



"The journey of a thousand miles begins with one step."

— Lao Tzu

MADISON TIMES

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Edition #1

MESSAGE FROM THE PRESIDENT OF THE BOARD AND THE EXECUTIVE DIRECTOR

We want to express our sincere appreciation to the clients we serve for entrusting us with their lives and the Madison staff team, without whom supporting the clients we serve



would not be possible. We also recognize that it requires a collective commitment from our funders, partners, and volunteers, including our incredible Board of Directors. We thank you for your support, as it makes a significant difference.

As we look back on the past year, we are filled with gratitude and pride for the progress we have made together. The 2024 - 2025 fiscal year has been marked by remarkable achievements, resilience, and an unwavering commitment to our mission.

This year, we encountered challenges that tested our resolve, yet the strength of our community shone brightly. Together, we navigated obstacles with innovation and determination, reinforcing our core values and commitment to excellence.



PROGRAMS

RISE
TCLHIN

PTH
High Supportive Housing
Congregate Housing

Women's Dance Group
Art Expressions

For any further questions regarding programming, please contact your case manager. You can also reach us by phone at **416-977-1333** or via email at **info@madisoncs.org**.

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Looking Ahead:

As we look to the future, we are dedicated to fostering a vibrant and inclusive environment. We will continue to seek innovative solutions, prioritize the needs of our community, and uphold the high standards of excellence that define Madison.

We invite you to join us on this journey. Your engagement and support are crucial to our success. Together, let us build on this momentum, embrace new opportunities, and create a lasting impact.

Thank you for being an integral part of the Madison family.

Warm regards,
Stephany Mandin,
Board Chair

Chama Chongo,
Executive Director
Madison Community Services



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Highlights of Our Achievements:

- Community Engagement and Program Expansion:** We have seen a significant increase in participation in our initiatives to foster inclusivity. We launched several new programs and expanded existing ones, bringing our community closer and providing valuable resources and support to those in need. We also continued our involvement in sector work to bring attention to issues impacting our community.
- Educational Advancements:** We are proud to report enhancements in our educational offerings, including the introduction of cutting-edge technology and curriculum updates that align with industry standards. This commitment to quality education ensures that our staff are well-prepared for emerging and future challenges. We also continued our commitment to deepening our knowledge of equity, inclusion, diversity, and anti-racism. We recognize how initiatives and programs impact different groups of people with diverse racial and gender identities. To advance this work, Madison's staff has taken advantage of equity training opportunities through networks that we are part of and in partnership with our partners Family Service Toronto (FST) and Newcomer Women's Services (NEW).
- Sustainability Efforts:** Our dedication to sustainability has led to measurable improvements in our operations. From energy-efficient practices which are aimed at shaping a better future for our organization but also for the planet. We continued our partnership with FST and NEW and collaborated on a project whose aim was to enhance our recruitment and marketing strategies for a Shared HR Services model at Citywide Commons. The primary objective of this review was to identify a recruitment model that widens the reach of Citywide Commons (a shared HR services model) to attract and retain qualified talent with a focus on diverse candidates, including joint job fairs, marketing campaigns and training programs for recent graduates by implementing joint recruitment strategies.
- Financial Stewardship:** Despite economic uncertainties, we have maintained a strong financial health. In the years ahead, our careful management and strategic investments have positioned us to thrive, enabling us to uphold our commitments to our community. In 2023-2024, Madison expanded its property portfolio by acquiring three new properties.

RISE Program: Empowering Clients and Celebrating Diversity

RISE Program has been making great strides in supporting the community. In February 2025, RISE hosted its first Valentine's Day event at the Sterling Office, which was well-received by clients.



The program was also honoured with *the Toronto South Local Immigration Partnership Award 2024* for "Cultural Humility in Action," recognizing its efforts to promote inclusivity.

RISE continues to offer vital resources, including *the Madison Employment and Education Drop-in (MEED) program* on Mondays at the 355 Church office and *the Arabic Men's Group* at ACSA Dorset Hub on Wednesdays.

