TCE

Total Communication Environment

Making Connections. For Life

ANNUAL REPORT

2024-2025

www.tceottawa.org

Message from Leadership - A Year in Review

Over the past year, Total Communication Environment (TCE) has experienced meaningful progress and growth. At the heart of everything we do is ensuring the individuals we support are treated with dignity and have the freedom to make decisions about their own lives. Our work is grounded in respect, inclusion, and choice.

This year, we finalized a refreshed Strategic Plan to guide our work through 2028, focusing on person-centered service delivery, building sustainable organizational capacity, strengthening community engagement and relationships, and advancing housing and transportation sustainability.

To support these priorities, in fall 2024 we introduced a new leadership structure by appointing three managers who oversee key areas: Training, Development, and Outreach (Jackie Power); Programs and Homeshare (Karen Walker); and Scheduling, Fleet, and Facilities (Kelly Roper). These roles enhance our ability to provide responsive, high-quality support for the individuals we serve and the teams who walk alongside them.

In January 2025, we opened our new, accessible office space, offering a welcoming environment for staff, individuals we support, families, and community partners. This space also became the hub for restarting in-person classes and workshops, designed around the interests and goals of the individuals we support.

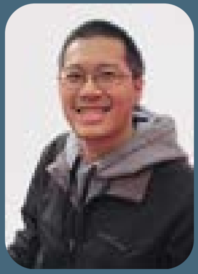
We were eagerly anticipating the launch of our new housing project in partnership with Nepean Housing at Dunbar Court, planned for early January 2025. Due to construction delays, the opening has been postponed. We remain committed to this important expansion of accessible housing options.

Our Housing Committee, composed of board members, staff, and community partners, continues to focus on improving accessibility and building organizational capacity to develop sustainable, person-centered housing solutions.

After a pause of several years, we were pleased to revive community celebrations with a successful BBQ in August 2024 and a Christmas Party in December 2024. These events brought together individuals we support, families, and staff in celebration. Dates for both events in 2025 are already booked, and we look forward to continuing these valued traditions. Our Legacy Project continues to grow, preserving the stories and values that shape TCE. We plan a special event in fall 2025 to honor the legacy of Christine Wilson and the Wilson family, whose contributions have been foundational.

Work on our redesigned website is underway, with updated content and new photography in progress. We anticipate launching the new site soon, which will better reflect the people and community we serve.

Despite ongoing challenges in the developmental services sector, TCE remains committed to adapting and growing while upholding our core values of inclusion, dignity, and respect. We thank the individuals we support, their families, our staff, Board of Directors, and community partners for their continued dedication and collaboration.



Board Chairperson
Theo Tsang

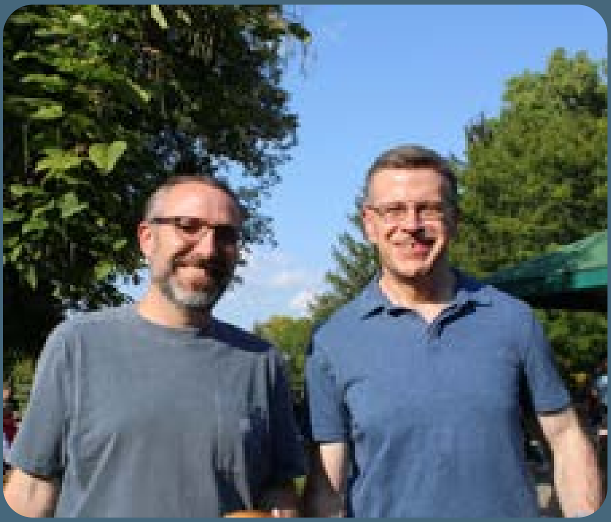
Executive Director
Robin Meyers

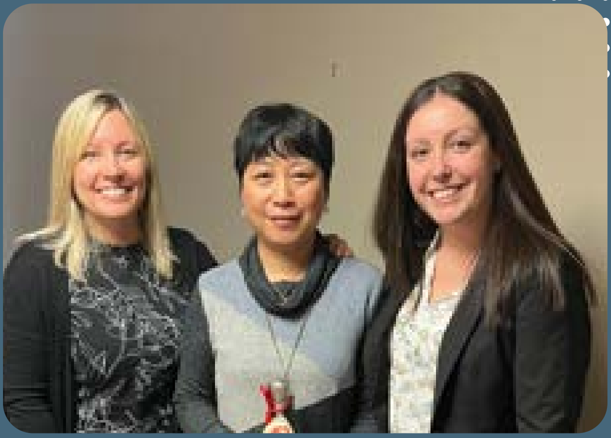
TCE Board of Directors

Theo Tsang - Chairperson
Colleen Thurston - Vice 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
Chris Wilson - Director

