



Resources

for Exceptional
Children and Youth



EVOLVING with **PURPOSE**

2024-25 Annual Impact Report



Land Acknowledgement

As we take stock of the past year, we reflect on our commitment to truth and reconciliation, which is based on trust and respect for the many ways of continuous learning (and unlearning), knowing and being.

We acknowledge that *Resources* exists and serves on lands that are the traditional and treaty territories of the Nations covered under the Williams Treaties, including the Mississaugas, a branch of the Anishinaabeg Nation, which also includes Algonquin, Chippewa, Odawa, Ojibway and Pottawatomi.

We honour the Indigenous nations and people who have long been the rights holders and stewards of the lands and waters of Turtle Island (North America), on which we have the privilege to live, work and play. We recognize the painful legacy and continued impact of colonization, residential schools and discriminatory laws on Indigenous communities.

In our personal and organizational journeys towards truth and reconciliation, we continuously reflect on our role and are committed to working towards building renewed relationships to address past harms. We commit to learning from Indigenous values and knowledge, building opportunities for collaboration, and recognizing that we are all connected.

Over the past year *Resources* has taken steps to embed a culture of reflection and reconciliation into our daily practice and our agency learning journey. Our staff have worked together to develop a guide to support understanding and purpose with land acknowledgements and have dedicated September 30th annually to collaborative learning and reflection as a team. We recognize we have a long journey ahead of us and are committed to advancing this journey, guided by the wisdom of the communities we serve.

We are grateful, honoured and humbled to have the opportunity to learn, grow and reflect and look forward to continuing our journey.

Chi Miigwetch. Nia:weh. Merci. Thank you.



Letter from our Leaders | Executive Director and Board President

This year at *Resources*, our theme — **Evolving with Purpose** — is more than a reflection; it is a commitment. Over the past year, we have taken intentional steps to strengthen our culture, deepen our impact and position our organization for a future where every child, youth, family and child care centre we serve feels truly seen, supported and valued.

One of our most important investments has been in our people. We dedicated time and resources to agency-wide professional development, including training in trauma-informed care and anti-ableism practices. These initiatives are not just about learning, they are about cultivating a unified and informed understanding of the lived experiences of the families we support and the communities in which we live and work.

We supported our Board members to come together imagining the future of our organization and building a foundation of trust and collegial understanding through a Fall 2024 retreat. We also supported individual professional growth for our employees, enabling staff to attend conferences and bring back fresh perspectives, knowledge and ideas to inform our work.

Listening to our team has been a priority. This year, we conducted a robust employee engagement survey and leveraged the results to shape both internal culture and external practices. We are proud of the open dialogue that has been fostered and the actions it has inspired.

We also invested in tools to enhance our connection with the community and the child care programs we serve. We made investments in mobile technology and a new website, mechanisms to ease access to services, supports and resources are readily available. Our new website also lays the foundation for a dynamic resource portal that will continue to

grow, providing families, partners and educators with easy access to valuable information and supports.

Our journey this year has been guided by a renewed sense of clarity. Through our strategic planning process, we developed a three-year roadmap, refreshed our mission and redefined our values, aligning them with the heart of what we do every day. We also opened a new space co-locating with Durham Children's Aid Society, opening the door to fresh partnerships and collaborative possibilities.

Internally, we have deepened our understanding of each program's deliverables and prepared to take the next step: launching a client experience survey in Fall 2025. This feedback will help us shape services and supports based directly on the voices of those we serve. We have also made investments in quality assurance, engagement and communication initiatives through dedicated staffing resources and prioritization within our service delivery and planning.

Through all this, one constant has remained — our people, the staff and Board who make our work and existence as an agency and trusted resource in the community possible. Their dedication, adaptability and unwavering commitment to the children, youth, families and child care centres we serve, and to each other, has been nothing short of remarkable. They have met every change with grace and every challenge with determination ensuring our evolution is always in service of our mission.

It is an honour and privilege to lead alongside such talented, passionate individuals and to be part of an organization that is continually growing, learning and evolving **with purpose**.

With heartfelt gratitude and optimism for our shared future,



A handwritten signature in black ink that reads "Shona Casola".

Shona Casola
Executive Director



A handwritten signature in blue ink that reads "Sheryl Swerbrick".

Sheryl Swerbrick
Board President

Mission and Values

In 2025, as part of *Resources* strategic planning journey, the agency completed a progressive review of our Mission and Values statements. Supported by external consultants, the staff and Board members, with specific input from family members, child care centres and key partners, co-created revisions that speak to the agency's focus on evolving with purpose. We feel these revised statements deeply reflect the people we serve; the work that we do and the intent that we hold.

