

IMPACT REPORT

2025 | 2026

lumenus
Community Services



Dr. Michael Daniels

Lumenus Interim CEO

MAKING AN IMPACT

When I transitioned to CEO at Lumenus I already knew that the work that is done each day is important and impactful for every client. What I didn't know, was how it would make me feel.

Each day I walk through the doors of any of our offices, I can feel it. ***The joy, the hope and the potential that happens when clients meet with our staff is impossible to ignore.*** *I can see it in the smiles of the clients greeted at the door, the staff collaborating to plan for a better outcome and in the grateful notes I receive from folks who have left our care.*

Recently, I received one from a young person who was going through an incredibly tough time and had no support network until they came to Lumenus.

"I'm so glad you were there for me during my toughest time. You were willing to listen to me, understand my struggles, and spend a lot of time with me. I truly appreciate your dedication and the time you've given me. I'm feeling a bit better after this session. I now want to live for myself. I've donated 10 Canadian dollars to the Lumenus Community Services as a small token of my appreciation, to help more people like me. They deserve to be seen by the world. If I encounter difficulties again in the future, I'll email you again."

From urgent cases like this young person to long-term support, to those who don't even know they need Lumenus yet, the pride I feel in stewarding this organization and its important work is immeasurable.

I've spotlighted just a few programs that we run so feel free to jump around this report or read it cover to cover. It brings me such joy to share these stories and the change that Lumenus is making to lives each day.

This report is one small thing I can do to share what I get to experience each day with you, there is so much more. I would love to chat with you and show you around one or more of our offices, so you can experience our supportive communities first-hand.

I look forward to it.

Lumenus Snapshot

Lumenus is **one of the largest** service agencies in Ontario

101 **Partnerships** with other agencies

11,000 **Clients** Served

163K Total **Annual Visits**

23 Classrooms | **2** Walk-In Clinics | **3** EarlyON Centres | **1** Drop-In Centre | **4** Office Locations

500+ **Employees**

Service Distribution

44%	Early Years	15%	Autism
34%	Mental health	7%	Developmental

63% of Lumenus clients accessed services in **North York**

Age Distribution

59%	10 Years and Under	27%	11 Years to 17 years	14%	18 Years +

6 **Live-in Treatment** Programs

$6.7M **Raised** Since 2020

16 **BOD** Members

Our Vision & Mission

MISSION

We illuminate a seamless pathway to optimal wellbeing through high-impact mental health and developmental services and strong system leadership.

VISION

Transforming lives and building brighter futures through caring experiences.

Resiliency Fund

Thanks to the support of donors like you we are able to offer clients relief through the Resiliency Fund.

Sometimes the clients we serve struggle to cover unexpected or necessary expenses. When they have exhausted all other resources they can turn to the Resiliency Fund, which is dedicated to helping our clients cover a one-time expense associated with a barrier to their continued care. This expense could look like covering part of one month's rent to help keep a family in their home, covering the cost of needed winter coats and boots for children, transportation costs so families can get back and forth to their appointments, and so much more!

*The Resiliency Fund is **entirely funded by donors** and has made a big impact in the lives of a large number of our clients.*





RESILIENCY FUND SPOTLIGHT

$53,000
Raised in 2025

35
Clients Supported

327
Received Food Cards at the Holidays

THE RESILIENCY FUND IN ACTION

A single mother who had been experiencing feelings of depression and low mood and felt unmotivated to socially engage with others. Despite this she had begun to take an interest in learning how to play the guitar and reached out to the Resiliency Fund to help her purchase one. Thanks to those who support the Resiliency Fund, she is now learning guitar and playing with others, which has opened up more opportunities to help her socialize.

A recently immigrated family with 4 children, two of whom had been diagnosed with Autism Spectrum Disorder (ASD), turned to the Resiliency Fund over the holidays. Donor support led to purchasing educational toys for their children and covering the cost of transportation to and from the treatment program site, ensuring they were able to attend to its completion.

SPOTLIGHT ON:

Early Years Programs & Services

We know that being a parent or caregiver to a baby or young child can be difficult, even with the strongest support systems. Lumenus is here to provide several programs and services to help support infants, young children, and their parents or caregivers.

With the support of our donors, we are able to offer them community and expert guidance through places like our EarlyON centres. These provide all children from birth to six years of age, and their families with opportunities to participate in play and inquiry-based learning. The centres promote the healthy development of social, emotional and communication skills, and supports parenting capacity.