TCE Leadership

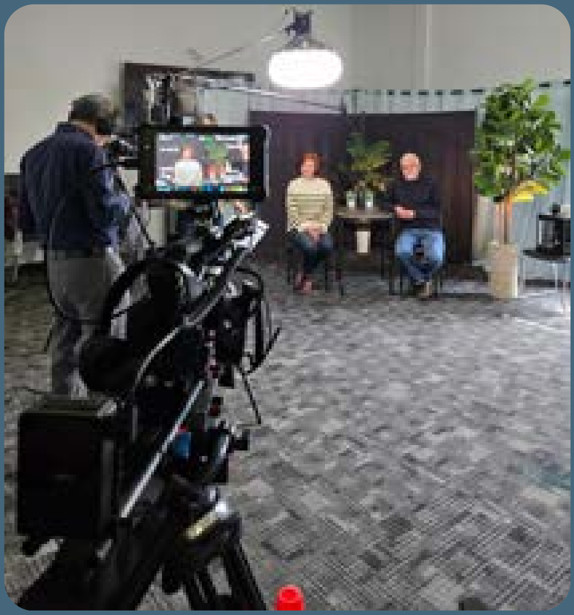
Robin Meyers - Executive Director
Don Davidson - Director of Finance
Jessica Martineau - Director of Human Resources
DJ McDonald - Director of Operation
Jackie Power - Manager of Training, Development and Outreach
Kelly Roper - Manager of Scheduling, Facilities and Fleet
Karen Walker - Manager of Programs and Homeshare
Shelly Bongard - Program Supervisor
Robin Hubert- Program Supervisor
Mary Ellen McKenna - Program Supervisor
Wendy Moore - Program Supervisor
Tanya Rabie - Program Supervisor
Kristin Tillberg - Executive Assistant





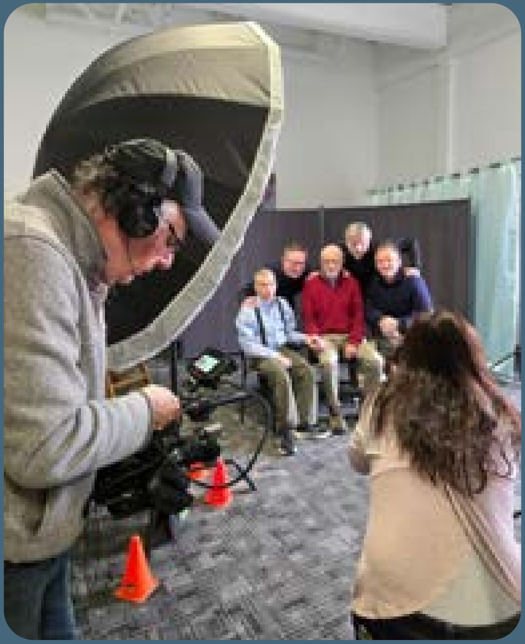
Honoring the Vision: Celebrating Connection, Creativity, and Community

This past year at TCE has been one of reflection, creative growth, and community engagement. A Year of Purpose and Participation. Our work has continued to be grounded in our core values and these principles have shaped the direction of several major initiatives we are proud to highlight.



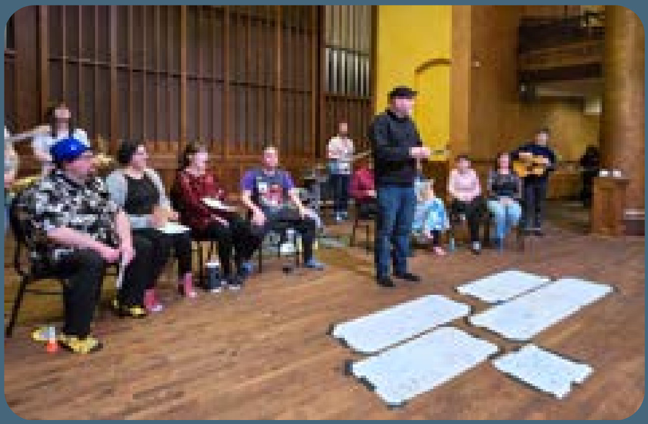
The Legacy Project: Honoring the Past, Shaping the Future