Agency Mission

Resources partners with individuals, families, child care centres and community organizations to create pathways towards stability, belonging and hope.

Agency Values

Respectful Partnerships



We work alongside families, educators and communities by listening deeply and building trust through meaningful collaboration. We show up with integrity, centering those we serve as the experts in their own lives.

Inclusive & Individualized Support



We believe every child and youth belongs. We honour their strengths, identities, stories and cultures, and tailor support to reflect each person's unique needs and priorities. We work to reduce barriers and foster participation in all aspects of life, at home, in school and/or child care and in the community.

Hope & Possibility



We hold space for growth, resilience and the belief in what's possible. Through collaborative interactions, we foster a future shaped by inclusion, opportunity, and lasting impact.

Board of Directors

Our Board of Directors is made up of ten dedicated volunteers who bring a wide range of experiences and perspectives from across the community. Their leadership reflects a deep commitment to our mission, including voices of those parenting children with diverse and complex needs. We are grateful for their guidance, governance, and unwavering support in advancing our work.



Sheryl Swerbick,
President



Danica Cross,
Vice President



Jennifer Cooke,
Secretary-Treasurer



Tharmila Apputhurai



Anirban Chatterjee



Anne Joyce



Melissa Morrison



Akeem Stewart



Cynthia Waugh



Eloise Zareian-Jahromi

Strategic Plan Update

At *Resources*, our mission has always been centered on partnering with individuals, families, child care centres and community organizations to create pathways towards stability, belonging and hope.

During the Winter and Spring of 2025, *Resources* staff and board members, alongside *People Minded Business* (external consultants) worked to reimagine the next three years for the agency. We developed a 2025-2028 Strategic Plan that will carry forward the focus on *Evolving with Purpose* as we look towards the future, to expand our agency-reach and the impact of our services on those we support.

As we launch this new Strategic Plan, we're excited to share a vision that builds on our strengths, responds to what families and child care centres have told us they need, and positions us to make an even greater impact in the years ahead. It is important to highlight the joint effort of *Resources'* employees, a shout out to the Strategic Planning Advisory Committee, and the Board of Directors for their careful consideration, collaboration and shared vision for success in the development of this plan. A huge thank you goes out to the many families, child care centre staff and community partners who provided input into the development of this plan and were such an important voice in shaping our future.

This plan comes at a time of both opportunity and urgency. Families continue to face growing demands, systems are more complex and resources more stretched than ever, and the need for responsive, accessible support has never been clearer. That's why this plan is rooted in four key priorities:

- **Innovate and Optimize Services Using Data and Co-Design** to respond effectively to family needs, reduce caregiver stress and wait times, and do more with limited resources.
- **Foster a Resilient, Mission-Driven Organization** to further nurture a strong internal culture, maintain sustainability, and ensure the organization is equipped for the future.



- **Strengthening Partnerships and Community Awareness** to expand reach, build trust and ensure that families, partners and the public understand and can access *Resources'* services.
- **Championing Positive Change in System Navigation** to help individuals, families and partners to move through complex systems with more ease, equity, and dignity.



We invite you to be part of this journey. Read the full plan here!

This Strategic Plan is not just a roadmap, it is a shared commitment to the children, youth, families and child care centres we serve. Its success is made possible by the passion and dedication of our skilled and caring staff, the guidance of our strong leadership team and Board of Directors, and the strength of our trusted community relationships and reputation. Together we have built a foundation of excellence. Now, we have the opportunity to shape what comes next. We're excited to see this plan spark meaningful organizational change, and we encourage everyone to take part, share ideas and help bring our collective vision to life.

Programs Overview

Resources is a not-for-profit organization that partners with families, child care centres and community partners to support children and youth to access the services and supports they need in their community. We facilitate access and foster inclusion by creating pathways to stability, belonging and hope.

Read on to learn more about our supportive program offerings or feel free to check out [our website](#) for more information.



Early Learning Inclusion

Our **Early Learning Inclusion (ELI)** program supports licensed early learning and child care programs across Durham Region, including home child care, before-and-after school programs and approved recreational programs.

Each licensed child care program is partnered with a dedicated Resource Consultant. Their role is to help ensure that every child, including those who may need extra support, has access to a welcoming, inclusive and high-quality learning environment.

Resource Consultants work closely with educators and staff through regular visits to child care sites. Together, they identify strengths and explore new ways to support inclusion, both in classrooms and for individual children.

