visiting museums, listening to true crime podcasts, and taking too many photos of my dog. If I were a TV character, I would be Patrick from ***Schitt's Creek*** because we are both practical, thoughtful, and make excellent MCs in the musical Cabaret.



### Kate Welsh (on leave)

Project Coordinator  
Disability Inclusion Project



### Kim Adlard

Project Coordinator  
Pathways2Access

I have quite the evolving journey with CILT that began during a student placement within the CORE team in 2019 and

has since included working as the coordinator of CILT's COVID-19 Vaccine Engagement Project, to my current role as coordinator of the GTA Disability Coalition. It has been a meaningful, full-circle experience, one that utilizes my many years working within the community sector prior to CILT, as well as my lived experience of critical and chronic illness disability. When not shaking things up with

CILT's extraordinary staff and our community partners, I can be found working my way through Toronto Metropolitan University's Disability Studies program. Sam in ***Somebody Somewhere*** is a television character I feel connected to, as humour with close friends helps get her through challenges, but she also lets herself be an imperfect, messy human.



### Leanne Larmondin

Communications &  
Resource Manager  
Direct Funding Program

I interview Direct Funding Program applicants, help participants solve problems, liaise

with program staff across the province, consult on legal issues, review payments to participants, and coordinate and write promotional materials and other documents for the program. When I'm not at work, I row (competitively), run (for fun), and read. A TV character I can relate to is ***Fleabag***, mostly because of the constant inner dialogue that goes on inside my head (which is a dangerous place to tread).



### Leisa DeBono

Senior Program Manager  
Direct Funding Program

I started working at CILT with the Direct Funding Program in 1994 and have been fortunate enough to

stick around for the past 29 years. Originally hired as the DF Administrative Coordinator, I became the Program Manager in 2011. One of the greatest privileges of my career was to work beside my friend and mentor, Ian Parker, who passed away in April 2021. Ian and I watched the program grow from 75 Self-Managers in the pilot project to almost 1,000 people when the program is at full capacity. I think I'm a bit like Beverley Goldberg from ***The Goldbergs*** – a show about events from the

'80s (a great era). Bev is a slightly over-the-top mom who tends to go overboard with her kids. I think the fact that we have 16-month-old dog and just got a 6-week-old kitten is evidence that my kids can talk me into anything!



### Marisa Falzone

Senior Report Coordinator &  
Advisor

Direct Funding Program

I have been with CILT and the Direct Funding program since 2012. One

of my roles is to review the quarterly reports from program participants, which gives me the privilege to assist and witness Self-Managers on their journey to living independently. I also provide support to bookkeepers, new DF staff, and other Independent Living Centres across the province on various matters. I'm also responsible for generating the banking direct deposits for the program participants in the Kingston area. When I am not working, I consider myself to be a fun and dedicated Nonna, who enjoys traveling, gardening, art, life, kayaking, etc. I couldn't find a TV character that reminds me of me, because I am too unique.



### Marlene Benedicto

Intake & Resource Facilitator  
Direct Funding Program

I joined CILT as the Intake and Resource Facilitator for the Direct Funding Program in 2021. I am a graduate of the journalism

program at Humber College, and prior to joining CILT I spent several years working as an administrator for a distribution company. Outside of CILT, I enjoy writing, cooking, checking out Toronto's food and restaurant scene, and going to concerts. The TV character that reminds me of myself is Ernie from ***Sesame Street***. I've always related to him. He



will do anything for a laugh, especially at the expense of Bert.



### Marlene Ursabia

Intake Administrator  
Direct Funding Program

I joined the Direct Funding team in 2022 as Intake Administrator. I respond to incoming inquiries and help out

administratively by inputting new applications, booking online interview meetings, generating and sending legal agreements, and more. I am grateful to be part of this wonderful team. I love how CILT is an organization that gives back directly to the Self-Managers/consumers. I bring more than 20 years of work experience in finance for retail, in various food supply and service establishments, and for the court system in various progressive roles. I am also a transcriptionist with certification in business analysis. I enjoy volunteer work and was Big Sister of the year (Group Programs) in 2009 for Big Brothers Big Sisters of Toronto. I enjoy problem solving and finding ways to improve situations. As for TV characters, I relate to Busy from **Ready or Not** because I had a friend just like Amanda.



