

# MADISON TIMES

Madison Times, October 2025, Edition #2



## Message from the President & CEO, Stephany Mandin

As we look back on this remarkable year at Madison Community Services, I am filled with immense gratitude for the resilience, compassion, and dedication that define our community. This year, we strengthened our commitment to mental health recovery, supportive housing, and inclusive community integration, while navigating ongoing challenges in the sector with courage and creativity.



Our staff, volunteers, and partners have continued to go above and beyond, meeting clients where they are, responding with empathy, and fostering environments where healing and hope can thrive. From expanding our supportive housing initiatives to advancing our Accreditation Canada readiness, this year has been one of meaningful growth and transformation.

To our stakeholders and funders, thank you for your unwavering belief in Madison’s mission. Your continued partnership enables us to deliver life-changing programs and build innovative pathways toward housing stability and mental wellness.

Looking ahead, we’re focused on:

- Expanding supportive housing through partnerships and development.
- Embedding trauma-informed, culturally safe practices organization-wide.
- Enhancing outcomes and client experience through digital integration.
- Promoting staff well-being

Together, we will continue to build on Madison’s legacy of compassion and excellence creating a community where every person has the opportunity to heal, belong, and thrive.

With heartfelt appreciation,  
Stephany Mandin

President & CEO  
Madison Community Services





# Honouring the Life and Legacy of ANDREW MOORE



Madison Community Services extends our heartfelt condolences to the family, friends, and colleagues of the late Andrew Moore, Executive Director at EQ Bank. Andrew was more than a leader in the financial sector, he was a steadfast supporter of Madison's mission to promote mental wellness, dignity, and hope for all.

Over the years, Andrew's belief in community partnership and his quiet generosity helped strengthen our programs and reach those most in need. His compassion, integrity, and commitment to social good have left an enduring mark on everyone who had the privilege to work alongside him. We are deeply humbled and grateful to the Moore family, who, in a beautiful act of generosity, directed that all monetary gifts and contributions in Andrew's memory be made to Madison Community Services. This gesture not only honours Andrew's legacy but continues the work he cared about, helping others rebuild their lives with support and dignity. Andrew's light will continue to shine through the lives touched by his kindness and through the ongoing impact of Madison's work in the community.

With deepest appreciation and sympathy,  
**Madison Community Services Team**

## EQ Bank Golf Tournament

The EQ Bank Golf Tournament 2025 was far more than a round of golf. It was a celebration of community, collaboration, and purpose. Leaders, partners, and supporters from across sectors came together not just to play, but to stand behind Madison Community Services' mission of promoting recovery, well-being, and inclusion.

### MOMENTS THAT MATTERED

The day's energy was contagious. Warm smiles, shared laughter, and friendly competition filled the greens as participants connected beyond their daily routines. From applause-worthy shots to lighthearted banter, every moment strengthened partnerships and reminded us that community impact grows when we work and play together.

### More Than a Tournament: A Celebration of Team and Impact

Beyond the fairways, the tournament reflected Madison's values of well-being and collaboration. The event offered participants a refreshing pause from busy schedules a chance to unwind, recharge, and reconnect with purpose. The shared commitment to making a difference turned a day of sport into an experience of solidarity and renewal. As the sun set over the course, one thing was clear: the EQ Bank Golf Tournament was about more than golf. It was about partnership, compassion, and collective strength.







# RISE Families Enjoy a Day at the Circus!

70 family members from the RISE program enjoyed an unforgettable day at the Royal Canadian Circus.

In Partnership with Kids Up Front, 70 Family Members Attend the Royal Canadian Circus. This summer, thanks to our ongoing partnership with Kids Up Front (KUF) a non-profit organization that provides access to entertainment and recreational experiences for families with children, over 70 members from the RISE program had the joy of attending the Royal Canadian Circus in both Vaughan and Mississauga.