Our main goal of the program is to empower child care providers with the tools, knowledge and confidence they need to support every child's development. By fostering a culture of learning and collaboration, we aim to create caring, inclusive spaces where children can thrive and educators feel supported in the important work they do.

Over the past year, our ELI team has worked hard to increase their direct time spent in centres, supporting educators. Caseloads have been realigned so staff support more of the same agency centres to create consistency and Resource Consultants were provided access to technology to support efficiency.



Scan for a quick video introduction to our ELI program.

ELI Data

Number of onsite visits

2023	5,105
2024	5,693

Increase from 2023 to 2024 **↑11.5%**

Direct service hours

2023	5,960
2024	8,180

Increase from 2023 to 2024 **↑37.25%**

Indirect service hours

2023	4,610
2024	3,067

Decrease from 2023 to 2024 **↓33.5%**

Sites supported

Centre-based	320
Home Child Care	45
Early ON	11
Boys and Girls Club	2

Number of Staff Trained
(173 hours of training provided) **884**

Individual Service Plans	
Infant	10
Toddler	61
Preschool	350
Junior Kindergarten	96
Senior Kindergarten	140
School Age	347
French Language Service sites where service was provided in French	23

Access and Brief Services

Our **Access and Brief Services (ABS)** team is the front door to services here at *Resources*. Our Access Coordinators are the friendly voice when you reach out with a question or request for information or help.

Access Coordinators provide support for general inquiries about services here at *Resources*, or information and connection to disability, mental health or other relevant services and supports in Durham Region including information about respite, camp and funding supports. Our team can answer individual-specific questions about your child, family and/or service journey and can facilitate referrals to internal programs at *Resources* as well as external programs in our community.

For families needing brief support, our Access Coordinators can help with this too. Over the last year, the team has worked diligently to be responsive to family inquiries at the time of first connection, sending resources, links and important information right away. This practice has also cut down on the wait time for families' initial contact with our Access Team.



Scan for a quick video introduction to our Access and Brief Services program.

ABS Data

Requests for service	701
General inquiries (not client specific)	124
Single services only	134
Clients enrolled in ABS (plus 167 clients carried over from March 2024)	691
Clients discharged	559
Clients who received Brief Service	557
Clients triaged (CSP/FASD/CSCY)	60

Service Planning Supports

Navigating complex systems of care can feel overwhelming for families. Our **Service Planning Supports** teams are here to help guide the way, connecting families to the right resources, bringing services providers together, and making sure everyone is working towards shared goals for each child, youth and family we support.

Through **Coordinated Service Planning (CSP)**, families of children with multiple medical, mental health, behavioural, and/or other complex needs work with a dedicated Service Planning Coordinator. Acting as both a navigator and collaborator, the coordinator helps create one clear service plan and brings together partners, from healthcare, education, community services and other relevant sectors, so that everyone is working together to support the family's journey.



Scan for a quick video introduction to our Coordinated Service Planning program.

CSP Data

New referrals	74
Individuals initiating Coordinated Service Planning	59
Individuals with an active Coordinated Service Plan	149

Programs Overview (continued)

Our **Fetal Alcohol Spectrum Disorder (FASD) Coordinators** walk alongside families of children who have or may have FASD. They work to build a personalized plan rooted in each child’s strengths and goals, while also ensuring that all service providers understand and apply an FASD-informed approach. This helps create consistency, understanding and supports that truly meet the child’s unique needs. This year our FASD Coordinators hosted an awareness event during FASD Awareness Month providing education, information and consultation opportunities to service providers in the Durham Community. The event had a good turnout, and we are hoping to grow the reach and impact of this event in the years ahead.

FASD-C Data

Individuals served FASD	45
Workshops delivered	5
Consultations	49

With **Co-ordination Services for Children and Youth (CSCY)** we step in when needs are highly complex and go beyond what the local service system can provide. Intensive Service Coordinators offer information, consultation and case conferencing as well as helping families access out-of-region supports or specialized provincial funding. The goal is to ensure no child falls through the cracks.

CSCY Data

Families supported through CSCY	48
Individuals served with Hard to Serve Funds	21
Individuals brought forward for Regional Service Resolution	8

In-and Out-of-Home Respite Funding and Complex Special Needs (CSN) Community Enhancement Funding both provide additional community-based supports for children and

youth with complex needs. These funds help ease pressures on families, strengthen their ability to care for their child at home, and promote inclusion within the community, often helping to prevent the need for more intrusive supports. CSN Community Enhancement Funding is specifically intended for families who are applying for, or are expected to apply for, provincial Complex Special Needs funding, and can enhance other supports such as Hard to Serve Funding to ensure children and youth remain safe and supported at home and in their community.