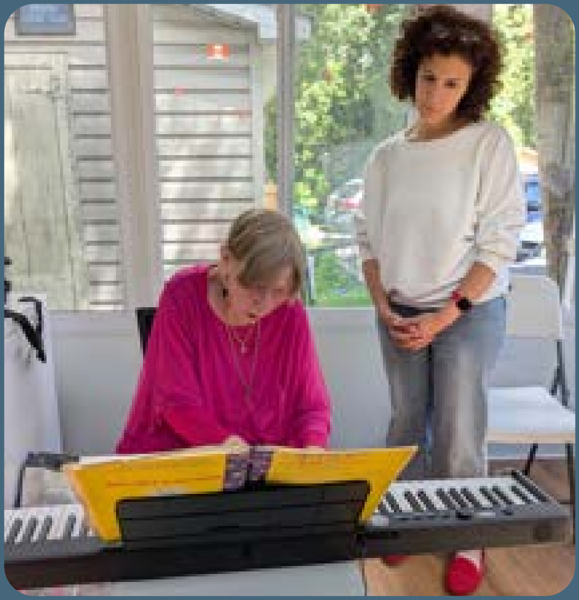
The Legacy Project emerged as a powerful opportunity to pause and reflect on who we are as an organization and what has brought us to this moment. It has been a walk down memory lane recapturing the journey that started with Murray and Christine Wilson that ultimately brought us to today . Through a collaborative and historical lens, we gathered voices, stories, and reflections from the Wilson family, Murray himself of course , people we support, their families, and staff to create a visual and narrative legacy. The finished product will include a heartfelt video production that captures not only TCE's history but also its enduring spirit. The project serves as a reminder of our long-standing commitment to inclusion, advocacy, and care, while also positioning us to look ahead with intention and shared purpose



A Musical Collaboration: “No Day Wasted” with Carleton University

In a cohesive intersection of music, adventure and community, TCE partnered with Carleton University’s music department to co-create an original song entitled "No Day Wasted." This collaboration invited individuals supported by TCE to participate in the creative process, shaping lyrics, melodies, and themes alongside Carleton students and faculty, Jesse Stewart and Hasi Eldib. The song became a celebration of everyday moments. “No Day Wasted” was performed and shared with a portion of TCE community, marking a meaningful and memorable highlight of the year. The documentary viewing is something we are very much looking forward to sharing with you all.

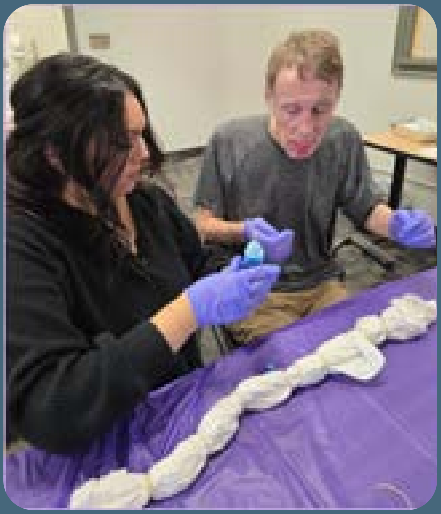




Living Our Values Through Classes, Workshops, and Everyday Life

Throughout the year, we continued to create spaces where individuals could express themselves creatively, learn, and connect. From visual art sessions and baking classes to springing into fitness, music variety on several levels, pet therapy and a wide range of other items , and person-centered planning circles, each offering reflected our belief in the power of Self-Determination, the value of Relationships, and the importance of ongoing Growth.