The event brought moments of joy, connection, and unforgettable memories to families who might not otherwise have had the opportunity to experience such a day. Below are a few heartfelt words from participants who shared their gratitude:



## Messages of Gratitude

*"My name is Fasil, and I am thankful to Madison Community Services for giving us the opportunity to attend the Royal Canadian Circus in Mississauga. With the tickets provided, I was able to bring my five children. The children were thrilled, and the day was filled with laughter, excitement, and special memories that we will hold close for a long time. This generous support made such a positive impact on our family, and we deeply appreciate it."*

**-F.D.**

*"My name is Tigist, and I am truly grateful to Madison Community Services for providing us with tickets to the Royal Canadian Circus in Vaughan. Thanks to your generosity, my daughter and her friend enjoyed a wonderful day filled with joy and unforgettable memories."*

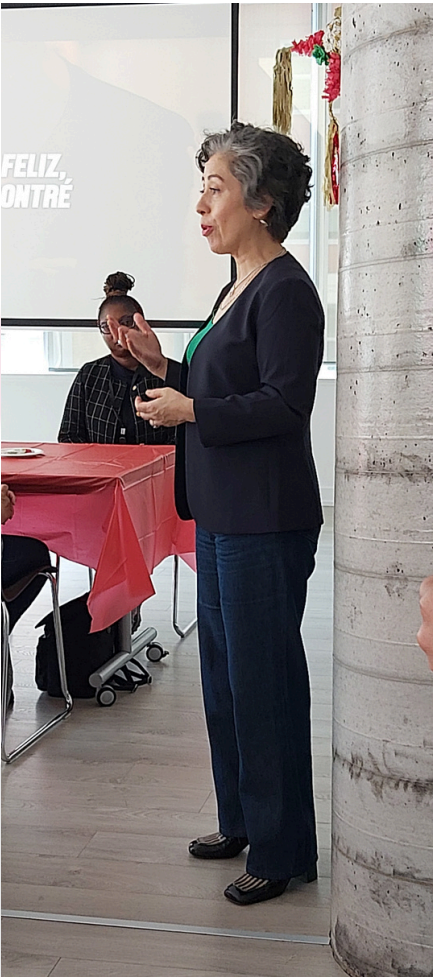
*Thank you for making this possible."*  
**-T.T.**

*"My name is Yodit, and I would like to sincerely express my deepest gratitude to Madison Community Services for providing me with tickets to the Royal Canadian Circus in Vaughan. Because of this generous support, I was able to take my two little children to enjoy a truly wonderful day together. Thank you to everyone who made this possible your generosity made a mother and her two children's day brighter and more meaningful. We are truly grateful."*

**-Y.T**



# Celebrating Hispanic Heritage: Honouring Mexico!



We're thrilled to share the success of this year's Hispanic Heritage celebration, which highlighted the rich culture, colours, and creativity of Mexico! The event was filled with joy, community spirit, and meaningful connection.

A heartfelt thank you to everyone who made this celebration possible: our dedicated staff, volunteers, and clients who helped with planning, setup, and cleanup; those who referred participants; and especially the Art Expression clients who crafted the beautiful piñatas that became the centerpiece of our decorations. Your creativity and talent shone brightly!

We were honoured by the visit of our local Councillor Alejandra Bravo and deeply grateful to Saul Navarro, who generously shared his inspiring story about the origins of Coffee la Gloria offering not only inspiration but also practical tools for turning ideas into a successful and sustainable business.



A warm thank you as well to Balam Restaurant, who provided the delicious food at a special price, and to the individuals and businesses whose generous financial contributions made this event possible. Your support helped us celebrate culture, resilience, and community togetherness.

This event reminded us of the power of collaboration, creativity, and cultural pride. We look forward to continuing to build spaces where our clients and community can share, learn, and grow together.





# Madison Supportive Housing Programs

## BUILDING PATHWAYS TO RECOVERY AND COMMUNITY WELL-BEING:

Madison Community Services continues to make a lasting impact through its supportive housing programs, offering safe, stable, and recovery-focused homes for individuals living with mental health and addiction challenges.

Across several Madison housing sites, residents benefit from nutritious meals, morning walks, barbecues, arts programs, coffee chats, and holiday celebrations. These activities, combined with Activities of Daily Living (ADL) supports, help build independence, confidence, and community connection.



## CAMH AND HABITAT SERVICES PROGRAM:

In partnership with CAMH and Habitat Services, Madison provides residents with 24/7 structured, supportive housing that promotes wellness, stability, and independence. Through personalized case management and close collaboration with clinical teams, residents receive wraparound supports that empower recovery and community integration. “The partnership between CAMH, Habitat, and Madison helps residents find not just a home but hope.”

**CONGREGATE HOUSING:** Madison’s Congregate Housing Program offers long-term, supportive homes for individuals who are largely independent and have low to moderate support needs. Residents share in cooking, cleaning, and community living while maintaining autonomy, with Madison staff available to provide guidance and ensure a safe, supportive environment.