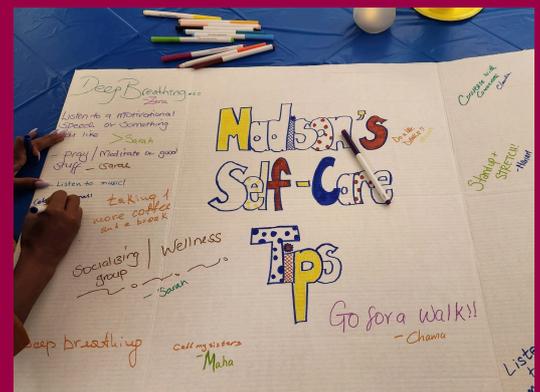
To kick off March Break, RISE took families to the *Art Museum at University of Toronto* for the Labour Exhibition, offering a unique cultural experience. Through these initiatives, RISE is dedicated to fostering connection, growth, and community support.



Mission of RISE Program:

RISE program's mission is to empower individuals by providing them with the tools, support, and community needed to foster personal growth and resilience.

It seeks to promote holistic well-being and build confidence, helping participants navigate life's challenges and thrive in their communities.



Goal of the Program:

RISE program is focused on providing a supportive and empowering space for individuals.

It emphasizes personal growth, community connection, and resilience through various initiatives.



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Participant/Resident Highlight:

DD: DD has been an active and engaged participant in every outing and activity since day one. She is able to assert her boundaries while also challenging herself to step out of her comfort zone. DD is kind, considerate, and mindful of others, and she truly values the sense of community in the house, always showing concern for the well-being of her fellow residents.

We look forward to another exciting year ahead at the program and appreciate the continued engagement of our residents in all that we do. Here's to building an even stronger, supportive community in 2025!



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High Supportive Housing Program 2024 Year in Review

Activities & Programming Accomplished in 2024:

Throughout the year, *High Supportive Housing program* offered a variety of engaging activities and outings designed to foster community, personal growth, and fun experiences for residents. Here's a look at what we accomplished:

- **Open Art Sessions:** Regular creative art sessions, encouraging self-expression and relaxation.
- **Monthly Bingo:** Fun and interactive bingo sessions held each month, providing residents with an opportunity to socialize and engage in a friendly competition.
- **Movie Outings:** Three exciting movie trips, including *Wolverine* and *Deadpool*, *Blade Runner*, and *One of Them Days*.
- **Art Gallery of Ontario (AGO) Visits:** Two trips to the AGO, including the *Keith Haring* exhibit and *The Culture: Hip Hop and Contemporary Art in the 21st Century*.
- **Royal Ontario Museum (ROM) Visit:** A memorable trip to the ROM in December 2024.
- **Canadian National Exhibition Outing:** A fun-filled outing to the CNE in August 2024.
- **Fan Expo Outing:** Residents enjoyed attending the Fan Expo in August 2024. Immersing themselves in pop culture.
- **Weekly Walks:** Residents participated in weekly walks, exploring the local area or heading to Sunnyside Beach, depending on weather and mobility.
- **Weekly Coffee and Donut Mornings:** A casual and welcoming weekly gathering on Fridays, enjoying coffee and donuts together.
- **Harm Reduction Education and Supplies:** We partnered with Parkdale Queen West Community Health Centre to provide essential harm reduction education and supplies to residents.
- **Toronto Zoo Trip:** A delightful outing to the Toronto Zoo in October 2024.

Pathways to Home 2024 Year in Review

Programs Offered in 2024:

Throughout 2024, Pathways to Home (PTH) continued to support our clients in various ways, focusing on community integration, skill-building, and fostering a sense of belonging. Here are some of the key programs we regularly facilitated:

- **Morning Glory Breakfast Program:** Providing a warm, nutritious start to the day, this program addresses food security while fostering routine and social interaction in a welcoming, supportive environment.
- **Coffee Social Program:** A casual gathering where clients can connect over a cup of coffee. This program helps reduce isolation, build relationships, and create a space for personal sharing and community.
- **Runners Club:** An active program promoting physical fitness and mental well-being. Open to all skill levels, this initiative fosters camaraderie, promotes an active lifestyle, and supports personal growth.
- **Mobile Health Support Program:** Bringing essential healthcare services directly to our clients, this initiative ensures accessible medical support through check-ups, health education, and referrals to specialized care.
- **Second Harvest Program:** A food recovery initiative that redistributes surplus nutritious food from local businesses, helping to reduce food waste and increase access to healthy ingredients, thus promoting food security.



