TCE
Total Communication Environment

Making Connections. For Life

# ANNUAL REPORT

## 2025-2026

Growing Together, Building Community

www.Tceottawa.org

# Message from Leadership - A Year in Review

As we reflect on the past year, we are proud of the progress, partnerships, and possibilities that have shaped Total Communication Environment (TCE). This has been a year of welcoming new people, celebrating our history, strengthening relationships, and building a strong foundation for the future.

At its heart, TCE is a community, and one of the highlights of the year was welcoming 12 new individuals and their families. Through expanded Home Share opportunities, individualized support arrangements, and new housing and support opportunities, 12 individuals and their families joined the TCE community. Each new relationship brings fresh perspectives, experiences, and aspirations that enrich our organization and strengthen our collective future.

This year also provided an opportunity to reflect on and celebrate our history. Through the Legacy Project and Legacy Celebration, we honoured the contributions of Christine Wilson and the Wilson family, whose vision, generosity, and commitment helped shape TCE. Bringing together individuals, families, staff, board members, and community partners, the event was a powerful reminder that our greatest strength has always been the relationships that connect us and the values that continue to guide us.

Housing continued to be a significant area of focus and opportunity for TCE. The opening of Dunbar Court in partnership with Nepean Housing marked an exciting milestone, creating new opportunities for people to live in homes that reflect their needs, preferences, and aspirations. At the same time, TCE advanced plans for future housing initiatives, ensuring we remain focused on expanding opportunities and responding to the evolving needs of our community.

Another highlight of the year was the enthusiasm and commitment demonstrated by our staff team. Building on TCE's longstanding expertise in communication and support for individuals who are Deaf or communicate in diverse ways, staff embraced opportunities to strengthen their American Sign Language (ASL) skills and deepen their understanding of inclusive communication. The response was overwhelmingly positive and reflected a shared commitment to ensuring every person has the opportunity to communicate, connect, and participate fully in community life.

Throughout the year, individuals supported by TCE pursued new experiences, developed relationships, contributed to their communities, and explored what matters most to them. These moments, both large and small, are at the heart of our mission and inspire the work we do every day.

As we look ahead, we remain excited about the opportunities before us. We extend our sincere thanks to the individuals we support, their families, our dedicated staff team, Board of Directors, community partners, volunteers, donors, and supporters. Together, we are creating opportunities for people to live meaningful, connected, and self-directed lives while building a future where everyone is valued, included, and empowered to thrive.

**Board Chairperson**
**Theo Tsang**

**Executive Director**
**Robin Meyers**


TCE Board of Directors

Theo Tsang - Chairperson
Colleen Thurston - Co Chairperson
Fareena Aslam - Director
Zeenat Chisti - Director
Richard Dea - Director
Stevan Dostanic - Director
Katie Kline - Director
Andrew MacDonald - Director
Jason Muscant - Director
Krista Simms - Director
Rick McCabe - Director


TCE Leadership

Robin Meyers - Executive Director
Don Davidson - Director of Finance
Jessica Martineau - Director of HR
Kristin Tillberg - Executive Assistant
Jackie Power - Manager
Kelly Roper - Manager
Karen Walker - Manager
Shelly Bongard - Supervisor
Robin Hubert- Supervisor
Mary Ellen McKenna - Supervisor
Wendy Moore - Supervisor
Tanya Rabie - Supervisor
Stacy Jones - Supervisor

# A Year of Belonging, Participation, and Connection

This past year at TCE has been marked by meaningful connections, shared experiences, and community growth. Through the dedication of families, staff, volunteers, and the individuals we support, opportunities for wellness, creativity, friendship, and belonging continued to flourish.

## A Circle of Belonging: Wendy B and Family Story

For 28 years, Wendy has been more than an employee at TCE. She has been part of the heart of our story. Wendy has walked alongside countless individuals, families, and coworkers with kindness, dedication, and quiet strength.

She is one of the longest-serving team members connected to the vision and leadership of Murray Wilson and Christine Wilson, carrying forward the values they believed mattered most: relationships, commitment, dignity, and belonging.

This year, Wendy's story came full circle in a profoundly significant way. Her son, Zach, recently moved into TCE's supported living at Dunbar, beginning a new chapter of growth and independence within the same community Wendy has spent years helping build for others.

Shortly afterward, her husband, Jay, also joined the TCE family as our handyman, bringing his own support and care to the homes and environments that mean so much to the people we serve.

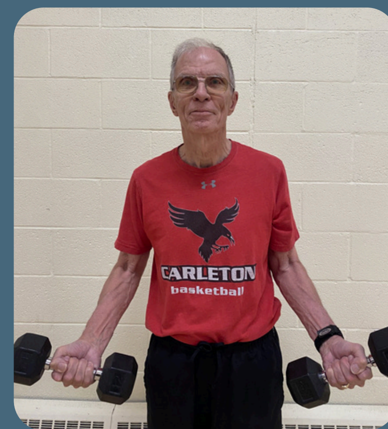
What makes this story so powerful is not simply longevity. It is trust. It is connection. It is shared values. TCE is honored to walk alongside Wendy and her family as part of their own journey of connection and belonging.