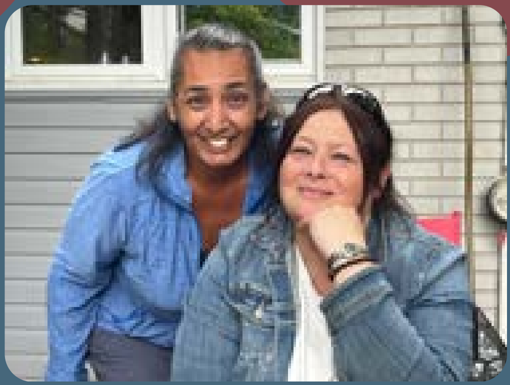
Workshops weren’t just opportunities to try something new ,they were rooted in people’s interests, offered real choices, and fostered meaningful connections. Staff were encouraged to bring creativity and passion to the programs, and many of the classes were shaped directly by the voices of those we support. We are committed to utilizing trained and creative instructors ensuring a high level of guidance.



Whether through a legacy video, a co-created song, or a weekly class that sparks laughter and connection, we are reminded that every moment matters, and no day should be wasted.

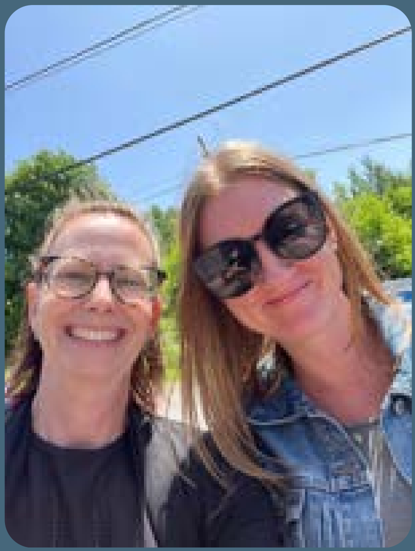
Human Resources Update: Workforce and Development Summary
April 1, 2024-March 31, 2025

At TCE, we know our strength comes from the dedication and compassion of our staff. This year, we supported an average workforce of 187 employees, with impressively low turnover between 2.18% and 3.2% per quarter. Recruitment remained steady, and over 115 performance reviews were completed to support communication, accountability, and growth across the team.

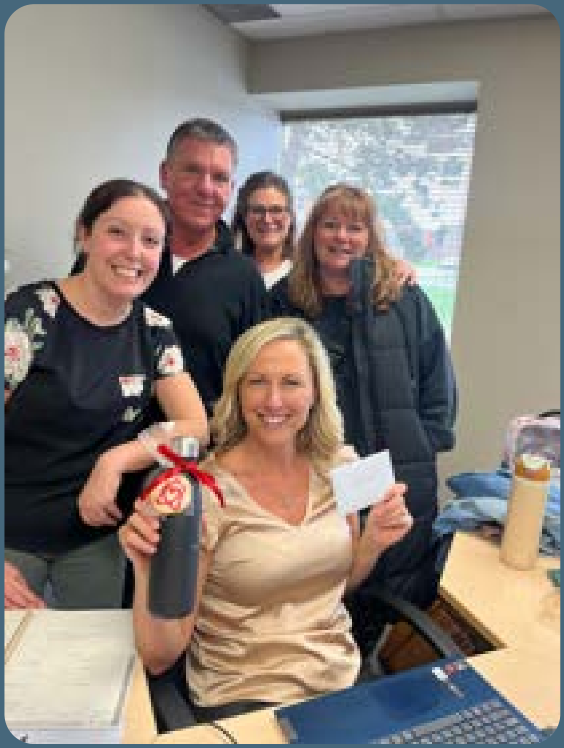


To foster connection and well-being, we relaunched the Wellness Ambassador program and introduced a mental health webinar series. Staff appreciation was expressed through personal visits, handwritten cards, and small, thoughtful gestures—recognizing the care our team brings to their work each day.