### Megan Harrison

Bookkeeping Report Reviewer  
Direct Funding Program

I joined CILT in 2022 on contract but am excited to now be a permanent member of the Finance Team! Before coming to

CILT, I worked for the Community Support Centre Haldimand-Norfolk for seven years as its financial administrator. When I am not working, I am spending time with my two busy little boys or working on projects around the house. We recently undertook building a new chicken coop and will be starting a solar project soon. A TV character I relate to is Ben

Wyatt from **Parks and Recreation**. We are both very excited about accounting, calzones, Star Trek, and the band Letters to Cleo.



### Melissa Watanabe

Human Resources /  
Operations Manager

2022-2023 is my third rewarding year at CILT, working with the Operations

team of Nadine, Raihan, and Joyce (our newest honorary Ops team member). We contribute to managing CILT's people, financial, technological, and office resources effectively, efficiently, and responsibly. We also collaborate with CILT staff to provide the support, resources, and tools that they need to do their work, deliver on CILT's Employee Value Proposition, and advance CILT's mission. At this point in my life, I can relate to the mother in Disney Pixar's short film **Bao** because I feel like my teenage children are growing up too quickly; my older child moved out for university in the fall. I also love to eat bao and would be fascinated to see one come to life!



### Nadine Azore (on leave)

Operations Assistant



### Nicola Kay

Bookkeeping Report Reviewer  
Direct Funding Program

I started working at CILT in 2022 with the Direct Funding Program as a Bookkeeping Report Reviewer. I review Self-

Managers' quarterly reports and follow up on any inquiries about their funding and reports.

When I am not working, I am usually outdoors either hiking, gardening, or going for a walk in the beautiful parks around me. I also enjoy staying in and catching up on different TV shows and hanging out with my two cats, Ella and Chloe. A movie character that I identify with is Hermione from **Harry Potter** as she is loyal, determined, and a perfectionist. I won't claim to be as smart as she is, though!



### Nicole Hajjar

Community Facilitator  
Direct Funding Program

I started working at CILT in 2022 as a Community Facilitator for the Direct Funding program. My role is to support new

and existing Self-Managers to be successful employers. I also act as a liaison between Self-Managers and program management when they have requests around their budgets and hours. My education is in child and youth work, and I worked with homeless, trafficked, and at-risk youth, as well as youth exiting care in both community and residential settings. When I'm not working, I devour books and search for peaceful nature in our hectic city. Amelia Pond, one of my favourite **Doctor Who** companions, is someone I relate to because she is courageous, adventurous, assertive, and kind.



### Raihan Hussain

Operations and Executive  
Coordinator

My responsibilities are managing CILT's information technology infrastructure, administering the

Personal Support Worker Education & Training Fund, assisting staff with special projects, and also supporting the work of the Executive Director. Sometimes I feel like I'm everywhere at CILT, and that's usually just how it goes!

I graduated from Toronto Metropolitan University's inaugural Sport Media program in 2019, so I'm a diehard sports fan but also regret to inform you that I'm a sad Toronto Maple Leafs fan. I'm also an avid gamer and love following the genre, particularly Japanese role-playing games. When I was in high school, I was voted "most likely to be **Maury [Povich]**." While it's not the most ideal TV character personality, I'm going to choose to consider it for my diplomatic skills!



### Rebecca Wood (on leave)

Peer and Parenting Program  
Coordinator



### Robin Simmons

Inquiries Generalist

I have worked at CILT since 2017. As the Inquiries Generalist, I respond to inquiries and provide information

about Independent Living and disability services. I have a background in social services from Humber College. The TV character I identify with is Monica on **Friends**, because she is very organized and structured, but loves her friends and family because they allow her to get out of her comfort zone and be silly and fun.