By bringing people, services and systems together, our Service Planning Supports help families feel less alone, more understood and confident that the right supports are in place for their child’s success.

In-and Out-of-Home Data

Individuals served	5
Hours of respite provided	447

CSN Flex Funding Data (CSN Community Enhancement)

Individuals served	8
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Urgent Response Service (URS)

Our **Urgent Response Service** provides up to 12 weeks of rapid, focused support to autistic children/ youth and their family/caregivers to address immediate concerns, prevent further escalation, and help stabilize situations where a child or youth is, or is at risk of harming themselves, others or property.

For eligible families, URS offers short-term, interdisciplinary consultation, providing a mediator model of service, they work closely with caregivers to develop and implement a service plan tailored to the child or youth’s unique needs. This collaborative approach ensures families receive practical strategies, tools and guidance they can put into action right away.

Resources serves as the lead agency for URS across Durham Region, Haliburton County, Kawartha Lakes, Peterborough County and

Northumberland County. Services are delivered in partnership with local service providers, who work alongside families every step of the way to carry out the plan.

Over the past year, our URS teams have supported many families through incredibly challenging moments. Parents and caregivers have shared that through URS, they feel more confident, see fewer challenging behaviours, and have stronger skills to support their child’s growth and wellbeing. Our URS team has invested in a five-day intensive Indigenous Wholistic Practice training delivered by our partner Dnaagdawenmag Binnoojiyyag Child and Family Services to enhance our understanding and cultural sensitivity in service delivery.

Special thanks to our URS partners without whom, this work would not be possible.



URS Data


Contacts with families (URS Inquiries)	519
Number of families who completed URS	338
URS Assessments Conducted	424
Most common High-Risk Factors supported through URS Plans:	
Aggression	46%
Self-Injurious behaviour	17%
Suicidal thoughts or behaviour	16.5%
Flight risk	14%
Families who received URS service in a language other than English	3% or 13 families

Families who received URS service and identified as Indigenous	8% or 27 families
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Families who felt satisfied with their URS and/or the supports their child/family received	85%
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Families who agreed or strongly agreed that they felt better able to cope with their child’s behaviour	87%
Strong: 53% + Somewhat: 34%	

Families who received URS and felt their family was involved in decision making about how to help their child	89%
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Listen to a real family experience with the URS program and learn how this service made a huge impact in the life of Jonathan and his family.

Dual Diagnosis Funding

Dual Diagnosis Funding supports families caring for a child or youth aged 8 to 18 who has both a developmental disability and a mental health condition. This funding can be used for in-home or community-based respite care, or to access programs such as camps or recreational activities, giving families a much-needed break while ensuring their child is well supported. Funds are brokered through *Resources* and paid directly to the worker or program. Families must apply on an annual basis and are assigned an allocation based on availability of funds. During the past year, *Resources* was able to offer an additional amount as a lottery in late Fall 2024 and ten families were randomly selected to receive an additional \$500 to use in year. Dual Diagnosis funding helps families to recharge and provides an opportunity for children to explore and expand their connections in the community.

Dual Diagnosis Data

Families supported	83
Hours of service provided	7,773

Building relationships and enhancing support: Our Resource Consultants share their views

In this Annual Impact Report, we will be featuring two of our Resource Consultants, **Khadegia Sherif** and **Nerissa Henry**. The **Early Learning Inclusion Program** is here to support licensed early learning and child care programs across Durham Region, including home child care, before-and-after school programs, and approved recreational programs.

Each licensed child care program is partnered with a **dedicated Resource Consultant**. Their role is to help ensure that every child, including those

who may need extra support, has access to a welcoming, inclusive, and high-quality learning environment.

We asked them to share a bit about their roles, the impact their roles have on the Early Learning programs they support, and their experience navigating recent changes to service delivery to provide more modernized, responsive and flexible supports.



Working with Centres to Make A Difference in the Lives of Kids and Families: A Conversation with Resource Consultant **Khadegia Sherif**

Working closely with early learning centres is a role that demands both compassion and strategy. As a Resource Consultant, the opportunity to foster inclusive and supportive environments is not just a professional responsibility, it is a deeply rewarding experience.

According to Khadegia, one of the most fulfilling aspects of her role is the opportunity to build strong, meaningful relationships with educators, children and, occasionally, families. She enjoys walking into a classroom and being greeted with high-fives and a cheerful, “Why didn’t you come see us yesterday?” In Khadegia’s own words, “Moments like this make me feel like I am truly making a difference in supporting and fostering inclusive, safe and trusting environments.”