**PATHWAYS TO HOUSING:** In partnership with Parkdale Queen West CHC, LOFT Community Services, and WoodGreen Community Services, Madison’s Pathways to Housing program delivers wraparound services that address both housing and wellness. Supports include clinical care, harm reduction, basic needs assistance, social recreation, and employment connections, ensuring residents receive holistic, person-centered care.



# OUR COMMITMENT TO COMMUNITY AND CHANGE

We understand that crisis can take many forms whether it’s homelessness, health challenges, or social disconnection. Madison’s programs are designed to meet individuals where they are, providing the support, resources, and care they need to regain control and find solid ground. Our case managers, housing specialists, and healthcare partners work collaboratively to ensure no one has to navigate this journey alone.



# CASE MANAGEMENT PROGRAM HIGHLIGHTS



Madison has made significant strides in enhancing services and community engagement through its Case Management Program. A major development was the successful migration and implementation of a new organizational data system called TREAT, streamlining information management across the agency. Madison also introduced two new community-based group programs: the “Book Club,” held every second and last Wednesday afternoon, and the “Youth Art Group,” which meets on the last Saturday of each month.

The agency continued its strong commitment to mentorship and learning by hosting social work placement students from Toronto Metropolitan University and York University, along with community interns and volunteers. In its ongoing efforts to support newcomers, Madison hired a Pashto-speaking Case Manager within the RISE Program, expanding its language capacity to better serve diverse communities.

Demonstrating its dedication to Truth and Reconciliation, Madison held an agency-wide Indigenous Blanket Exercise at the head office, attended by both staff and clients. During Hispanic Heritage Month, the organization celebrated Mexican culture with a special visit from Latin American Councillor Alejandra Bravo, who served as a guest speaker. Clients from the Art Expression program contributed traditional decorations such as fiesta bunting and piñatas to the event.

Madison continues to provide a safe, welcoming space for Arabic-speaking men to gather and discuss health and settlement-related topics at the ACSA Dorset Park Hub. Additionally, permanent residents in Canada can access employment support through a RISE Vocational Case Manager, who helps clients understand Canadian workplace culture and navigate the job market.

For more information or to book an appointment, individuals are encouraged to contact the head office at 416-977-1333.



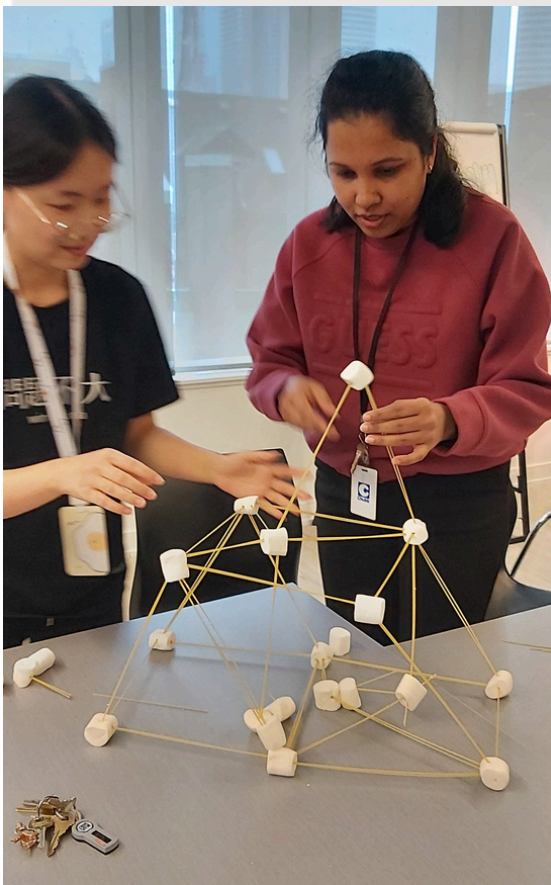
# TEAM TIME

## A chance to connect, beyond the desk

**A**t Madison Community Services, we care for carers and value our employees as the lifeblood of the work we undertake.

That is why Madison places a high value on team-building activities that are designed to inspire, revitalize, and celebrate our staff. Not only are these opportunities to enjoy themselves and bond, but they are also conscious arenas in which to build wellbeing, resist stress, and strengthen collaboration among teams. Madison ensures that employees are valued and cared for. Whether it is meditation classes, walking outside, or puzzle dilemmas, everything is designed to connect, build trust, and provide space for self-care.

We believe that when our employees are encouraged and supported, they will do an even better job of carrying out the vital work among the people we serve.



