



2025 2026
ANNUAL REPORT

Brantwood acknowledges that the land upon which we work is situated upon traditional territories of the Erie, Neutral, Huron-Wyandot, Haudenosaunee, and the Mississaugas of the Credit First Nations. The territory mutually covered by the Dish With One Spoon Wampum Belt Covenant, an agreement between the Iroquois Confederacy, the Ojibway and other allied nations that peaceably share and care for the resources around the Great Lakes. Today, this is the home to many Indigenous People from across Turtle Island and we are grateful to have the opportunity to work in this community, on their territory.

MISSION

**Brantwood empowers people
of all abilities to have a life of
their choosing.**



VISION

**A community benefitting from
diversity in culture, life experience
and abilities.**

VALUES

**Uniqueness, Contribution, Choice,
Relationships, Innovation,
Accountability**

• A MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR



Brantwood Community Services continues its journey in realizing our Vision of *a community benefitting from diversity in culture, life experience and abilities*, having completed our third year in the strategic plan at the end of 2026. Brantwood's strategic vision was built on feedback from the people served, team members, the volunteer Board of Directors and community stakeholders. Moving forward, beyond the pandemic, our work and direction were clear:

- Maximize Choice & Inclusion
- Create Meaningful Connections Across All Stakeholders
- Building a Skilled, Diverse & Engaged Workforce

We have dedicated the 2025 2026 Annual Report to look back at the accomplishments achieved to date.

Many efforts started in one year and continued to grow based on learnings from both our successes and our challenges. At the end of 2025 2026, it is clear, there is much to be celebrated.

The fundamental shift in Brantwood systems to empower the people we serve to direct and shape services. The work and achievements in aligning staffing resources to provide opportunities for inclusion, and to honour the voices and feedback directly from them are key accomplishments.

This year's success is built on the dedicated efforts of all Brantwood Team members and the Leadership Team. Your dedication and commitment makes a difference every day. Thank you!

To the Board of Directors, volunteers who steward the organization, thank you for your dedication and vision. A special recognition to the families, friends and community partners who work alongside Brantwood to build a community of belonging and inclusion.

We want to thank the Brantwood Foundation Board of Directors, our partners who raise funds and awareness so that we are able to deliver on our mission.

Before moving forward, please enjoy the accomplishments achieved shared through the Annual Report.

Nancy & Brigitte

MAXIMIZE CHOICE & INCLUSION FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES



Brantwood's focus on supporting people with disabilities to have many more choices about what they do, where they live, and how they wish to be included in community include:

- Staff matching based on person's preferences and goals.
- Created individualized budgets for equitable access supporting community and belonging goals.
- Transitioned 4 individuals from hospital to home.
- Evaluation of supports and introduced new feedback survey with over 2000 responses.
- Supported access to the new Canada Dental Plan.
- Increased access and independence through investments in technology.

Health, Safety, Wellness

Base scheduling focus is on supporting people to be healthy, safe and well

Planning, Choice & Voice

Accountability that staff are supporting people to do the things they want to do based on their calendar

First Person Feedback

Develop tools and survey to capture the experience and feedback directly from people served.

ShareVision Redesign

Shifting areas and data to reflect person directed supports and outcomes.

Sustainable Services

Created new budget line to track what resources are needed to support community based lives - PDO

Equitable Access

Shifting culture of "care" to connecting people directly to health care resources and providers

Community Connections

Community Connections are scheduled based on people's goals and are assigned transportation



Commitment to Voice & Choice



2,000 Satisfaction Surveys Completed

People accessing day or leisure supports are now following their passions in their community. Community Connections takes the service to people so that people can be active members of their community.

103 People Served

A new fully accessible satisfaction survey and video launched in early 2026 to gather feedback in real time from the people being served by Community Connections.

The survey ensures that we are accountable to the people who are accessing services and supporting community opportunities that support inclusion and belonging.