In many ways, Wendy's story reflects what TCE has always hoped to create—not just services, but community. Not just workplaces, but relationships that last across generations and life stages. Stories like Wendy's remind us that the work we do matters deeply. It creates connections that continue long after shifts end and years pass. It creates places where people feel safe, valued, supported, and at home.

Wendy is not simply part of TCE's history—she is a centerpiece of our family.

# Connection in Motion: Building Belonging Through Movement, Music, and Community

At TCE, some of the most meaningful moments happen when movement, music, and connection come together. Across fitness, music, and dance experiences, individuals supported by TCE are discovering more than recreation. They are finding belonging, confidence, self-expression, and opportunities to connect in ways that feel natural. Every Wednesday there is Tom's Adaptive Fitness Class. What began as a small group of five participants has grown into a lively and welcoming class of 10 to 12 people, with others often joining in spontaneously.




Led by Tom, Coordinator of TCE's Family Support Network and proud parent of Carla, the class reflects the true meaning of Total Communication. Participants bring diverse first languages including Kurdish, French, English, and ASL, yet everyone understands the most important language being shared: encouragement, inclusion, and respect. Tom creates an environment where people feel comfortable trying new things, improving movement and cardio health, and building friendships along the way.

That same spirit continues every Tuesday through Nandini's growing Zumba program. We started with a single class that has evolved into two experiences: a Seated Zumba class that offers an accessible and welcoming environment, followed by an Active Zumba class for participants seeking more movement and energy. Together, the classes now welcome approximately 15 participants and continue to create opportunities for confidence, wellness, and friendship through music and movement.

## Where the Music Happens

Connection continues through the music experiences led by Jesse Stewart and Nisreen Jardaneh. Jesse brings creativity and energy that encourages participation, expression, and shared experiences through rhythm and sound. Alongside this, Nisreen creates welcoming spaces where participants explore music through a variety of approaches including music apps, vibration, and sensory engagement, bringing smiles, laughter, and meaningful moments of connection.

Each month, Music & Friends with Arlene brings people together through songs, shared experiences, and the simple joy of being together. More than a music social, the class creates opportunities for connection, laughter, and friendship connection.

Together, Tom, Nandini, Jesse, Arlene and Nisreen demonstrate the heart of TCE's vision: creating opportunities where every person feels welcomed, supported, valued, and connected. Week after week, these classes remind us that when people experience belonging, growth naturally follows.

## Building Connections Through ASL

Kristina and Wendy are proud to be involved in ASL Bingo every Wednesday. This program is a meaningful way for TCE to honour its roots and continue incorporating American Sign Language (ASL) into our services.

One of the most rewarding aspects of ASL Bingo is seeing individuals who have been part of TCE for many years connect and communicate alongside newer participants. The program creates opportunities to build communication skills, foster inclusion, and strengthen relationships across our community.


ASL Bingo also provides a chance for old friends to reconnect and spend time together, adding to the sense of belonging that makes the program so special.

Everyone has benefited from the knowledge and enthusiasm of our ASL expert, Sheila, who enjoys teaching new signs and helping others develop their communication skills. Her passion and leadership have made a lasting impact, supporting meaningful connections and empowering individuals to communicate with greater confidence.

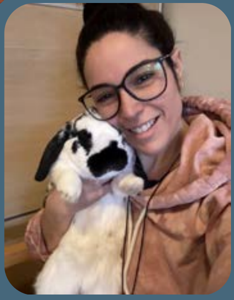
# Workforce and Development - HR Update

Building and supporting a strong workforce remained a key organizational priority throughout the year. Through the collaborative efforts of Human Resources, supervisors, managers, and leadership, TCE continued to attract, develop, and retain employees who contribute to the organization's mission and the quality of support provided to individuals and families.

Over the past year, TCE maintained a workforce of approximately 200 employees across a wide range of programs and services. Through targeted recruitment efforts, increased full-time employment opportunities, and investments in staff development and leadership, TCE continued to strengthen workforce stability while supporting the evolving needs of the individuals and communities we serve. The continued development of the float team, scheduling supports, and leadership capacity strengthened support teams and provided additional resources to respond to changing needs throughout the year.

Professional development remained a key focus throughout the year. Staff participated in a wide range of learning opportunities, including American Sign Language (ASL), ASIST, Crisis Intervention, First Aid/CPR, Safe Management, leadership development, and person-centred practices. Building on TCE's longstanding commitment to supporting individuals who are Deaf or communicate in diverse ways, the response to ASL training was particularly enthusiastic. These opportunities strengthened communication, deepened understanding, and supported staff in building meaningful relationships with the individuals and families they support. The organization also continues to strengthen leadership capacity through mentorship, coaching, and opportunities for supervisors and managers to develop their skills in supporting teams, fostering collaboration, and promoting a positive workplace culture. TCE's ongoing focus on attendance support, employee wellness, workforce planning, and staff engagement contributed to greater stability across the organization.