Another improvement that was made to service delivery was the recent assignment of staff into pods. For Resource Consultants, this model fosters consistency in service across agencies especially when pod members share responsibility for a specific organization. This leads to a deeper understanding of agency-specific policies and allows for more tailored support. While some pods cover large, single agency caseloads, others

like the French language pod, which Khadegia supports, cover a variety of centres.

In her work with the French language centres, Khadegia’s priority is to ensure the French community feels supported. “This has often meant taking a little bit of extra time to translate English resources into French or research their equivalents.” Khadegia added, saying that serving her clients has also been beneficial in helping her strengthen her French language skills over time.

Last fall, *Resources* made changes to the service delivery model. The new model has brought about greater organization and efficiency, allowing for more focused and meaningful onsite support. Time spent in centres is now more intentional, with a stronger emphasis on direct support and modelling for educators. This shift has not gone unnoticed. Khadegia feels that since the implementation of the changes, there have been notable improvements in both how the services are delivered and how they are received. Since the changes, she says, “Centres have expressed feeling more supported and confident in the work they are doing, knowing that support and guidance is available often in the classroom.”



Building Relationships and Strengthening Support: A Conversation with Resource Consultant Nerissa Henry

As a Resource Consultant, Nerissa Henry plays an important role in supporting child care centres, their teams, and the children they serve.

For Nerissa, the most rewarding part of her role is the opportunity to connect with people and build meaningful relationships.

“I am a social person, and I find joy in interacting with directors, program managers, supervisors, educators, and children,” Nerissa shares.

“I love the sharing of knowledge from all aspects. From the centre staff, children, or myself, we all have something to teach and something to learn... There’s never a moment when I’m not learning!”

Over the past year, changes in the service delivery model have brought improvements that have enhanced Nerissa’s work and the experiences of the centres she supports. The introduction of iPads has made services more efficient and accessible. “The iPad is so much more portable than my laptop, and it allows me to document as I go. I can now send resources to centres right away, before I even leave,” Nerissa says. Cellphones also help Nerissa stay connected between visits, so centres get faster responses and feel supported in real time.

The implementation of pod assignments has also been a significant step forward, benefiting both Resource Consultants and Centres. “The pod model has allowed for better communication and allows me... to have a better view of the bigger picture,” Nerissa explains. “It’s especially valuable during times of transition, like over the summer when children and educators often move or combine at other sites. The background information I’ve gathered helps make those transitions smoother.”

For larger organizations with multiple locations, the pod system has made support more streamlined. Educators now know exactly who to reach out to, and training opportunities are easier to organize and deliver to a broader audience.

Reflecting on these changes, Nerissa sees a service model that is more connected, responsive, and collaborative than ever before. At the heart of it all, however, is what she values most: the relationships built along the way and the ongoing exchange of knowledge that helps everyone grow.

What We Take with Us

From nurturing connections with children and educators to adapting services in French and embracing new delivery models and innovative, accessible technology, the role of a Resource Consultant is one of adaptability, dedication and commitment. The recent changes and collaborative structures have only strengthened the ability to make a meaningful difference in the lives of those we serve and enrich the learning environments where many of Durham’s children learn and play.



“I wanted to express my sincere gratitude for taking the time... to visit our program and for your invaluable support towards the progress of our children. I want to extend my heartfelt thanks for the resources and training you have [provided]. Your generosity and expertise have been instrumental in enhancing the quality of our program. We are eagerly looking forward to your next visit. We appreciate your continued involvement and support.” – Child Care Program



Community **Mental Health** Supports

This year, our **Community Mental Health Supports** continued to make a meaningful difference in the lives of children, youth and families across our region.

Through our **Mental Health Training and Capacity Building**, local agencies access funding to strengthen their own capacity while also opening the doors for community-wide learning. From workshops on trauma informed care and suicide awareness to skill-building sessions with frontline staff, these opportunities helped ensure that more people have the tools and knowledge to respond to child and youth mental health needs with confidence and compassion.

The **Talking About Mental Illness (TAMI)** program brought youth together to learn, lead and speak out in TAMI Summits. In partnership with school boards and community organizations, young leaders learned, shared ideas and planned and implemented health promotion initiatives in their schools, helping reduce stigma and create understanding and awareness about mental illness.

The **Transition Activation Worker** program provided hands-on support to children and youth returning home from intensive treatment settings such as hospitals or live-in treatment programs. By working directly with young people to practice skills, the program eased the transition back to home and community.