Services include pre-registered and drop-in programs that encourage healthy parent-child interactions, qualified professionals available to answer questions and provide information on child development, parenting, nutrition, and importance of play, connections to other early years resources in the community, as well as celebrating diversity.

EARLY YEARS HIGHLIGHTS

7,110
Clients served in 2025-26

67,616
Client visits & contacts

93%
Under 6 years old

THANK YOU TO THE HENRY WHITE KINNEAR FOUNDATION

We are so grateful to our partners and donors for helping us to support our clients and the Toronto community.

One of our amazing donors is **The Henry White Kinnear Foundation**.

*Their recent gift of **$25,000** was given in support of the COSTI Parent/Child Resource Program. COSTI is a Hostel Services program that offers temporary accommodations, initial settlement services, and support during the refugee claimant process for individuals in Toronto.*

Lumenus offers access to healthy development programming and mental health counselling at COSTI and the generous gift from The Henry White Kinnear Foundation will play a crucial role in supporting moms and their children in the COSTI shelter this coming year.





PROGRAM HIGHLIGHT:

Better Beginnings Now

Better Beginnings Now is a program for parents with children 12 to 30 months of age. The program creates socialization opportunities for toddlers and their parents. The children learn and have fun, while parents learn how to help their children to socialize, share, and improve language through play, songs, reading and creative activities.



Ying Wang

> **Lumenus is a one-stop shop. There is always someone to help remove whatever barrier you might be facing. I tell everyone to go there!**

YING WANG'S STORY:

One of our Better Beginnings Now clients, Ying Wang recounted to us how working with Lumenus impacted her life:

In 2021, in the midst of a global pandemic, Ying moved to Canada with her husband who had a new job opportunity. Moving to a new country would be overwhelming enough, but it was doubly so with isolation and social distancing still in effect. It was in this environment that Ying gave birth to her first child. With no family or friends here in Canada, Ying knew that she needed more support and found the newly opened EarlyOn centre at Yonge & Sheppard. More than a new space to spend time with her baby, Ying found a community.

Surrounded by other moms who were experiencing the challenges of early motherhood, some of which were also new to Canada, meant that Ying was no longer alone.

*"Being able to connect with other women who knew what I was going through and who would **share their experiences and knowledge**, made me feel so much better."*

As this EarlyOn centre is run by Lumenus, Ying also learned about the Better Beginnings Now (BBN) program. She joined the program and learned helpful skills that allowed her to give the best care for herself and her baby. In addition, through the programming available at BBN, Ying learned about

PROGRAM HIGHLIGHT:

Better Beginnings Now (cont'd)

the other places that she could find the support she needed. This sparked her desire to do more with Lumenus and the communities we serve.

Starting with helping out at the EarlyON as a volunteer to assist in running the Lunar New Year celebration to eventually joining our Family Advisory Committee, Ying found joy and further connection in deepening her relationship at Lumenus.

*"Lumenus is such a great organization helping people like me who are trying to learn how to navigate the mental health care system here in Canada. The staff are all so **professional, knowledgeable, and caring**. They take the time to listen and support you."*

It's now been a few years since Ying first found Lumenus, her first baby is 3 and a half years old and now has a younger sibling. With a well-established community and connections, Ying is now preparing to go back to school. As a teacher in Singapore, she has been accepted into Teachers College and hopes to be able to make a difference in others' lives the way she sees at Lumenus.

By supporting programs such as **Better Beginnings Now and our EarlyON centres**, donors like you have helped clients like Ying Wang and her children and many others in the Toronto community to learn, grow, and thrive.







SPOTLIGHT ON:

Lumenus Autism Services

At Lumenus, we illuminate the path to early and ongoing intervention for children diagnosed with Autism Spectrum Disorder (ASD), empowering them and their families for a brighter future. Our programs are designed with a child and family-first approach, making everyday life more meaningful, enriching, and easier.

We provide our services within a school setting, enabling children to learn and practice skills in a natural environment. This approach helps children navigate and apply their skills across various settings, such as classrooms, playgrounds, and hallways, making their skills more flexible and adaptable.

We understand the unique challenges families face in navigating the autism landscape and work to find solutions to those challenges. Through the loyalty of our donors and the skills of our dedicated, highly trained team, we help families find all of their support needs in one place.

One of the clients that we served was Jennifer and her son. She wanted us to share the impact that the Lumenus Autism Programs have had on them both.

AUTISM SERVICES SNAPSHOT

1,247
Clients served in 2025-26

22,409
Client visits & contacts

48%
Under 6 years old

JENNIFER'S STORY:

Jennifer lives in Toronto with her husband and two children, one of which lives with autism. She still remembers the moment the family received her son's diagnosis. She already knew deep down that he had autism but hearing a medical professional say it out loud suddenly made it very real.