As we look ahead, TCE remains committed to fostering a workplace culture that values learning, inclusion, collaboration, and excellence in support. By investing in people and relationships, we continue to strengthen our ability to provide responsive, person-centred supports and create opportunities for individuals to live meaningful, connected, and self-directed lives.



# Housing In Action: Renewal, Growth, & Future Planning


Throughout the year, TCE continued to invest in housing opportunities, home improvements, and future planning initiatives. Supported by the ongoing work of the Housing Committee, these efforts focused on ensuring individuals have access to homes that are welcoming, accessible, and responsive to their changing needs.

The opening of Dunbar Court in partnership with Nepean Housing marked an exciting milestone for TCE. This new housing opportunity expanded our capacity to support individuals in homes that promote independence, community connection, and quality of life while strengthening our partnership with community housing providers.

Starwood remained vacant from May 2025 and allowing for renovations and improvements that would not have been possible while the home was occupied. The property underwent a comprehensive renovation, including accessibility, fire safety, and infrastructure improvements.

Another important milestone was the successful transition for individuals at Eleanor House. Through a thoughtful planning process focused on smaller roommate matches, individual support needs, and TCE's person-centred values, eight individuals moved to new homes. The transition considered relationships, routines, communication, accessibility, and the type of environment most likely to support each person well.

In 2025–2026, TCE invested more than $923,000 in housing improvements and redevelopment initiatives. Supported through Ministry funding and organizational investments, this work strengthened existing homes, expanded housing opportunities, and enhanced accessibility, safety, and capacity across the organization.

Major investments focused on accessibility, safety, and the ongoing renewal of TCE homes. Improvements included accessible washrooms, ceiling lifts, accessibility ramps, sprinkler and fire safety upgrades, emergency egress improvements, building systems, windows, doors, roofing, flooring, and the replacement of aging appliances and furnishings. Many of these projects were completed while individuals continued to live in their homes, requiring careful planning to minimize disruption.

Another important development this year was the addition of a preventive maintenance position. Since joining the organization in February, this role has strengthened TCE's ability to complete repairs in a timely manner, proactively address maintenance concerns, and support ongoing improvements across homes.

Three members of the Housing Committee participated in the Social Purpose Real Estate (SPRE) Accelerator through the University of Toronto, building knowledge about the technical, financial, and policy considerations involved in housing redevelopment.

Architectural drawings were completed for Eleanor, Wyman, and Kirkwood to support future planning and redevelopment opportunities. TCE also submitted capital requests for 2026–2027 focused on enhancing accessibility, increasing capacity, and preserving the long-term sustainability of our homes.

Looking ahead, the Housing Committee remains focused on preserving and enhancing existing homes, expanding accessibility, supporting person-centred housing opportunities, and advancing innovative housing solutions that help people live meaningful and self-directed lives in their communities.

# Congratulations!!!

**35 Years of Service**
Jackie Power

**30 Years of Service**
Milton Ellis
Michael Brambles

**25 Years of Service**
Cheryl Ostoforoff
Bonnie Pattingale
Emma Dean

**20 Years of Service**
Bill Waters
Scott Johnson
Clint Connolly

**15 Years of Service**
Christina MacDonald
Cynthia Boisvenue
Melissa Bergeron

**10 years of Service**
Stephanie McKee
Kaitlin Ironmonger
Shelley Leach
Silka Whitteker
Kylie Singer
Jessica McGregor
Angela Sylvestre
Cory Hamond
Kelsey Heino

**5 Years of Service**
Cindy Faucher
Rose-Ann Pysadee

Years of dedication. Countless moments of impact.

Thank you for being an important part of our journey.

Every year tells a story of dedication, strength and growth.

## Years of Service

# Family Support Network Update

By Tom Sherwood

The TCE Family Support Network (FSN) brings together parents, siblings, extended family members, and friends of individuals supported by TCE. Established in 1992, the FSN works in partnership with TCE to enhance quality of life through advocacy, education, fundraising, connection, and community building.

Over the past several years, the FSN has experienced renewed momentum and engagement. Through collaboration and shared leadership, members have strengthened governance, expanded communication efforts, and developed initiatives focused on caregiver support, education, and community connections.

During 2025–2026, FSN members actively participated in TCE events and initiatives, including the Annual BBQ, Legacy Celebration, Christmas Party, and regular family meetings. The network also continued to strengthen its role as a forum for learning, advocacy, and information sharing.

Highlights of the year included participation in the Canadian Caregiving Summit, helping connect the FSN to broader caregiving conversations and national advocacy efforts. Members also engaged in discussions with Ministry representatives, TCE leadership, and community partners on topics including developmental services, housing, and future planning.

A member-led caregiver wellness discussion inspired the development of an original self-care resource for caregivers, while family participation in TCE's housing consultation process helped inform future housing planning and design considerations.

The FSN also successfully secured a $2,500 grant from the Ontario Caregiver Organization to support family engagement initiatives, website development, educational resources, and caregiver wellness activities.

The FSN recognizes the important role families and caregivers play in supporting individuals with developmental disabilities. Through education, peer support, advocacy, and community engagement, the network continues to strengthen connections among families, support individuals in pursuing meaningful lives, and contribute to the ongoing success of TCE.