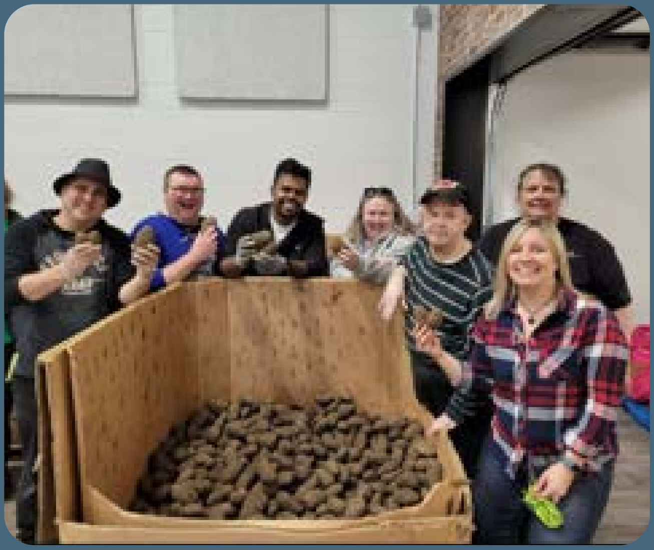
Person-Centered Thinking continued to shape our approach to recruitment, onboarding, supervision, and development. We introduced several new roles this year, including full-time positions, scheduling supports, and a Scheduling and HR Coordinator. Three new manager roles were added, strengthening oversight in Home Share, Training, Outreach, and Scheduling. Staffing transitions began at Starwood and Eleanor, and the Dunbar team started forming ahead of its opening. We also began formally shifting from “Residential Counsellor” to Direct Support Professional (DSP)—a title that better reflects the essential role staff play and aligns with sector-wide language.



To support staff working evenings and weekends, we're launching a new scheduling approach in April/May 2025. This initiative aims to improve after-hours support for frontline staff and reduce supervisor workload during off-hours—allowing leadership to stay more focused on directly supporting homes.



Professional development remained a priority, with training offered in Mental Health First Aid, Conflict Resolution, Fire Safety, WHMIS, leadership development, and more. Required certifications like CPR and CPI were maintained across the organization.



Together, these efforts reflect our commitment to investing in the people who make our mission possible—and to ensuring our services continue meeting the evolving needs of the individuals and families we support.

Housing Update

April 1, 2024 - March 31, 2025

Over the past year, the Housing Committee at Total Communication Environment (TCE) has made significant strides in advancing housing solutions that truly reflect the needs and aspirations of the individuals we support. Grounded in our commitment to person-centered care, our work has focused on aligning with TCE's refreshed Strategic Plan, strengthening partnerships, and expanding housing opportunities to provide accessible, inclusive, and supportive environments.

Central to our efforts this year has been a comprehensive evaluation of existing properties to assess their suitability for current and future needs. This review focused on ensuring accessibility, comfort, and alignment with the personal living goals of the individuals we support. These assessments have been instrumental in guiding our housing development strategies and in identifying opportunities for thoughtful growth.

We also received exciting confirmation of the planned expansion at our Dunbar Apartments, a project in partnership with Nepean Housing. Although construction delays have postponed the originally scheduled January 2025 opening, we are eagerly anticipating the move-in at the end of March 2025. This expansion will increase our capacity to support more individuals, enabling them to live in homes that support their personal choices and goals.

To further promote awareness and celebrate this important development, the Housing Committee is collaborating with Nepean Housing to produce a video showcasing the new Dunbar Apartments. This initiative is part of our ongoing commitment to inclusivity and community engagement, highlighting the positive impact of providing person-centered housing solutions.

One notable highlight has been the generous donation toward the construction of a sunroom at one of our homes. Currently underway, this addition is expected to be completed by summer 2025 and will provide a bright, welcoming space designed to enhance the quality of life and well-being of residents. Spaces like these are vital in fostering a sense of comfort, relaxation, and community connection. Looking ahead, the Housing Committee remains steadfast in its dedication to advancing accessible, sustainable, and person-centered housing options. We will continue to build on partnerships, explore new opportunities for growth, and ensure that the voices of the individuals we support remain central in all housing decisions.

We extend our deepest thanks to the Housing Committee members, community partners, donors, and everyone who has contributed to this vital work over the past year. Together, we continue to create environments where individuals can thrive, supported by housing that respects their dignity, choices, and aspirations.

Congratulations!!!

30 Years of Service

Cindy M
Uldine J

25 Years of Service

Douglas W
Hilda S
France J
Frank M

You're the backbone, the heart, of all we do, TCE is stronger because of you.

20 Years of Service

Paul G
Michael B
Moraine W
Brony S
Sandy M

15 Years of Service

Tammy B
Danielle S
Aleisha P
Lucas P
Tom G
Shannon R
Greg R

Through thick and thin, you continue to shine

10 Years of Service

Jessica R
Sharaya V
Liam H
Bernice G
Suzanne W

5 Years of Service

Mikhail H
Nathan K
Catherine A
Kate D
Najla F
Emily M
Margaret P
Miranda K
Ashley T

Your work makes a difference

Years of Service

Family Support Network Update

By Tom Sherwood

The TCE Family Support Network (FSN) is comprised of parents, siblings, other family members and family friends connected with residents in TCE care.