27,000 Hours of Support Connecting People in their Community

75% Report Awesome when Rating Supports

98% Report They Want to Continue with the Current Approach

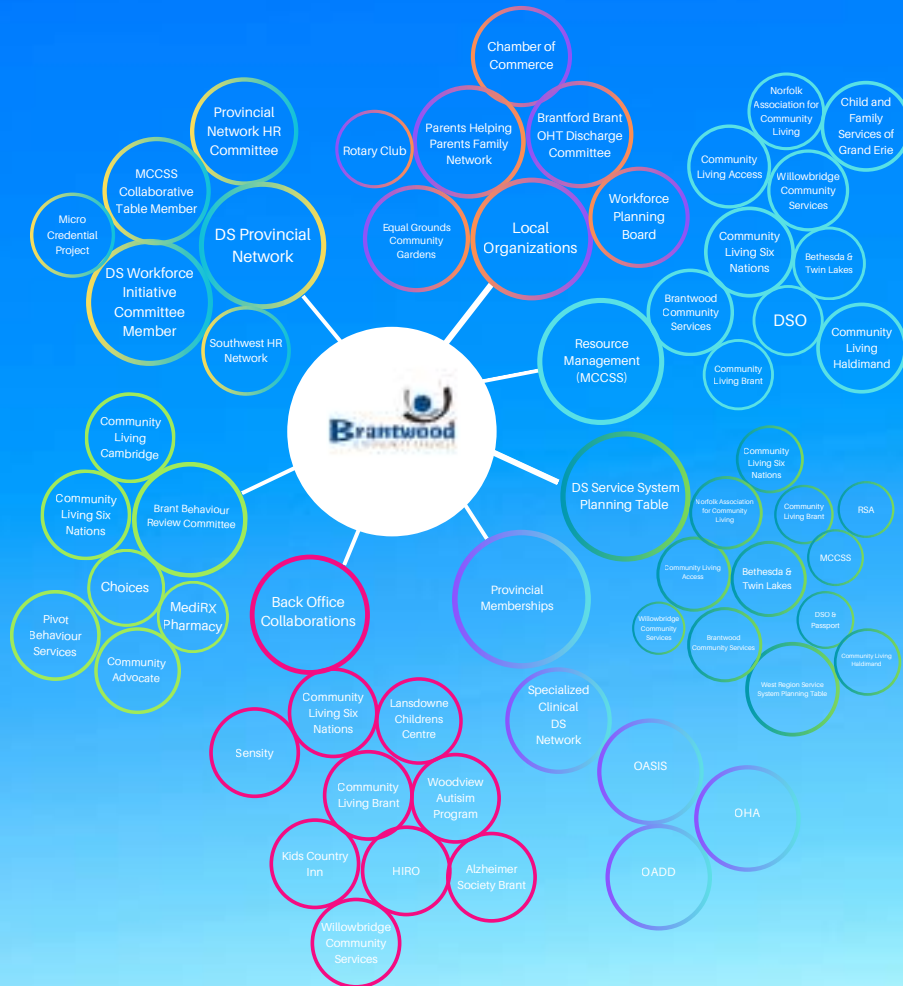


CREATE MEANINGFUL CONNECTIONS ACROSS ALL STAKEHOLDERS



Brantwood will be a sector leader by expanding our current connections and creating new relationships to best support the people and stakeholders we serve. Achievements include:

- Amalgamation of Brant and Norfolk's Regional Managers Group and DSS Tables increasing efficiencies and collaboration across communities.
- Increased partnership with Grand Erie Workforce Planning Board to ensure a skilled workforce.
- Increased membership with SCDSN launching new brand and DS capacity building learning series.
- Developed new provincial Virtual Training Network with three DS partners.
- Expand local relationships with family networks including NEW PATHs supporting housing and support journey.
- Expanding relationship and back office services with local organizations.



RPN Supports and Clinical Backoffice



Clinical Services remain a cornerstone of Brantwood's legacy through the Seating department and the Registered Practical Nurses (RPNs). Supporting over 70 people with complex health, Brantwood's RPNs provide training and support to more than 170 Direct Support Professionals including medication administration and controlled acts. In this context, the knowledge and expertise of RPNs plays an important role in supporting Direct Support Professionals to build confidence, competence and independence in their roles.