The Family Support Network welcomes all family members and caregivers to become involved. New ideas, perspectives, and experiences help shape the network's work and strengthen our collective ability to support one another. Whether attending meetings, participating in events, or contributing to future initiatives, there are many ways to get involved. Family members interested in learning more about the FSN or becoming involved are encouraged to contact TCE for information about upcoming meetings, events, and opportunities to participate.


# Audited Financial Statements Fiscal Year 2025-2026

# INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of

**TOTAL COMMUNICATION ENVIRONMENT**

*Opinion*

We have audited the financial statements of Total Communication Environment (the Organization), which comprise the statement of financial position as at March 31, 2026, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2026 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

*Basis for Opinion*

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our ethical responsibilities in accordance with these requirements. We believe that the audit evidence we obtained is sufficient and appropriate to provide a basis for our opinion.

*Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

*Auditor's Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Welch LLP

Chartered Professional Accountants
Licensed Public Accountants

Ottawa, Ontario
May 25, 2026.

## TOTAL COMMUNICATION ENVIRONMENT

## STATEMENT OF FINANCIAL POSITION

## MARCH 31, 2026

| | 2026 | 2025 |
|---|---|---|
| **ASSETS** | | |
| **CURRENT ASSETS** | | |
| Cash | $ 1,113,318 | $ 1,238,103 |
| Accounts receivable | 198,490 | 329,567 |
| Prepaid expenses | 186,523 | 84,647 |
| | 1,498,331 | 1,652,317 |
| **CAPITAL ASSETS** (note 4) | 5,163,431 | 5,096,036 |
| | $ 6,661,762 | $ 6,748,353 |
| **LIABILITIES AND NET ASSETS** | | |
| **CURRENT LIABILITIES** | | |
| Accounts payable and accrued liabilities | $ 883,058 | $ 1,091,225 |
| Deferred revenue (note 8) | 280,439 | 174,584 |
| Current portion of long-term debt (note 5) | 15,141 | 14,624 |
| | 1,178,638 | 1,280,433 |
| **LONG-TERM DEBT** (note 5) | 50,465 | 65,631 |
| **DEFERRED FUNDING RELATED TO CAPITAL ASSETS** (note 6) | 2,716,146 | 2,716,510 |
| | 3,945,249 | 4,062,574 |
| **NET ASSETS** | | |
| Invested in capital assets | 2,381,679 | 2,299,271 |
| Restricted to capital reserve fund (note 9) | 86,077 | 132,996 |
| Unrestricted | 248,757 | 253,512 |
| | 2,716,513 | 2,685,779 |
| | $ 6,661,762 | $ 6,748,353 |

Approved by the Board:

Theodore Tsang ............................ Director

Theodore Tsang

............................ Director

Stevan Dostanic

## TOTAL COMMUNICATION ENVIRONMENT

### STATEMENT OF OPERATIONS

### YEAR ENDED MARCH 31, 2026

| | 2026 | 2025 |
|---|---|---|
| **Revenue** | | |
| MCCSS legal agreements | $ 13,543,417 | $ 13,230,005 |
| Residents' fees | 1,149,516 | 967,571 |
| Donations | 154,665 | 189,573 |
| Amortization of deferred funding related to capital assets | 150,889 | 148,397 |
| Other income | 92,654 | 87,337 |
| | 15,091,141 | 14,622,883 |
| **Expenses** | | |
| Salaries and benefits | 12,356,447 | 12,278,545 |
| Home operation | 1,182,511 | 888,432 |
| Personal needs | 761,307 | 538,350 |
| Vehicle operations | 258,135 | 239,873 |
| Purchased services | 229,671 | 233,321 |
| Amortization | 144,957 | 138,898 |
| General and administration | 72,452 | 59,501 |
| Long-term care | 35,953 | 31,389 |
| Staff travel | 18,974 | 14,607 |
| | 15,060,407 | 14,422,916 |
| **Net revenue over expenses** | $ 30,734 | $ 199,967 |

## TOTAL COMMUNICATION ENVIRONMENT

### STATEMENT OF CHANGES IN NET ASSETS

### YEAR ENDED MARCH 31, 2026

| | Invested in capital assets | Restricted to capital reserve fund (note 9) | Unrestricted | 2026 Total | 2025 Total |
|---|---|---|---|---|---|
| Balance, beginning of year | $ 2,299,271 | $ 132,996 | $ 253,512 | $ 2,685,779 | $ 2,485,812 |
| Net revenue over expenses | - | - | 30,734 | 30,734 | 199,967 |
| Acquisition of capital assets (including amounts funded through interfund transfer) (note 9) | 212,352 | (46,236) | (166,116) | - | - |
| Amortization of capital assets | (144,957) | - | 144,957 | - | - |
| Repayment of debt principal (note 5) | 14,649 | - | (14,649) | - | - |
| Contribution received for capital assets | (150,525) | - | 150,525 | - | - |
| Amortization of deferred funding | 150,889 | - | (150,889) | - | - |
| Interfund transfers (note 9) | - | (683) | 683 | - | - |
| Balance, end of year | $ 2,381,679 | $ 86,077 | $ 248,757 | $ 2,716,513 | $ 2,685,779 |