*"**No one wants their kid to struggle**, to have something that might prevent them from succeeding or being accepted at school."*

Jennifer quickly sprang into action and began to advocate for her son at every turn on top of a busy and flourishing career. Amidst the glorious chaos of young kids at home, she made sure that her son had all the support he needed.

As she did this, her mind would often wander to the parents and caretakers who don't have the same privilege or resources that she did. How were those folks navigating through a complicated mental health care system? Did they know about all the options available and places to call? That's when Jennifer knew she had to help those other parents and made the decision to join Lumenus' Family Advisory Committee.

SPOTLIGHT ON:

Lumenus Autism Services (cont'd)



Jennifer and her son

> **No one wants their kid to struggle.**

"I'm Canadian-born, English-speaking, and educated — and I still struggled to find the right supports for my son. So how are families without those advantages coping? ***Every child deserves access to care****, and that belief is why I connected with Lumenus."*

The Family Advisory Committee helps Lumenus integrate the client perspective into the services we deliver. We know that the expertise of clinical professionals can be enhanced with the viewpoint of the families they serve, so Lumenus ensures that we have regular conversations and ask for feedback.

Today, Jen has hopes for her son's future, that he may one day be independent and fulfilled in his life. As she continues to understand the pathways to care a little better, she plans to keep paying it forward.

"It is important to me that all families have access to the right supports for their children. ***I demonstrate this commitment through my volunteer work with Lumenus*** *and by advocating for Toronto's autism community."*

SPOTLIGHT ON:

Lumenus Autism Services (cont'd)

Navigating a new Autism Spectrum Disorder (ASD) diagnosis, especially with dual diagnosis and additional health challenges, can be overwhelming. Through the support of Lumenus, our client Crystal and her then newly diagnosed son Lucas were able to find the care that they both needed. She shared a letter with us about her experiences:



Crystal and her son

> I'm so proud of his progress and I can see a bright future for him thanks, in part, to Lumenus.

CRYSTAL'S STORY

I've always been a positive person. Facing situations with positivity and perseverance has helped me get through difficult times and be the strong woman I am today. When I decided to become a mom, I knew parenting would be another opportunity to face new challenges with positivity. What I didn't know at the time was how grateful I would be that I was well practiced as a positive person.

You see, my son, Lucas, has autism, and coinciding medical and mental health issues, which is a complex combination in such a young person.

Lucas was 6 years old when he was diagnosed with autism. At the time his support needs were low, but I was relieved knowing that a diagnosis would open up additional support opportunities for him. Not long after the autism diagnosis, Lucas experienced a medical and mental health crisis leading to a much higher level of support needs. Our family spent an immense amount of time navigating complex care and support across multiple hospitals, countless specialists, agencies and schools to get Lucas the support he needed.

Parenting is a big responsibility and a lot of work on its own, but even more so with complex needs involved. Even though I am highly motivated, resourceful and knowledgeable parent who can secure and provide the requisite supports, it can sometimes feel overwhelming due to the complexities and realities of the care system – not to mention years long funding waitlists. Even if you can pay out of pocket, there is so much to learn about the care these children need and how to access it.

SPOTLIGHT ON:

Lumenus Autism Services (cont'd)

Sadly, many children don't get the care they need due to parents struggling to understand and navigate the system.

That's why I decided to join the **Lumenus Family Advisory Committee (FAC)**, so that I can add the lens of my lived experience to the approach Lumenus is taking in its delivery of autism and mental health services. Giving back is important to me, and, to Lumenus, to ensure that the voice of the client is heard at each decision point. **Ensuring care is available, coordinated and easy to consume is essential for children and families. I know that the investment I am making in Lumenus will translate into better care and outcomes for children, families and our community.**

With Lucas getting the support he needs, he is now thriving as a Grade 7 student. He reads at a Grade 11 level and is a coding savant, working on concepts that are not yet being taught. **I'm so proud of his progress and I can see a bright future for him thanks, in part, to Lumenus.** While government funding partially funds the autism programs and services at Lumenus, it is not enough to meet the rising demand. Donors like you make a significant difference in the lives of our ASD and dual diagnosis clients, as well as their caregivers and families by helping to address the gap between government funding and the needs of those in our Toronto community.

***Thanks to the support of our donors**, we will continue our work to meet our clients' needs, shorten the waitlist, and wrap our programs and services around families and individuals.*








be seen. be heard. be well.