324 Hours of Annual
Health Refresher Training



51 Hours of External
Training



960+ Hours of Medication,
Enteral Meals & Controlled Acts

Brantwood is a member of the Specialized Clinical Developmental Services Network (SCDSN) that launched a new series with the support of MCCSS, Enhancing Support for People with Dual Diagnosis/Alternate Level of Care that have Transitioned into the Community. This four-part learning aims to build sector capacity to support safe hospital-to-community transitions for alternate level of care (ALC) individuals and will be followed by a Community of Practice in the fall of 2026.



Keeping Family Together

Brantwood provides supports and services in a variety of models that ensure people with complex medical, behavioural and developmental disabilities have tailored supports to meet their needs.

In 2025 2026 Brantwood supported several people to transition out of hospital following long term stays. For some people this was a start to living again. Having a responsive system is how we support people, their families and the local health care system.

76 People Served

Brantwood continues to support an aging population with over 50% of adults served over the age of 50. With the health complexities reflecting people in their 70s, Brantwood continues to support and advocate for equitable access to health care and community resources.

18 Housing Options 15 Locations

The Board of Directors released a Request for Proposals to evaluate all of the properties with the goal to assess how the current inventory can be reimaged to better reflect the organization's Mission and Vision.



Brantwood Custom Wheelchair & Seating Clinic

Getting a wheelchair can be an exciting experience for many people, and Brantwood's custom wheelchair and seating department ensures that this journey is truly person-centered.



**190
Assessments**

**40 Custom
Fabricated Items**

**191 Wheelchair
Repairs**

**27 NEW Custom
Wheelchairs**

During the assessment process, careful consideration is given to each person's wants, needs, and what they require to function in their day-to-day life. For many, a person's wheelchair is like their car—it's how they navigate and engage with the world around them. The process is centered on personal expression, comfort, and supporting each person to live as independently and confidently as possible. When it comes to selecting colors for the fabric and frame, the options are endless. At the custom seating clinic, people can choose two-tone designs and a wide range of colours, from classic white to bold purple.



A wheelchair is more than just a piece of equipment—it reflects the person using it.



Respite Supports

Inn on Strawberry Hill

**17 People Served
300 Nights/Days of Respite
21,600+ Hours of Support**

BUILDING A SKILLED, DIVERSE & ENGAGED WORKFORCE



As the people we support present increasingly complex needs (e.g., aging, dual diagnoses, behavioural challenges, etc.) our team's skills have and will continue to grow with them. We have continued to maintain the strengths through which we provide those services, and embraced the diversity of our community and team members.

- Shifted internal training from person supported outcomes to person directed outcomes.
- Introduced new virtual reality technology to support training.
- Established an Employee Engagement Committee.
- New internal training targeting complacency, safe guards, and support pledge.
- Enhanced leadership with operational leadership development series, Queen's emerging leaders and Public Sector Leadership



Grow a Skilled, Diverse & Engaged Workforce 2025-2026

2025 2026, Brantwood set goals focused on employee engagement - finding opportunities to learn from each other through Conversations That Matter, Community of Practices, formal micro credentials and courses, and by celebrating success together.

Brantwood also took part in a Provincial Network advocacy campaign to support team members who are seeking a pathway to permanent residency. Team members bring years of experience of health, pharmacy and supporting people with disabilities before joining Brantwood. We were pleased to share that our National Occupation Classification (NOC) was prioritized and then drawn. To date, 8 team members have transitioned to permanent residency status.



A new Employee Engagement Committee worked to bring ideas and people together. The Jingle and Mingle along with the Thanks GIVING event brought together over 300 attendees who connected with team members, reflected on our work and learned through speakers with lived experience.

Employee Milestones

35

Shannan M.

25

Lisa F.
Christal H.
Barb M.

20

Tracy H.

15

Amanda B.
Elizabeth A.

10

Monica M.
Brigette O.

5

Sheri D.