## TOTAL COMMUNICATION ENVIRONMENT

## STATEMENT OF CHANGES IN NET ASSETS

## YEAR ENDED MARCH 31, 2026

| | Invested in capital assets | Restricted to capital reserve fund (note 9) | Unrestricted | 2026 Total | 2025 Total |
|---|---|---|---|---|---|
| Balance, beginning of year | $ 2,299,271 | $ 132,996 | $ 253,512 | $ 2,685,779 | $ 2,485,812 |
| Net revenue over expenses | - | - | 30,734 | 30,734 | 199,967 |
| Acquisition of capital assets (including amounts funded through interfund transfer) (note 9) | 212,352 | (46,236) | (166,116) | - | - |
| Amortization of capital assets | (144,957) | - | 144,957 | - | - |
| Repayment of debt principal (note 5) | 14,649 | - | (14,649) | - | - |
| Contribution received for capital assets | (150,525) | - | 150,525 | - | - |
| Amortization of deferred funding | 150,889 | - | (150,889) | - | - |
| Interfund transfers (note 9) | - | (683) | 683 | - | - |
| Balance, end of year | $ 2,381,679 | $ 86,077 | $ 248,757 | $ 2,716,513 | $ 2,685,779 |

## TOTAL COMMUNICATION ENVIRONMENT

## STATEMENT OF CASH FLOWS

## YEAR ENDED MARCH 31, 2026

| | 2026 | 2025 |
|---|---|---|
| **CASH PROVIDED BY (USED IN)** | | |
| **OPERATING ACTIVITIES** | | |
| Net revenue over expenses | $ 30,734 | $ 199,967 |
| Items not involving cash: | | |
| Amortization of capital assets | 144,957 | 138,898 |
| Amortization of deferred funding relating to capital assets | (150,889) | (148,397) |
| | 24,802 | 190,468 |
| Changes in non-cash working capital components: | | |
| Accounts receivable | 131,077 | (103,414) |
| Prepaid expenses | (101,876) | (8,100) |
| Accounts payable and accrued liabilities | (208,167) | (7,656) |
| Deferred revenue | 105,855 | 100,307 |
| | (48,309) | 171,605 |
| **INVESTING ACTIVITIES** | | |
| Acquisition of capital assets | (212,352) | (99,686) |
| **FINANCING ACTIVITIES** | | |
| Repayment of long-term debt | (14,649) | (14,654) |
| Additional deferred funding of capital assets received | 150,525 | 169,871 |
| | 135,876 | 155,217 |
| **INCREASE (DECREASE) IN CASH** | (124,785) | 227,136 |
| **CASH, BEGINNING OF YEAR** | 1,238,103 | 1,010,967 |
| **CASH, END OF YEAR** | $ 1,113,318 | $ 1,238,103 |

TOTAL COMMUNICATION ENVIRONMENT

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED MARCH 31, 2026

## 1. NATURE OF OPERATIONS

Total Communication Environment (the "Organization") was incorporated, without share capital, in November 1979 and has continued under the Canada Not-For-Profit Corporations Act. The Organization's mandate is to provide and maintain residential care facilities and activities for individuals with developmental disabilities and special communication needs. As a registered charitable organization, the Organization is not subject to income tax.

## 2. SIGNIFICANT ACCOUNTING POLICIES

*Basis of accounting*

The financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations.

*Revenue recognition*

The Organization follows the deferral method of accounting for contributions for not-for-profit organizations.

Restricted contributions, including ministry funding and donations, are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions and other income are recognized as revenue when received or when they become receivable, if the amount to be received can be reasonably estimated and collection is reasonably assured. Residents' fees are recognized as revenue for the period during which residential care services are provided.

*Capital assets*

Capital assets are recorded at cost. Repairs and maintenance costs are charged to expense. Betterments which extend the estimated life of a capital asset are capitalized. When a capital asset no longer contributes to the Organization's ability to provide services, its carrying amount is written down to its residual value.

Land and buildings are recorded at cost. Buildings are amortized using the declining balance basis at the rate of 5%. Leasehold improvements are amortized on a straight-line basis over the term of the lease.

Vehicles not funded by grants are recorded at cost and amortized using the declining balance basis at the rate of 30% per year.

Office equipment and computer equipment are recorded at cost and amortized on a straight-line basis over five years and three years, respectively.

*Capital replacement reserve fund*

The fund is to be used for capital replacement and major repair work. The fund is increased by amounts as approved by the Ministry of Children, Community and Social Services ("MCCSS").

*Contributed services*

Volunteers contribute many hours each year to assist the Organization in carrying out its mandate. However, due to the difficulty in determining their fair value, these contributed services have not been recognized in the financial statements.

2. **SIGNIFICANT ACCOUNTING POLICIES** - Cont'd.

*Use of estimates*

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from these estimates. Management makes estimates in determining the collectibility of the Organization's accounts receivable and related allowance for doubtful accounts, the useful life of the Organization's capital assets and in determining certain significant accruals. These estimates are reviewed annually and as adjustments become necessary, they are recognized in the financial statements in the period they become known.