### Sara Stonehouse

Agreement & Resource  
Administrator

Direct Funding Program

I have been a member of the CILT team since early 2021. As the Agreement & Resource Administrator, I work on communications (including newsletters and

CILT's Annual Reports), statistics, agreement renewals, and many other Direct Funding projects as needed. I have a background in teaching and information science. Outside of work, I love travel, books, music, and cross stitch. A TV character I identify with is Kaylee from **Firefly**, as she is both fun-loving and analytically-minded – although I can't claim to have her mechanical expertise!



### Wendy Porch

Executive Director

I have been working in the field of accessibility, disability, human rights, and education for more than 25 years and am a life-long disability rights

advocate. I started my advocacy work at ARCH Disability Law Centre, supporting people with disabilities across Ontario. At the Adaptive Technology Resource Centre at the University of Toronto, I led R&D initiatives related to education, accessibility, and technology. In 2005, I was a Research Fellow in Accessibility in Educational Media at the Open University in the UK where I contributed to the European Union funded EU4ALL project on accessible life-long learning. Before joining CILT, I was the Manager of Episodic Disability Initiatives at Realize, a Canadian organization supporting people living with HIV and/or other episodic disabilities. I have an M.Ed. in Counselling Psychology from the University of Toronto and worked with the Body Image Project at Women's College Hospital. I was a long-serving member of the City of Toronto's Accessibility Advisory Committee and am Chair of the City of Toronto's Accessibility Task Force on COVID-19 Vaccines. I sit on the Ontario Human Rights Commission's Poverty Advisory Group and am a member of the City of Toronto's Accessible Housing Working Group. I am a proud mom to my son Jasper and work to raise awareness of the needs of parents with disabilities. When I used to have a perm

(in the '90s) people said I reminded them of Elaine from **Seinfeld**. She's a bit enthusiastic, like me. I think I'm a better dancer though!



### Zdravka Gueorguieva

Program Administrator  
Attendant Service Application  
Centre (ASAC)

My work at ASAC started in 2010. My role is administrative – receiving applications, responding

to inquiries, and managing the ASAC system and the waitlist. ASAC is the place of liaison between applicants and service providers. The Waitlist Collaborative process was introduced in 2018 and we are preserving assessment documents as well. Prioritizing the applicants helps us to find the applicant with highest priority when a vacancy occurs. Students with disabilities are considered the highest priority, and we are trying to assist every young person in the process of their post-secondary education. The pandemic brought a great change in the world, so accordingly ASAC is moving from paperwork to electronic files. After working hours, I enjoy staying on the internet, where I find a lot of stuff – news, movies, social media... I do not watch TV for a few years now, so unfortunately, I do not know which TV character resembles myself. Working, travelling, walking outdoors, swimming, reading books, and meeting with friends – these activities are my great entertainment in life.





## CILT in the news

**People with Disabilities Ignored During Toronto's Mayoral By-Election**

<https://cilt.ca/people-with-disabilities-ignored-during-torontos-mayoral-by-election/>

**TTC Customers with Disabilities, Advocates Call for Province to Help Expand Wheel-Trans**

<https://www.cbc.ca/news/canada/toronto/ttc-wheel-trans-family-services-1.6865905>

**This Election is the Most Important One in 20 Years, Say Accessibility Advocates**

<https://www.cbc.ca/news/canada/ottawa/provincial-election-accessibility-issues-1.6469119>

**Advisory Committee Votes for City to Create Accessible Housing Task Force**

[https://www.toronto.com/news/council/advisory-committee-votes-for-city-to-create-accessible-housing-task-force/article\\_b623efb4-13cb-5c18-b393-0ba05418e978.html](https://www.toronto.com/news/council/advisory-committee-votes-for-city-to-create-accessible-housing-task-force/article_b623efb4-13cb-5c18-b393-0ba05418e978.html)



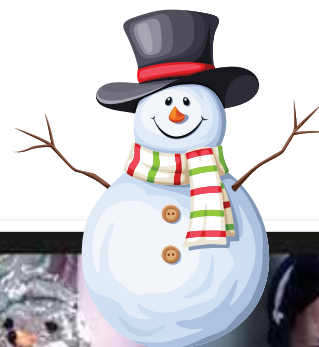
# Virtual Happy Times



CILT staff throw a surprise virtual baby shower for former Direct Funding Intake Administrator, Gold Olatifede.