Looking Ahead: Plans for 2025

As we move into the next year, our focus will remain on expanding opportunities for our clients:

Expanding Partnerships: We aim to continue building partnerships with organizations to expand the range of programs and increase resources available to those we serve.

Organizing Events and Workshops: We will continue offering outings, events, and workshops to provide clients with meaningful social experiences and equip them with essential life skills.





**Client Spotlight:
MC**

MC has been nurturing a community garden in the Lakeshore area, cultivating a bountiful harvest of fresh produce for his own meals. He has also generously donated portions of his harvest to the PTH program, helping to enhance the well-being of others.

Client of the Month: SL

We are proud to highlight SL as our most recent Client of the Month. SL has shown tremendous dedication in his participation in programs, maintaining his medication schedule independently, and striving for greater independence. With the support of staff and his PSW team, SL has been applying the skills he has learned through the PTH program, marking significant progress in his journey.



PTH Special Events and Initiatives in 2024:

Throughout the year, we hosted several events and initiatives that brought clients and staff together in fun, supportive ways:

- **Client Appreciation BBQ:** On July 9th, we hosted a BBQ at High Park, offering clients and staff the opportunity to connect over food and games. Music and storytelling made the event a warm and welcoming experience, where participants shared their journeys since joining PTH.
- **Sole Support Event:** In partnership with Parkdale queen west community health centre, we offered clients a free foot assessment, new sneakers, socks, and a meal, ensuring they had the comfort and support they need.
- **Socks 4 Souls Partnership:** We partnered with Socks 4 Souls to distribute 240 pairs of brand-new socks to clients during the colder months, ensuring they had warmth and comfort in harsh weather.

Achievements and Growth in 2024:

- **Client Support:** We successfully filled the client roster, providing support to a total of 29 clients throughout the year.
- **Staff Expansion:** We expanded our team to better support clients, including Case Managers, Supported Independent Living Workers, Support & Engagement Workers, and Cooks.
- **Student and Intern Involvement:** We welcomed students and interns from institutions like Centennial College and Newcomer Women’s Services, who gained hands-on experience and training, while providing valuable support to our clients and staff.



The Women's Dance Group 2024 Year in Review



Over the past three months, we have successfully hosted six engaging sessions, each aimed at creating a supportive and dynamic space for all participants.

As part of our approach, we begin each session with a dance to foster a happy, energetic, and friendly atmosphere. This not only serves as a fun icebreaker but also provides a creative outlet for participants to express themselves through movement.

Following our warm-up, we dive into meaningful discussions on a range of important topics. Some of the themes we have explored include "**Women's Rights**," "**Positive Self-Talk**," and "**Solution vs. Blame or Guilt**." These conversations allow participants to reflect, share, and learn together in an open and supportive environment.

In celebration of **International Women's Day**, we hosted a special event on Monday, March 10th. The session focused on honouring women and their contributions to society, and we were thrilled to come together to mark this important day.

Thank you all for your continued engagement and support!

Need More Information?

For any questions regarding our programs, or if you're interested in joining our Creative Program, please reach out to your case manager. If you'd like to learn more about the schedule for our upcoming events or need additional details, don't hesitate to contact us!

We're here to help!



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The Art Expressions Program: Harnessing the Healing Power of Creativity

The Art Expressions program offers a creative outlet for self-expression, promoting mental well-being and emotional healing.



Art allows participants to explore and externalize complex emotions in a safe and non-judgmental space, helping them better understand their feelings and reduce stress. Through activities like painting, drawing, and sculpture, participants experience the therapeutic benefits of creativity, fostering a sense of accomplishment, mindfulness, and improved mental clarity.

Our dedicated staff create a welcoming, supportive environment where individuals feel encouraged to express themselves freely. By providing this creative space, we help participants build self-esteem, connect with others, and cultivate emotional growth.

Art also fosters community, offering participants a chance to engage with others, share experiences, and feel a sense of belonging. Ultimately, the Art Expressions program offers a powerful tool for healing, personal growth, and connection, supported by our team in a safe and inclusive environment.



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