*Financial instruments*

The Organization initially records its financial assets and liabilities at fair value. The Organization subsequently measures its cash at fair value at the date of the statement of financial position. All other financial instruments are subsequently recorded at cost or amortized cost at the date of the statement of financial position.

3. **FINANCIAL INSTRUMENTS**

The Organization is exposed to various risks through its financial instruments. The following analysis provides a measure of the Organization's risk exposure and concentrations at March 31, 2026.

The Organization does not use derivative financial instruments to manage its risks.

*Credit risk*

The Organization is exposed to credit risk resulting from the possibility that parties may default on their financial obligations. The Organization's maximum exposure to credit risk is the carrying value of its cash and its accounts receivable. The Organization's cash is deposited with a Canadian chartered bank and as a result management believes the risk of loss on this item to be remote. The Organization manages the credit risk of accounts receivable by reviewing monthly aged accounts receivable balances and following up on outstanding amounts. For the year ended March 31, 2026, the Organization believes that all significant accounts are collectible and as such has provided no amounts for doubtful accounts (2025 - $nil).

*Liquidity risk*

Liquidity risk is the risk that the Organization cannot meet a demand for cash or fund its obligations as they become due. The Organization meets its liquidity requirements by preparing and monitoring detailed forecasts of cash flow from operations and by anticipating investing and financing activities.

*Market risk*

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is comprised of currency risk, interest rate risk and other price risk.

i) *Currency risk*

Currency risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate relative to the Canadian dollar due to changes in foreign exchange rates.

The Organization's financial instruments are all denominated in Canadian dollars and the Organization transacts primarily in Canadian dollars. As a result, management does not believe it is exposed to significant currency risk.

3. **FINANCIAL INSTRUMENTS** - Cont'd.

*Market risk* - Cont'd.

ii) *Interest rate risk*

Interest rate risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate due to changes in market interest rates.

As discussed in note 5, the Organization manages this risk by holding long-term debt with fixed interest rates.

iii) *Other price risk*

Other price risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate because of changes in market prices (other than those arising from currency risk or interest rate risk), whether those changes are caused by factors specific to the individual instrument or its issuer or factors affecting all similar instruments traded in the market.

The Organization is not exposed to other price risk.

*Changes in risk*

There have been no significant changes in the Organization's risk exposures from the prior year.

4. **CAPITAL ASSETS**

Capital assets consist of the following:

| | 2026 | | | 2025 |
|---|---|---|---|---|
| | Cost | Accumulated amortization | Net book value | Net book value |
| Land | $ 2,560,000 | $ - | $ 2,560,000 | $ 2,560,000 |
| Baxter House (Golden Avenue Residence) | 726,560 | 462,186 | 264,374 | 278,289 |
| Anderson Place residence | 170,727 | 96,171 | 74,556 | 78,481 |
| Eleanor Drive residence | 365,795 | 266,705 | 99,090 | 82,970 |
| Hillmount Crescent residence | 494,529 | 262,194 | 232,335 | 244,563 |
| Kirkwood Avenue residence | 693,634 | 465,792 | 227,842 | 224,242 |
| Quinn Road residence | 777,622 | 446,205 | 331,417 | 302,625 |
| Riverbend residence | 660,163 | 374,472 | 285,691 | 300,727 |
| Rosebella residence | 386,503 | 160,416 | 226,087 | 165,437 |
| Starwood residence | 461,249 | 170,746 | 290,503 | 245,047 |
| Wilson House residence | 501,507 | 277,235 | 224,272 | 236,076 |
| Wyman residence | 504,179 | 291,642 | 212,537 | 223,724 |
| Vehicles | 37,880 | 31,513 | 6,367 | 9,095 |
| Office equipment | 42,108 | 42,108 | - | - |
| Computer equipment | 171,246 | 171,246 | - | - |
| Leasehold improvements - Kilbarron | 212,342 | 144,985 | 67,357 | 76,979 |
| - Dunbar | 67,781 | 6,778 | 61,003 | 67,781 |
| - Admin | 28,527 | 28,527 | - | - |
| | $ 8,862,352 | $ 3,698,921 | $ 5,163,431 | $ 5,096,036 |

Cost and accumulated amortization at March 31, 2025 amounted to $8,650,000 and $3,553,964, respectively.

4. **CAPITAL ASSETS** - Cont'd.

The residence at 644 Golden Avenue, an adult group home, was purchased in 1986 with all of the funding provided by the Lion's Homes for Deaf People ("LHDP"). The deed is in the name of the Organization, however, the Organization has an agreement with LHDP that if the Organization ceases to exist, or ceases to operate the Golden Avenue residence as a group home for deaf multi-handicapped persons, the property will be sold with the net proceeds after mortgage repayment used to repay the funding that was provided by LHDP. In 2005, the residence was rebuilt and re-named Baxter House. In 2016, MCCSS repaid the outstanding balance on this mortgage as part of their funding to the Organization.