RELAX. RECHARGE. RECONNECTION. REPEAT





## BLANKET EXERCISE

As part of our ongoing commitment to truth and reconciliation, staff and community members participated in a Blanket Exercise on September 25th, an experiential learning activity that explored the history of Indigenous peoples in Canada, particularly the impact of colonization.

Led by trained Indigenous facilitators, the exercise used blankets laid out on the floor to represent Turtle Island (North America) before European contact. As the session progressed, the blankets were gradually removed or folded to reflect the loss of land, culture, and lives caused by policies such as residential schools, the Indian Act, and forced displacement.

The experience was deeply moving and eye-opening. Many participants described it as a powerful way to connect emotionally with the historical and ongoing injustices faced by Indigenous communities. It sparked thoughtful dialogue, personal reflection, and a renewed sense of responsibility toward reconciliation.

We are grateful to the facilitators for creating a safe, respectful space for learning, and to everyone who took part with openness and empathy.



## WOMEN'S DANCE GROUP

The Women's Dance Group has become a vibrant and empowering space specifically for our female clients to come together in movement, expression, and community. This group offers more than just physical activity. It is a celebration of resilience, identity, and joy.

Open to women of all backgrounds and abilities, the sessions are designed to be inclusive and supportive. Participants explore different dance styles, from cultural traditions to contemporary movement, all while building confidence, improving well-being, and fostering connection with one another.

For many clients, the group provides a much-needed outlet for stress relief, self-expression, and fun in a safe and welcoming environment. It has also become a space where friendships are formed, stories are shared, and healing begins, all through the universal language of dance.





# Madison's Community Presence: 2025 HIGHLIGHTS

## 2025 Annual Newcomers Day:

The RISE team represented Madison at Nathan Phillips Square, engaging with newcomers and service providers to promote the program and its services.

## 2025 PRIDE Event:

During PRIDE weekend, Madison hosted an outreach table at 355 Church Street, sharing program information and showcasing artwork from the Art Expression group.



## ACSA Dorset Park Hub Activities:

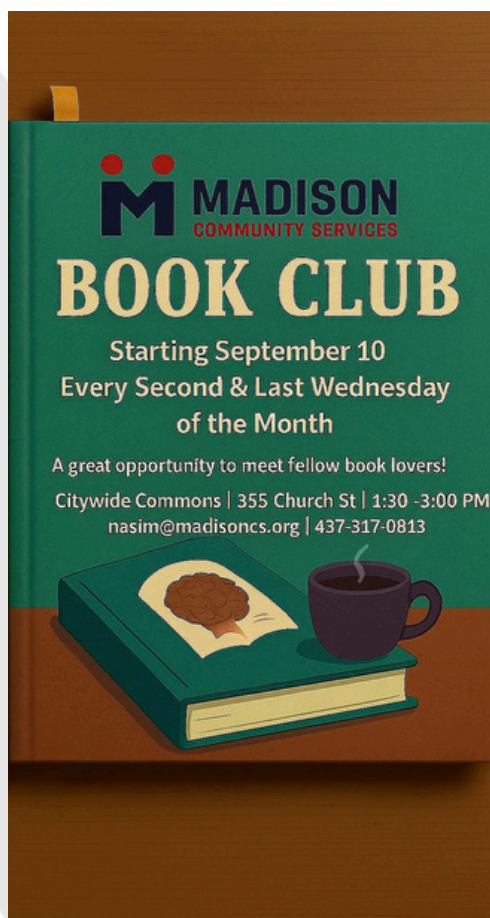
Madison took part in the Hub's first Agency Networking Event, promoting collaboration among local organizations. Madison also supported the first Multicultural Event, celebrating community diversity through food, music, and cultural displays.

## North York Community Health Ambassadors:

In partnership with North York Toronto Health Partners, Madison continues to employ two Community Health Ambassadors who connect underserved communities with healthcare and local services.

## BLCC 15th Anniversary Event:

Madison attended Better Life Counselling Center's 15th anniversary, where BLCC recognized their ongoing partnership in supporting mental health and community well-being.



## DID YOU KNOW?

A Global Snapshot on Mental Health

- 1 in 8 people worldwide, nearly 1 billion individuals are living with a mental health condition. (World Health Organization, 2024)
- Depression and anxiety are among the top causes of disability globally.
- Despite this, over 70% of those in need do not receive treatment, particularly in low-resource settings.

**9-8-8: Suicide Crisis Helpline**

[www.wellnesstogether.ca](http://www.wellnesstogether.ca)

[www.camh.ca](http://www.camh.ca)