After the COVID Pause, we got going again in the Fall of 2023, secured a $4000 grant from the Ontario Caregivers Organization, held several events for information and community-building purposes, and supported TCE directly in terms of the September BBQ, the December Party, the purchase of equipment necessary for good communication, and day programming including Jesse Stewart's We Are All Musicians events, other music activities, an art program and exercise classes.

We have applied for another, larger grant for 2025-26 and will hear about that in July.

We network by email, Zoom, in-person meetings, social occasions and education events in order to support each other, share information, support our TCE-resident family members and TCE itself. The provincial ministry understands the value of FSNs and will help create them where they do not exist.

Our Social Team expects to plan some kind of Summer Get-Together. We all look forward to the September 21 BBQ and the December 14 Christmas Party. But expect to hear about occasional meetings for informal conversation or formal presentations by guest resource people. If you would like to receive information emails (sent Blind Copy without obligation) let Tom Sherwood know: tom.sherwood@carleton.ca

In addition to the information emails, we will soon have our own FSN website which will be linked to the TCE website and relevant resource organizations.

Audited Financial Statements Fiscal Year 2024-2025

Welch LLP

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, 2025, 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, 2025 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.

Welch LLP - Chartered Professional Accountants
350 Albert Street, Suite 700, Ottawa, Ontario K1R 1A4
T: 613-236-9191 F: 613-236-8258 W: welchllp.com
An independent Member of BKR International

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 26, 2025.

TOTAL COMMUNICATION ENVIRONMENT

STATEMENT OF FINANCIAL POSITION

MARCH 31, 2025

	2025	2024
ASSETS		
CURRENT ASSETS		
Cash	$ 1,238,103	$ 1,010,967
Accounts receivable	329,567	226,153
Prepaid expenses	84,647	76,547
	1,652,317	1,313,667
CAPITAL ASSETS (note 4)	5,096,036	5,135,248
	$ 6,748,353	$ 6,448,915
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	$ 1,091,225	$ 1,098,881
Deferred revenue (note 8)	174,584	74,277
Current portion of long-term debt (note 5)	14,624	14,654
	1,280,433	1,187,812
LONG-TERM DEBT (note 5)	65,631	80,255
DEFERRED FUNDING RELATED TO CAPITAL ASSETS (note 6)	2,716,510	2,695,036
	4,062,574	3,963,103
NET ASSETS		
Invested in capital assets	2,299,271	2,345,303
Restricted to capital reserve fund (note 9)	132,996	128,558
Unrestricted	253,512	11,951
	2,685,779	2,485,812
	$ 6,748,353	$ 6,448,915

Approved by the Board:

. . . . Director

Stevan Dostanic

. . . . Director

TOTAL COMMUNICATION ENVIRONMENT

STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2025

	2025	2024
Revenue		
MCCSS legal agreements	$ 13,230,005	$ 13,710,324
Residents' fees	967,571	910,146
Donations	189,573	136,889
Other income	87,337	237,924
Amortization of deferred funding related to capital assets	148,397	151,793
	14,622,883	15,147,076
Expenses		
Salaries and benefits	12,278,545	12,494,078
Home operation	888,432	1,085,697
Personal needs	538,350	535,800
Vehicle operations	239,873	255,677
Purchased services	233,321	223,069
Amortization	138,898	147,427
General and administration	59,501	95,580
Long-term care	31,389	41,420
Staff travel	14,607	7,072
	14,422,916	14,885,820
Net revenue over expenses	$ 199,967	$ 261,256

TOTAL COMMUNICATION ENVIRONMENT

STATEMENT OF CHANGES IN NET ASSETS

YEAR ENDED MARCH 31, 2025

	Invested in capital assets	Restricted to capital reserve fund (note 9)	Unrestricted	2025 Total	2024 Total
Balance, beginning of year	$ 2,345,303	$ 128,558	$ 11,951	$ 2,485,812	$ 2,224,556
Net revenue over expenses	-	-	199,967	199,967	261,256
Acquisition of capital assets	99,686	-	(99,686)	-	-
Amortization of capital assets	(138,898)	-	138,898	-	-
Repayment of debt principal (note 5)	14,654	-	(14,654)	-	-
Net change in deferred funding related to capital assets	(21,474)	-	21,474	-	-
Interfund transfer (note 9)	-	4,438	(4,438)	-	-
Balance, end of year	$ 2,299,271	$ 132,996	$ 253,512	$ 2,685,779	$ 2,485,812