The residence at 16 Eleanor Drive, an adult group home, was purchased in 1989 with all of the funding provided by MCCSS. The deed is in the name of the Organization, however, should the residence cease to be operated as a group home, all proceeds from sale will be repaid to MCCSS.

The residence at 5 Eisenhower Crescent (Wilson House), an adult group home, was purchased in 1992 with 80% of the funding provided by MCCSS. The deed is in the name of the Organization, however, should the residence cease to be operated as a group home, 80% of the proceeds from its sale will be repaid to MCCSS.

The residence at 2785 Quinn Road, an adult group home, was acquired by way of mortgage financing with assistance from the Ministry of Housing ("MOH"). In 2000, Quinn Road funding was transferred to MCCSS. The deed is in the name of the Organization, however, should the residence cease to be operated as a group home, proceeds from its sale will repay the mortgage holder, with remaining funds paid to MCCSS.

The residence at 575 Kirkwood Avenue, an adult group home, was purchased in 1996 with all of the funding provided by the LHDP. The deed is in the name of the Organization, however, should the Organization cease to exist or cease to operate the residence as a group home for deaf multi-handicapped persons, the property will be sold with all the proceeds from sale returned to the LHDP. During the 2011 fiscal year, additional funding for improvements was received from the Canada Mortgage and Housing Corporation ("CMHC") in the form of a forgivable loan.

The residence at 24 Hillmount Crescent, an adult group home, was purchased in 1999 with all of the funding provided by MCCSS. The deed is in the name of the Organization, however, should the residence cease to be operated as a group home, all proceeds from sale will be repaid to MCCSS. During the 2011 fiscal year, additional funding for improvements was received from CMHC in the form of a forgivable loan.

The residence at 42 Leeming Road (Anderson Place), an adult group home, was acquired by way of mortgage financing with assistance from MCCSS. The deed is in the name of the Organization, however, should the residence cease to be operated as a group home, proceeds from its sale will repay the mortgage holder, with all of the remaining funds to be paid to MCCSS.

The residence at 3554 Wyman Crescent, an adult group home, was purchased in 2005 with all of the funding provided by MCCSS. The deed is in the name of the Organization, however, should the residence cease to be operated as a group home, all of the proceeds from sale will be repaid to MCCSS. In 2014, MCCSS repaid the outstanding balance on this mortgage in full as part of their funding of TCE.

## 4. CAPITAL ASSETS - Cont'd.

Land on Riverbend Drive was purchased in the 2008 fiscal year with all of the funding provided by MCCSS. The Organization constructed a home at this site which opened in December 2008 as an adult group home. Almost all of the cost of construction was funded by MCCSS. Should the Riverbend residence cease to be used as a group home, all of the proceeds from sale will be paid to MCCSS less the Organization's initial contribution.

The residence at 1838 Rosebella Avenue, an adult group home, was purchased during the 2009 fiscal year with all of the funding provided by MCCSS. The deed is in the name of the Organization, however, should the residence cease to operate as a group home, proceeds from its sale will be repaid to MCCSS. In 2014, MCCSS repaid the outstanding balance on this mortgage in full as part of their funding of the Organization.

The residence at 75 Starwood, an adult group home, was purchased in 2014 by way of a mortgage agreement. Funding for payments is provided by MCCSS. The deed is in the name of the Organization, however, should the residence cease to be operated as a group home, all proceeds from sale will be paid to MCCSS. In 2017, MCCSS repaid the outstanding balance on this mortgage as part of their funding to the Organization.

## 5. LONG-TERM DEBT

Long-term debt consists of the following:

| | 2026 | 2025 |
|---|---|---|
| Quinn Road mortgage payable at $1,445 monthly including interest at 3.75%, due April 1, 2030 | $ 65,606 | $ 80,255 |
| Less current portion of long-term debt | 15,141 | 14,624 |
| | $ 50,465 | $ 65,631 |

Principal repayments required until maturity are as follows:

| | |
|---|---|
| 2027 | $ 15,141 |
| 2028 | 15,718 |
| 2029 | 16,318 |
| 2030 | 16,941 |
| 2031 | 1,488 |

## 6. DEFERRED FUNDING RELATING TO CAPITAL ASSETS

Funds received from the various entities that provided assistance in acquiring or renovating the adult group homes have been recorded as deferred revenue and will be recognized as income at the same rate as the corresponding properties are amortized. Funding and donations received specifically in relation to the acquisition of vehicles are also deferred and are being recognized in income at the same rate as the corresponding vehicles are amortized.