Together, these programs are building a stronger, more supportive community — one where mental health is understood, supported and prioritized.

Community Mental Health Supports Data

Participants in sessions/ workshops/training (Mental Health Capacity Building)	834
Individuals served through Transition Activation Worker / CYMH Intensive Treatment Services Transition Supports (combination of both those supported at Ontario Shores and those supported through TAW funding at Resources)	368



“Thank you so much for being one of those angels by making sure things happens for my child. You might humble yourself and say it is just your job but no, I’ve seen and felt your fight and all you put in... I am filled with gratitude and so happy you are the person to be a part of helping my child lay a solid foundation and being the amazing person I have no doubt they will be.”

– Entry to School parent

Partnership Programs

Collaboration is at the core of how we work. Across all our programs, we partner with community organizations to ensure children and youth receive seamless and coordinated support. In some cases, these partnerships are formalized, with *Resources* delivering services as part of larger programs led by our partners.

The **Entry to School (ETS)** program, part of the Ontario Autism Program, is led by Grandview Kids. *Resources* is funded to provide Transition Coordinators who help children move smoothly from the ETS classroom group or integrated model classrooms into Kindergarten or Grade 1 settings. Transition Coordinators work closely with ETS program partners and school board employees to ensure a successful start.

In the **Extensive Needs Service (ENS)**, also in partnership with Grandview Kids, we deliver Coordinated Service Planning supports to

children, youth and their families with significant and complex needs. The ENS Service Planning Coordinator works closely with the ENS clinical team from Grandview Kids to provide support and service navigation to families engaged in the program.

Resources also partners with Lakeridge Health in the delivery of the **FASD Diagnostic Clinic** where a *Resources* team member acts as the clinic coordinator and provides support with navigating the diagnostic process and wait-list management.

These partnerships, among our others strengthen our collective impact, bringing together the expertise and resources of multiple organizations to better serve children, youth and families in our community. We know that partnerships are a cornerstone to fostering a future shaped by inclusion and opportunity.

Highlights from our **Community** Engagement

VOLT Try It Events

In Spring 2025, *Resources* staff in partnership with the City of Oshawa participated in a **VOLT Try It** event to understand the experience of this emerging sport. This inclusive form of hockey is played in specially designed battery-operated carts, making it accessible to individuals of all abilities. Building on this opportunity, *Resources* and the City of Oshawa co-hosted two VOLT Hockey Try It sessions for a number of children and youth involved in *Resources*' programs. Partnership opportunities like this offer inclusive experiences and build connections to the community for families we support. *Resources* hopes this is the first of many partnerships with the City of Oshawa.



Victim Services Partnership

In response to needs identified through our **Urgent Response Service**, *Resources* partnered with Victim Services Durham Region to explore education opportunities for youth at risk of victimization. After attending a demonstration of their education program, our team collaborated to adapt content for neurodivergent audiences. In July 2025, the first co-lead event took place with both teams committed to refining and expanding the program to meet diverse learning needs. This is the start of an important and timely partnership!



Whatever It Takes Protocol Revitalization

In early 2025, *Resources* partnered with Durham Children's Aid Society to co-lead a refresh of the "**Whatever It Takes**" community protocol. This protocol lays out an approach to bring organizations together to creatively plan for children and youth with multiple, complex challenges. The renewed effort began with a large cross-sector conversation involving child welfare, mental health, children's rehabilitation and service coordination agencies with the shared goal of building clear pathways for collaboration and problem solving to better support complex cases and reduce escalation in these situations. The work will continue in the later part of 2025 and the years to come.





“Thank you so much. We really enjoyed the [Bus Experience] event — my little guy uses his key ring visuals daily.” – *Bus Experience Event Participant*



School Bus Experience Event

In Summer 2024, *Resources* launched the inaugural **School Bus Experience** program, giving children who ride, or will soon ride, the school bus a chance to practice boarding, riding and disembarking in a supportive setting. Participants could try the bus lift, bring service dogs and get comfortable with the experience at their own pace. The program ran again in August 2025 and was featured in **Metroland Media** and **Global News**, highlighting its positive impact on families.



INSAR Conference

In May 2025, members from Sr. Leadership, Urgent Response Service and Extensive Needs Service teams, and one Board member attended the **International Society of Autism Researchers (INSAR)** annual meeting. They gained insights from global leaders in cutting-edge interventions, built valuable professional connections and returned inspired to integrate new ideas into our work.