SPOTLIGHT ON:

Transitional Age Youth (12-25)

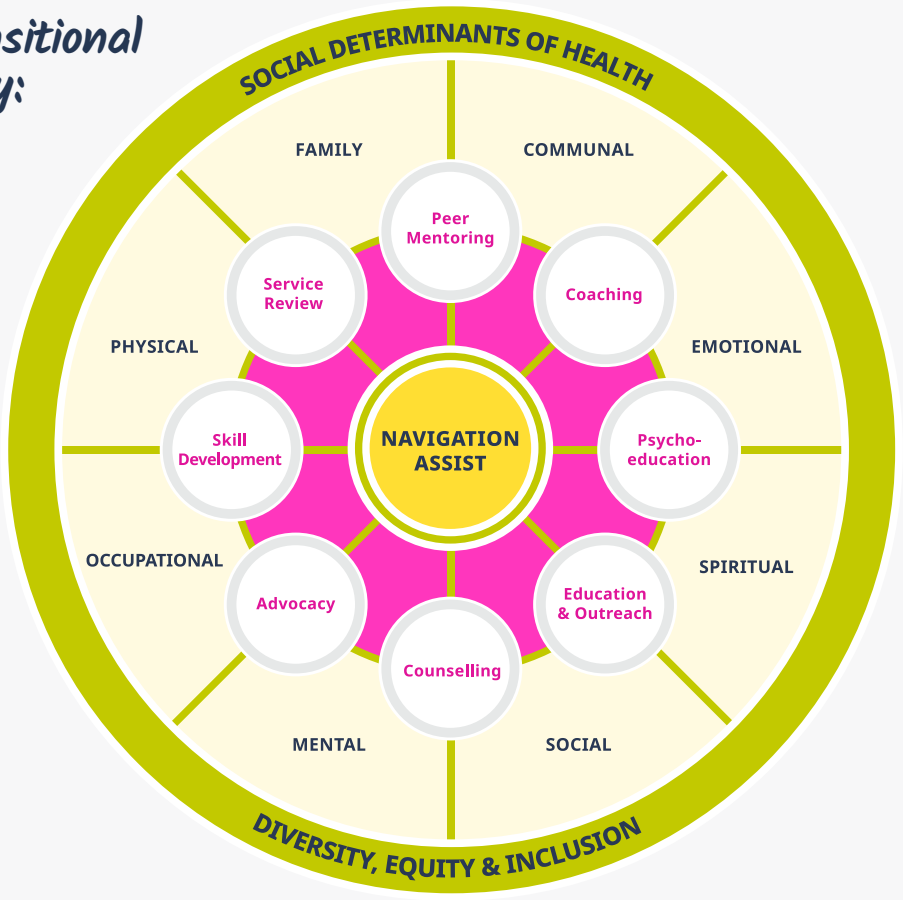
At 12:01 am on a youth's 18th birthday, ministry support is no longer available for youth to continue in our care. As youth hit this difficult milestone in their life, they begin the often-frustrating journey of transitioning out of pediatric services into the difficult to navigate system of adult mental health services. Up to 60% of youth in child and adolescent mental health services lose access to treatment as they transition to adult services.

For so many Transitional Aged Youth (TAY), a perfect storm is created from lengthy waitlists, an increase in depression and anxiety, compounded with the everyday stressors that youth from equity seeking communities face. With many TAY, a stigma surrounds mental health and related treatment.

*That's why Lumenus ensures that there is **continuity of care** through one of the most complicated times of life.*

Lumenus Transitional Youth Strategy:

Pathway to Wellness



PROGRAM HIGHLIGHT:

LIFT (Learning, Independence, Future, Transition)

For many youth in Toronto, the difference between moving forward and falling behind is not effort, talent, or ambition. It is access. These are youth navigating the weight of intersecting barriers; mental health challenges, systemic inequities, identity-based discrimination, poverty, and instability all at once.

They are being asked to step into a workforce that was never designed with them in mind, without the support needed to get there or stay there. And when that first opportunity doesn't come, or cannot be sustained, the consequences are immediate: disconnection, worsening mental health, housing instability, and deeper cycles of poverty.

LIFT (Learning, Independence, Future, Transition) *exists to change that trajectory. It is not a traditional employment program, it is a wrap-around model of care that recognizes a fundamental truth: you cannot separate employment from mental health, identity, or lived experience.*

This year, youth took the LIFT experience even further with an employment conference. The day-long program included an opportunity to experience working in a simulated coffee shop, learning how to budget and speaking to a variety of professionals to learn more about the workforce from the people who are doing the work and hiring others on their team.