| | 2026 | 2025 |
|---|---|---|
| CMHC funding for Kirkwood Avenue residence | $ 77,895 | $ 81,995 |
| CMHC funding for Hillmount Crescent residence | 40,846 | 42,995 |
| LHDP funding for Kirkwood Avenue residence | 159,257 | 167,639 |
| MCCSS funding for Anderson Place | 32,707 | 34,428 |
| MCCSS funding for Baxter House | 171,658 | 180,692 |
| MCCSS funding for Dunbar residence | 61,003 | 67,781 |
| MCCSS funding for Eleanor Drive residence | 136,468 | 122,315 |
| MCCSS funding for Hillmount Crescent residence | 207,656 | 218,586 |
| MCCSS funding for Riverbend residence | 420,570 | 442,706 |
| MCCSS funding for Rosebella building | 143,094 | 78,076 |
| MCCSS funding for Starwood building | 390,531 | 350,341 |
| MCCSS funding for Quinn residence | 274,507 | 288,955 |
| MCCSS funding for Wyman Crescent residence | 178,594 | 187,994 |
| MCCSS funding for Kilbarron residence | 67,357 | 76,979 |
| MCCSS and private funding for Wilson House residence | 226,392 | 238,307 |
| Private funding for Baxter House | 16,809 | 17,693 |
| Private funding for Riverbend residence | 104,436 | 109,933 |
| Privately donated funding for vehicles | 6,366 | 9,095 |
| | $ 2,716,146 | $ 2,716,510 |

During the year ended March 31, 2011, the Organization received a forgivable loan from CMHC relating to renovations for the Kirkwood and Hillmount residences. These loan proceeds have been recorded as deferred revenue under the understanding that there is no reason to believe that the conditions under which the loan will be forgiven would not be met. As such the amounts will be amortized and recognized as revenue on the same basis of the assets to which they relate.

## 7. CREDIT FACILITIES

The Organization has a line of credit for financing of up to $600,000 due on demand. Interest is calculated at bank prime plus 0.90%. The line of credit is secured by collateral including the following properties: Golden Avenue residence, Eleanor Drive residence, Hillmount Crescent residence, Wilson House residence and Starwood residence. As at year end, there was an outstanding balance of $nil (2025 - $nil) on this line of credit.

## 8. AGREEMENT WITH MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES

A requirement of the agreement with MCCSS is the production, by management, of an Annual Reconciliation Report ("ARR") which shows a summary by service of all revenues and expenditures and any resulting surplus or deficit that relates to the contract. The operational surplus for the March 2026 year end after authorized code allocations amounted to $nil payable to MCCSS (2025 - $nil). In addition, the Organization received minor capital funding as follows:

| | 2026 | 2025 |
|---|---|---|
| Minor capital funding received | $ 461,800 | $ 63,252 |
| Minor capital purchases | (254,833) | (12,651) |
| Funding repayable to MCCSS | - | (50,601) |
| Funding to be spent by September 2026 | $ 206,967 | $ - |

## 9. CAPITAL RESERVE FUND

Under the terms of its funding agreement with MCCSS for the Quinn Road and Leeming Road residences, TCE is required to set aside certain funds each year as a reserve. This year, the fund increased by $4,438 (2025 - increase of $4,438).

In addition, the Board approved transferring $46,236 from the Capital reserve fund to the Invested in capital assets fund for the purchase of capital assets and $5,121 from the Capital reserve fund to the unrestricted fund for the purchase of repairs.

## 10. COMMITMENTS

The Organization has annual premises, office equipment and vehicle lease commitments over the next five years as follows:

| | |
|---|---|
| 2027 | $ 157,737 |
| 2028 | 142,616 |
| 2029 | 127,796 |
| 2030 | 102,714 |
| 2031 | 39,192 |

## 11. ECONOMIC DEPENDENCE

The Organization receives the majority of its revenue from the Ministry of Children, Community and Social Services. In management's opinion, the Organization's continued operations are dependent on the continuance of this funding.

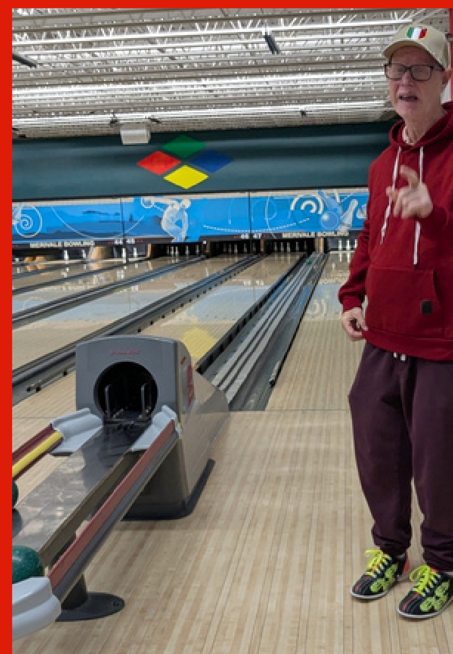

SENATORS


Christmas Crew


Bench

OUR CHEF




MERIVALE BOWLING


TCE is happy to offer you the option of making a secure online donation through CanadaHelps.

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2. Click on the Donate button

**If mailing your donations, please include the following information:**

Enclosed is my donation of $

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Please charge my Visa/MasterCard: Card # Expiry Date

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Please print name & address as you would like them to appear on your donation receipt

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Income tax receipts will be isued for all financial contributions over $10.00

CanadaHelps.org

Thank you to all the TCE team, board committees, and FSN who helped with the development of the annual report.

TCE Total Communication Environment

Homes for individuals with multiple disabilities and communication needs.

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