EKO Conference

In Spring 2025, three staff from *Resources* attended the **Empowered Kids Ontario (EKO)** Symposium, a gathering of over 350 clinicians, researchers and leaders focused on improving developmental health for children and youth. One of our Service Planning Coordinators and a Director, Programs and Services presented *From Crisis to Care: A Case Study on Enhancing Support for Children with Complex Needs*. This standing-room only presentation highlighted how coordinated services can reduce family stress, improve access to education and lead to better outcomes.

Community Engagement



2024 Annual General Meeting (AGM)

The 2024 **AGM**, held annually in September, took place at WindReach Farm where *Resources* employees and Board members showcased the agency's accomplishments of the previous year. The event was well attended by staff, Board members and their families, as well as several families who were accessing our services. The event included a review of finances, a reflection on recent achievements and a preview of the exciting initiatives ahead. *Resources* looks forward to sharing the progress and accomplishments captured in this report with staff, Board members and families at the 2025 AGM, which will be hosted at the Abilities Centre in Whitby.

Community Information Fairs and Events

Resources has a long-standing presence in the community and is well represented with information tables at events throughout our region. In 2024-25, *Resources* participated in more than 30 community events including the following:

- **Resources and Entry to School Information Fair** with Grandview Kids and Lake Ridge Community Support Services.
- **Community Information Fairs** with Durham District School Board, Durham Children's Aid Society and the Abilities Centre.
- **Welcome to Kindergarten Events** for multiple school boards including Durham District School Board, Durham Catholic District School Board and Kawartha Pine Ridge District School Board.
- **FASD Awareness and Education Events** with the Durham District School Board and Durham Children's Aid Society.
- Provided **program overviews for several community agencies** including Durham College ECE Career Panel, The Welcome Centre, Infant Child Development, Sunrise Pregnancy and Family Supports, Grandview Kids and Frontenac Youth Services.
- Several conferences including the **Home Child Care Conference** and both the English and French **Early Childhood Educator** conferences, as well as the **Early Learning Showcase**.
- Participated in four **Ready, Set, Grow** events and the **Ready, Set, Grow Family Fun Day**.



“*Resources* is a key voice on how the system operates and is in a good place to influence it.”

– *Community Partner*



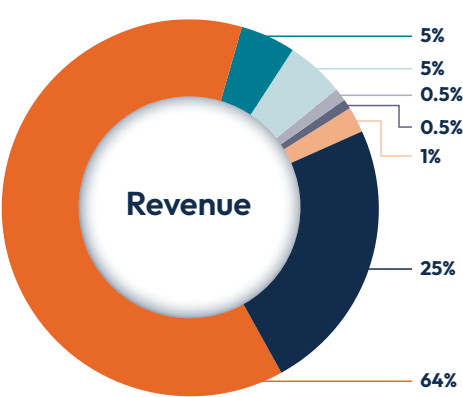
“Together, we have the power to make a difference with our families. [The *Resources* team] are great liaisons, prepared to work together [and to] help families advocate for community resources.”

– *Community Partner*

Financials

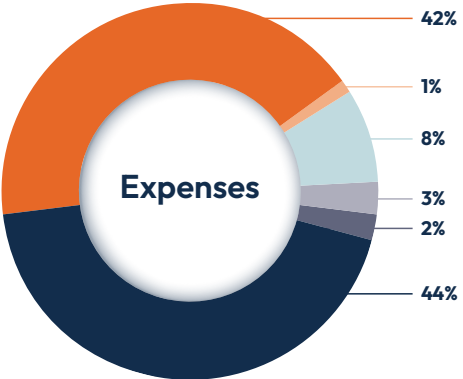
Revenue

Regional Municipality of Durham	\$2,445,410
Ministry of Children, Community and Social Services	\$6,276,160
Ministry of Health	\$496,350
OAP – Grandview Children’s Centre	\$468,311
Lakeridge Health	\$15,959
Charitable Donations	\$12,879
Other Revenues	\$107,512
	\$9,822,581



Expenses

Client Support	\$4,501,063
Staffing	\$4,263,674
Supplies & Equipment	\$88,254
Other Program/Services	\$749,490
Travel & Communications	\$329,770
Building Occupancy	\$217,273
	\$10,149,524*



*Expenditures in excess of 2024–25 revenue were covered by the agency’s General Fund, ensuring stability in program delivery.



Notation about change to fiscal years:

In 2024–2025, we aligned all programs and the charity under a single fiscal year-end of March 31, transitioning from the previous split of December 31 and March 31 year-ends. This required a full audit for January–December 2024 and a three-month stub period audit for January–March 2025, supported by our new audit firm, MNP, with our first full 12-month audit for the consolidated financials to be completed for March 2026.