# Virtual Happy Times

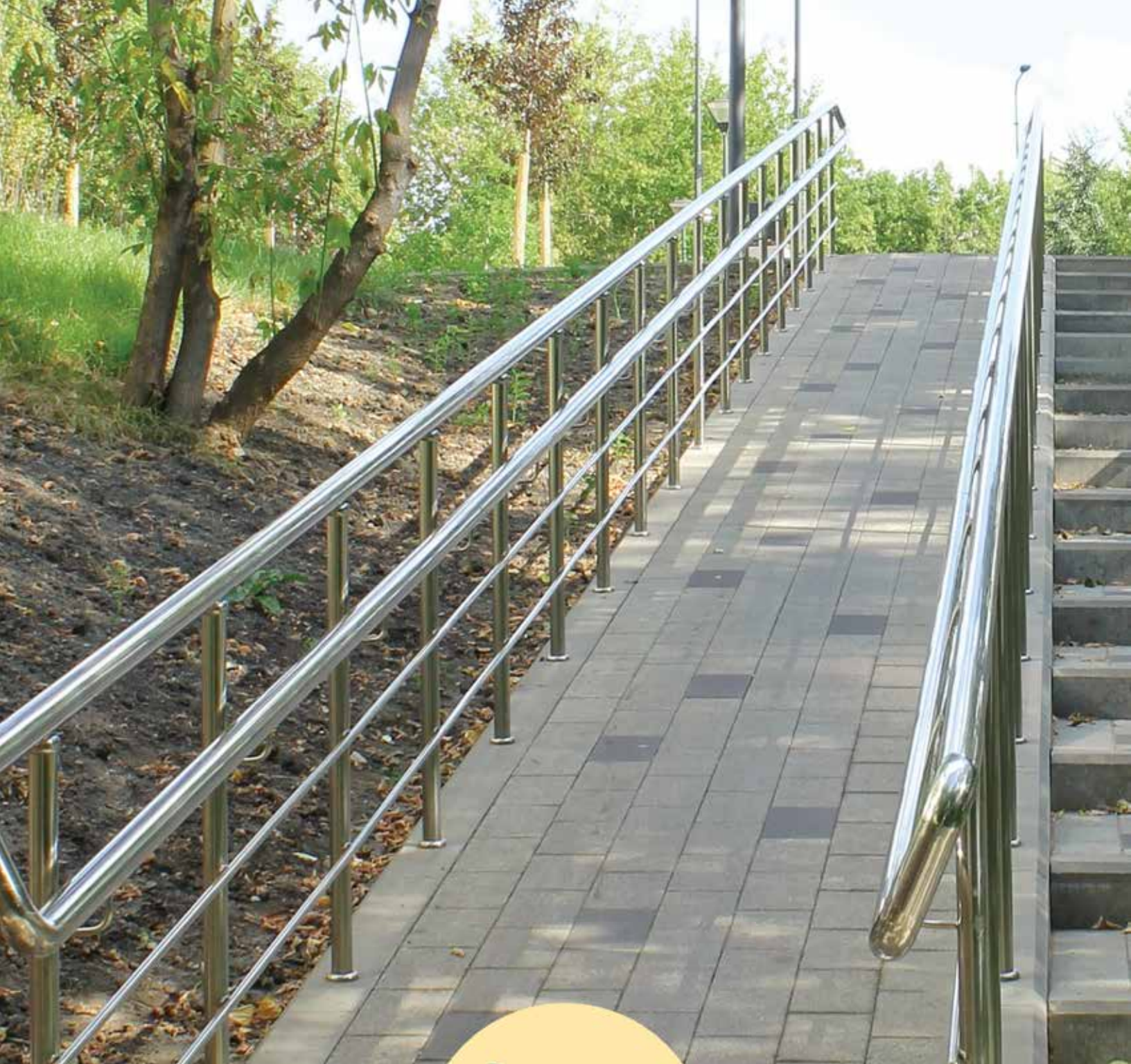


CILT staff get crafty in a snowman making contest to raise money for United Way.



CILT staff get competitive during a virtual scavenger hunt at the annual picnic.





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