I almost didn't answer the call. At that point, everything felt stacked against me, and I didn't think anything would really change. Before LIFT, I was trying to figure everything out on my own; my mental health, finding a job, just getting through the day. It felt overwhelming.

Thanks to donor support, youth are finding new ways to navigate in the workforce.

PROGRAM HIGHLIGHT:

The Studio

At the heart of our Church and Wellesley community lies **The Studio—an inclusive, youth-driven drop-in centre designed to celebrate, empower, and support 2SLGBTQ+ youth and youth of colour**. It is more than a space—it's a refuge, a creative hub, and a launchpad for future leaders. At The Studio, all youth are welcomed with open arms, free to express their identities, build lasting relationships, access one-on-one support, and most importantly—be themselves.

Youth who visit The Studio enjoy a **wide range of engaging activities** including video games, movie nights and music production. They co-create workshops alongside staff that **reflect their interests and needs**, everything from art-making and dance, to drag performance, discussion groups, and educational sessions on topics like sexual health and self-expression. Field trips, community-building events, and specialized programming for younger youth such as Tweeny STARS further enrich this dynamic space.

*In addition to recreational and social programming, **The Studio** offers crucial one-on-one support for housing, mental and physical health, education, employment, and legal matters.*

This story below was written by one of The Studio youth (21 y/o) about their own experiences.

> *The Studio was the first time we interacted with people like us. The first time we felt like we were on the same page as the people around us. We had never felt that comfortable anywhere else. Sure, it took a while to deconstruct some biases, we have had things to work on, to understand ourselves and others better, but in a space of understanding and acceptance like the Studio, it felt like that process was smoothed over. The Studio has probably saved my life on multiple occasions. It just felt like one safe haven. One place where we could try and understand ourselves and have the space to do so. It came with that sense of community that's so important for everyone.*





SPOTLIGHT ON:

Adult Services

Our care doesn't stop when clients turn 25. While representing a smaller portion of the people who Lumenus serves, this is also some of our most impactful work.

From crisis support for adults with a dual diagnosis to live-in care, Lumenus supports people who need it the most, when they need it. The Lumenus approach, supported by donors like you, stands out to those who know how complex these situations can be.

Below I am sharing a letter from one of our staff after their initial visits:

WHO WOULD YOU TRUST WITH YOUR MOST PRECIOUS PERSON?

I have been a social worker for nearly 20 years. I've worked in some of Canada's largest homeless shelters, supported families experiencing homelessness, and walked alongside women and children fleeing domestic violence. I thought I had seen it all.

And then I visited the Lumenus live-in treatment programs. I expected to learn about the program and meet staff. ***Instead, I left profoundly moved****.*

The individuals in our care live with immense complexities. Many are non-verbal. Many live with developmental disabilities, autism, and mental health challenges. These realities often lead to extremely challenging behaviours that require patience, skill, and resilience from staff.

What struck me was not the difficulty of the work, but the compassion and yes, the love. Staff met clients not with judgment, but with empathy and creativity. They reframed behaviours as expressions of need and responded with patience and humanity.

> *As a mother, I kept thinking about the families. They come to us at the hardest point in their journey — when every option at home has been tried, when safety can no longer be maintained, and when the difficult decision of out-of-home placement must be made.*

In that moment, families entrust us with their most precious person in the world: ***their child.***

SPOTLIGHT ON:

Adult Services (cont'd)

Who would you trust with your most precious person? Families trust us.

They believe that when no one else can, we will be there, not only to provide professional care, but to do so with dignity, compassion, and love.

During my visit, I saw that trust being honoured. One staff member radiated joy as she rallied colleagues to join her for a swimming outing with "the boys." It wasn't just about managing needs. It was about creating moments of joy and belonging.

*After 20 years in social work, I can say with conviction: **this is angels' work**. It is love in action. That is something rare. That is something worth telling the world.*







THANK YOU

We're so proud of the work our team and the clients have done together.

The stories that I've shared with you here are just a sampling of thousands more that happen year after year at Lumenus. ***Thank you*** *for walking alongside us on this important journey.*

As we grow and change alongside Toronto, it will take all of us to ensure that everyone continues to have access to the care and wraparound supports they need. I hope you'll continue to be part of our community and help us to continue to shine the light on the people of Toronto.

We hope to share more and chat with you soon.

REACH OUT TO:

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Together, we're building brighter futures.

lumenus
Community Services

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