Our Involvement in Community Tables

Collaboration is at the heart of our work.

By actively participating in a wide range of community tables, committees, and networks, we ensure that the voices of children, youth, and families are represented in important discussions that shape services across our region and beyond.

These tables bring together diverse partners to share expertise, identify gaps, coordinate efforts, and create innovative solutions. The following list highlights the community tables and committees where we contribute our time, knowledge, and commitment to strengthening services for children, youth, and families.

Best Start Network

- Child Care sub committee
- Professional Education and Training sub committee
- Home Child Care sub committee
- Durham Region ECE Conference Planning Committee

Core Service Provider Table (Children and Youth Mental Health)

Durham's Children and Youth Planning Network

Durham College ECE Advisory Committee

Empowered Kids Ontario

- Leadership Council
- Clinical Directors Committee
- Communications Network

Live In Treatment – Admission Priority Process

North Durham Social Development Council

Ontario Network of Special Needs Resourcing Programs

Provincial Network of Coordinating Agencies

- Data and Quality Committee
- Urgent Response Service Leads sub committee
- Executive Committee

Region of Durham Special Needs Resourcing Committee

Talking About Mental Illness

Regional Coordinators Table (CSCY)



The **Resources Family Fund** offers essential, temporary financial support to children and youth with disabilities, mental health challenges and complex medical needs, and their families, when no other funding is available. Funded almost entirely through employee payroll donations and occasional small corporate gifts, this unique fund helps families cover urgent equipment, supplies and crisis expenses during difficult times, filling a critical gap in community support.

Over the past year, the Resources Family Fund has helped families access needed winter and adaptive clothing, window guards and security devices, mobility equipment and devices, camp opportunities, emergency respite and more.



The demand for support from our **Family Fund** far exceeds the availability of funding. If you, or anyone you know is in a position to support the Resources Family Fund, you can access our donations page [here](#) to make a donation today!



“This [support] is amazing! I’m having happy tears, thank you so much for the help. It means the world to us. Please thank everyone for us.”

– Family Fund Recipient

Staff by Tenure

20+ Years

Bev Cummins
Mary Colwell

15-20 Years

Lynn McInnes

10-14 Years

Liann Trinca-Jenkinson
Nerissa Henry

5-9 Years

Jenna Francis
Douglas Caverley
Christina Bilante
Safaya Shaideen
Nadia Tamburro
Morgan Bartlett
Taylor Flynn
Eda Greco

Sarah Kowlessar
Trina Johns
Sarah Wilson
Caroline Smitton
Amanda Heint
Kelly King
Thia Claveria

1-4 Years

Alex Warrack
Natasha Gonzalez
Megan Thorpe Ross
Victoria Mewhinney
Naima Nabeel
Josie Cea
Melissa Simpson
Liz Turkentine
Denisa Bartley
Amanda Scrimgeour
Katherine Chartier
Fabiola Ortiz

Vienna Carruthers Ernst
Amber Maxam
Sienna Myatt
Nicola Fairweather
Ruth Abraham Weldehawariat
Natasha Dawkins
Shelby Corallo
Elieen Eslava
Renee Johnson
Shona Casola
Shannon Malloy
Samantha Ring
Tracy Sturley
Shawna Souch
Kelsey Jackson
Khadegia Sherif
Sabrina Lupo
Sofia Mavumba
Guri Singh

Community Partnerships

Canopy Support Services

Children's Development and
Behavioural Supports

Chimo Youth and Family
Services

City of Oshawa

Dnaagdawenmag Binnoojiiyag
Child and Family Services

Durham Catholic District School
Board

Durham Children's Aid Society

Durham District School Board

Empowered Kids Ontario

Five Counties Children's Centre

Frontenac Youth Services

Grandview Kids

Kawartha Pine Ridge District
School Board

Kinark Child and Family Services

Lakeridge Health

Lake Ridge Community Support
Services

Ministry of Children, Community
and Social Services

Ministry of Health

Northstar

Ontario Shores

Peterborough Victoria
Northumberland and
Clarington Catholic District
School Board

Region of Durham – The
Child Care and Early Years
Division

Spark Pediatric

Tapestry Psychology Services

Victim Services – Durham
Region



Thank you for your support!



Resources

for Exceptional Children and Youth

865 Westney Road South | Ajax, Ontario L1S 3M4

info@rfecydurham.com | 905-427-8862

www.rfecydurham.com