TOTAL COMMUNICATION ENVIRONMENT

STATEMENT OF CASH FLOWS

YEAR ENDED MARCH 31, 2025

	2025	2024
CASH PROVIDED BY (USED IN)		
OPERATING ACTIVITIES		
Net revenue over expenses	$ 199,967	$ 261,256
Items not involving cash:		
Amortization of capital assets	138,898	147,427
Amortization of deferred funding relating to capital assets	(148,397)	(151,793)
	190,468	256,890
Changes in non-cash working capital components:		
Accounts receivable	(103,414)	(96,226)
Prepaid expenses	(8,100)	(28,330)
Accounts payable and accrued liabilities	(7,656)	180,412
Deferred revenue	100,307	(629,106)
	171,605	(316,360)
INVESTING ACTIVITIES		
Acquisition of capital assets	(99,686)	(432,817)
FINANCING ACTIVITIES		
Repayment of long-term debt	(14,654)	(19,385)
Additional deferred funding of capital assets received	169,871	366,726
	155,217	347,341
INCREASE (DECREASE) IN CASH	227,136	(401,836)
CASH, BEGINNING OF YEAR	1,010,967	1,412,803
CASH, END OF YEAR	$ 1,238,103	$ 1,010,967

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, 2025.

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, 2025, the Organization believes that all significant accounts are collectible and as such has provided no amounts for doubtful accounts (2024 - $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:

	2025			2024
	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	448,271	278,289	292,935
Anderson Place residence	170,727	92,246	78,481	82,611
Eleanor Drive residence	345,526	262,556	82,970	87,337
Hillmount Crescent residence	494,529	249,966	244,563	257,435
Kirkwood Avenue residence	678,043	453,801	224,242	236,044
Quinn Road residence	731,387	428,762	302,625	284,199
Riverbend residence	660,163	359,436	300,727	299,821
Rosebella residence	313,954	148,517	165,437	144,045
Starwood residence	403,541	158,494	245,047	239,446
Wilson House residence	501,507	265,431	236,076	248,501
Wyman residence	504,179	280,455	223,724	235,498
Vehicles	37,880	28,785	9,095	12,993
Office equipment	42,108	42,108	-	-
Computer equipment	171,246	171,246	-	-
Leasehold improvements - Kilbarron	212,342	135,363	76,979	86,602
- Dunbar	67,781	-	67,781	67,781
- Admin	28,527	28,527	-	-
	$ 8,650,000	$ 3,553,964	$ 5,096,036	$ 5,135,248

Cost and accumulated amortization at March 31, 2024 amounted to $8,550,314 and $3,415,066, 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 Rosabella 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:

	2025	2024
Quinn Road mortgage payable at $1,445 monthly including interest at 3.75%, due April 1, 2030	$ 80,255	$ 94,909
Less current portion of long-term debt	14,624	14,654
	$ 65,631	$ 80,255

Principal repayments required until maturity are as follows:

2026	$ 14,624
2027	15,138
2028	15,715
2029	16,315
2030 onwards	18,463

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.

	2025	2024
CMHC funding for Kirkwood Avenue residence	$ 81,995	$ 86,310
CMHC funding for Hillmount Crescent residence	42,995	45,258
LHDP funding for Kirkwood Avenue residence	167,639	176,462
MCCSS funding for Anderson Place	34,428	36,240
MCCSS funding for Baxter House	180,692	190,203
MCCSS funding for Dunbar residence	67,781	-
MCCSS funding for Eleanor Drive residence	122,315	128,753
MCCSS funding for Hillmount Crescent residence	218,586	230,090
MCCSS funding for Riverbend residence	442,706	449,091
MCCSS funding for Rosabella building	78,076	52,085
MCCSS funding for Starwood building	350,341	350,282
MCCSS funding for Quinn residence	288,955	267,405
MCCSS funding for Wyman Crescent residence	187,994	197,888
MCCSS funding for Kilbarron residence	76,979	86,602
MCCSS and private funding for Wilson House residence	238,307	250,850
Private funding for Baxter House	17,693	18,624
Private funding for Riverbend residence	109,933	115,900
Privately donated funding for vehicles	9,095	12,993
	$ 2,716,510	$ 2,695,036

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 (2024 - $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 2025 year end after authorized code allocations amounted to $Nil payable to MCCSS (2024 - $Nil). During the year, the Organization also received $63,252 (2024 - $278,200) of funding from MCCSS for the purchase of minor capital. Any unspent funds will be returned to the MCCSS and as a result an amount of $50,601 is repayable to MCCSS at March 31, 2025 (2024 - $204,348).