Growing A Skilled & Diverse Workforce

Over the past year, Brantwood Team Members have expanded their knowledge and strengthened partnerships across the Province through participation in numerous professional development opportunities including workshops, webinars, and conferences to enhance service delivery.



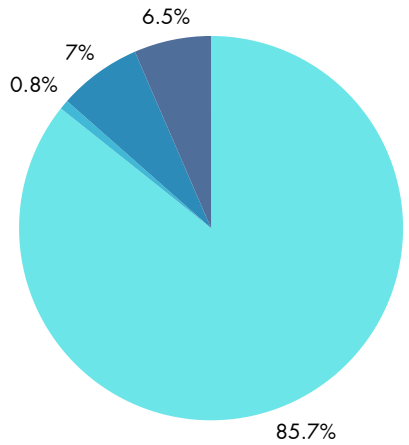
Financials 2025 -2026

The 2025–2026 fiscal year was another successful year for Brantwood Community Services. Continued support from the Ministry of Children, Community and Social Services (MCCSS) enabled us to deliver exceptional and ongoing support to the people we serve and their families.

Throughout the year, Brantwood effectively managed its financial resources while making strategic investments to enhance services and facilities. Key investments included the purchase hi/low bathtub, the implementation of FOB keyless entry to increase accessibility, renovations to the sensory room, and flooring upgrades at several homes.

2025 2026 REVENUE

85.7%	MCCSS
7.0%	FEE FOR SERVICE/ BACK OFFICE
6.5%	ODSP RECOVERIES
0.8%	OPERATING GRANTS

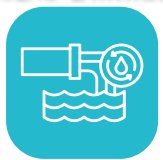


2025 2026 EXPENSES

83.7% Salaries, Wages & Benefits



3.8% Food, Repair & Maintenance



1.2% Utilities



1.7% Vehicle Costs

9.6% All Other Costs



The Brantwood Foundation celebrated another successful year of fundraising events, highlighted by the Annual Wheelchair Basketball Tournament and the Annual Jo-Anne Flood Charity Golf Tournament. Together, these two signature events raised more than \$40,000, helping to support the Foundation's ongoing commitment to enriching the lives of the people it serves.

In 2025 2026, The Brantwood Foundation provided support along with donations from the David & Joyce Moss Endowment Fund to improve the Brantwood Multi-Sensory Room. The Multi-Sensory Room is an environment that provides sensory stimulation using lighting effects, colour, sounds, and music that is both actively for teaching and passively for relaxation. Improvements included string lights, interactive panels, bubble tubes and a projector with integrated sensory magic technology. These investments provide benefits for people including reducing stress levels, increasing alertness, improving concentration and calming. Our thanks to all supports for making a difference every day.



JOIN US!

Annual Wheelchair
Basketball Tournament

February 6, 2027

Wheelchair Basketball Tournament

Annual Charity Golf
Tournament

May 20, 2027

Jo-Anne Flood Charity Golf Tournament

Board of Directors

Jessica Graham, Vice Chair

Erik Hager, Chair

Tracy Mackie, Treasurer

James Yuhasz

*Remembering Those Who
Were Family, Friends, and
Important to so Many.*

Darren F.

Robert G.

Lori R.

George W.



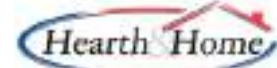
CORPORATE BACK OFFICE SERVICES

Brantwood Community Services supports local non-profits to focus on their primary mandates by providing economic value through the purchasing of Brantwood Back Office Services including administration, finance, accounting, IT, maintenance and housekeeping.

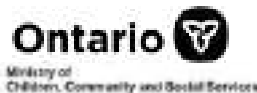
- Community Living Six Nations (Ronataskats)
- Willowbridge Community Services
- Community Living Brant
- Lansdowne Children's Centre
- Sensity
- Friends4Kindness

With Thanks and Recognition

Annual Charity Golf Sponsors



**Our primary funder Ministry of Children, Community and Social Services and
acknowledgement and appreciation to the Brantwood Foundation.**



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25 Bell Lane
Brantford, ON N3T 1E1
info@brantwood.ca
519-753-2658
www.brantwood.ca