TOTAL COMMUNICATION ENVIRONMENT

NOTES TO THE FINANCIAL STATEMENTS - Cont'd.

YEAR ENDED MARCH 31, 2025

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 (2024 - increase of $4,438).

10. COMMITMENTS

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

2026	$ 199,807
2027	113,201
2028	91,427
2029	76,764
2030	52,005

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.

12. COMPARATIVE FIGURES

Comparative figures have been reclassified to conform to the presentation adopted in the current year.

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

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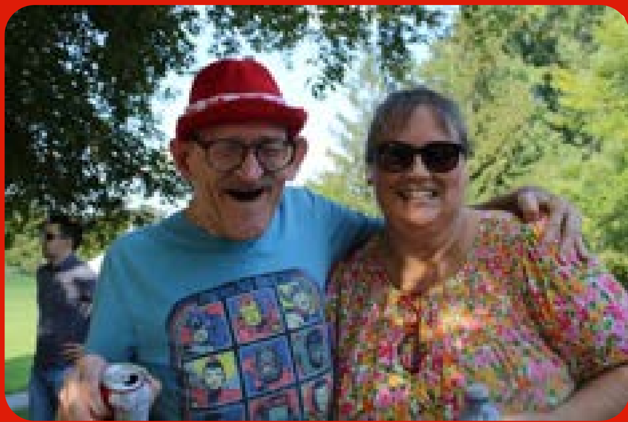

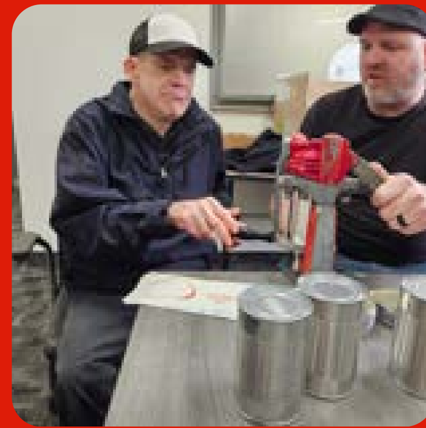

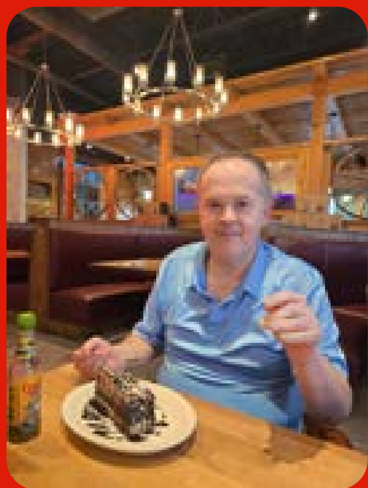

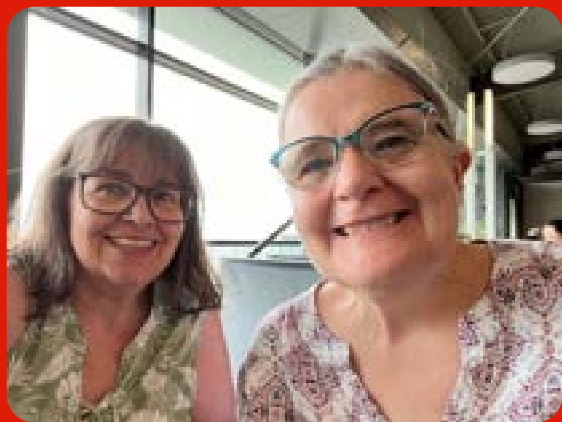

Thank you to all the TCE team, board committees, and FSN who helped with the development of the annual report.

TCE

Total Communication Environment

Homes for individuals with multiple disabilities and communication needs.

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