



thriving. connected. happy.

ANNUAL REPORT 2024-2025



Mystical Birds
Artist: Hadeeb H.

HADEEB H



Artist: Leon T.

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Donna Lee Director	Norman Kotze Director
Jennifer Adams Director	

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Director of Human Resources

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Director of Finance

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Director of Quality Assurance
and Respite Services

Carrie McLellan-Haqq
Director of Children Services

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Director of Community Supports

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Director of Supported Living

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Manager of Technology

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Manager of Fund
and Community Development

Meaghan Watson
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and Administration

Darcie Domes
Manager of Inclusive Supports
and Staff Development

Children Services

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Angela Yodogawa
Jason Liu
Candy Ng
Ward Nakata
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Adult Services

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Tim Randles
Lisa Sarai
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Ryan Tom
Erin Gabin
Bea Ayers
Shawna Takahashi
Kevin Moore
Denise Abegg
Colin Wong
Tiffany DaCruz



thriving. connected. happy.

Our Vision

Thriving, connected,
happy lives.

Our Mission

From infancy through adulthood, we support people with developmental disabilities to define, discover and advocate for their self-determined goals, passions and happiness.

We do this by

- Amplifying the voices, needs and desires of the people and families we support.
- Treating all people with kindness, dignity and respect.
- Providing flexible programming and services that respond to the changing needs of individuals and families.
- Building the most inclusive, equitable, safe and diverse organization possible.
- Creating accessible conversations, events and spaces to inspire, educate and bring communities together.

CEO and Board President Report

This past year has been one of growth, innovation, and resilience for Aspire Richmond—driven by the dedication of our staff, caregivers, volunteers, and community partners. We're proud of the strides we've made toward our Strategic Plan goals and grateful for the support that made it possible.

This annual report includes highlights of each department from the Program Directors, Human Resource Director and the Manager of Community and Fund Development. Their insights highlight the many changes and milestones we've achieved, and underscore our continued dedication to delivering high-quality, responsive, and inclusive services.

Advocacy

Aspire continues to be a strong voice for the individuals and families we support. Our Family Resource Manager has played a pivotal role in this effort—co-facilitating a parent support group and working closely with families to navigate their journeys and advocate with funders. In addition, our leadership team and board members have met with local MLAs and Minister's to raise awareness about pressing issues and advocate for systemic improvements.

\$10 aDay Child Care

We were thrilled to be selected as a successful applicant for the The \$10 a Day ChildCareBC program through the Ministry of Education and Child Care for Seedlings Early Childhood Development Hub, as well as Treehouse early Learning Centre. This initiative is a game-changer for families and service providers alike, and we are proud to be part of a movement that makes quality child care more accessible and affordable.

Financial Sustainability and Staffing

Addressing wage compression and inversion has long been a challenge. This year, we received targeted funding

from the Ministry of Children and Family Development to support wage increases for management and exempt staff. Additionally, Community Living BC restored the 10% administration recovery rate for community agencies. These changes, combined with our team's diligent efforts to reduce expenses and improve efficiencies, have strengthened our financial foundation.

Housing

Housing remains a critical and evolving issue for the individuals and families we support. As young adults transition into adulthood, questions around independent living, affordability, accessibility, and long-term stability become increasingly urgent. Families are navigating complex systems while trying to plan for futures that honour their children's autonomy and dignity.

Aspire recognizes that housing is not a one-size-fits-all solution. Each family's journey is unique, shaped by personal goals, cultural values, financial realities, support needs and the availability of community supports. That's why we've deepened our commitment to proactive housing planning—working closely with families, caregivers, and our funder, Community Living BC, to explore creative and sustainable options.

This year, we've engaged in meaningful conversations with families about future housing needs and collaborated with sector partners such as Inclusion BC to identify emerging models of inclusive housing.

Our goal remains clear: to ensure individuals with disabilities have access to safe, affordable and accessible housing options—whether that means living independently with support, home share, a staffed home, or other innovative arrangements. Aspire's Board of Directors and CEO are making plans for a board driven housing committee to assist families in their journey.

Gratitude

None of this would be possible without the incredible people and organizations who support Aspire Richmond. We thank our primary funders—MCFD, Community Living BC, and BC Housing—as well as the many individuals, businesses, and donors who support our mission. Your contributions have a lasting impact and directly enrich the lives of the individuals and families we support.

We also want to recognize our dedicated team of Directors, Managers, staff, home share and respite caregivers, and volunteers—whose passion and commitment drive our mission and vision forward every day.

Finally, we extend our sincere thanks to the Board of Directors for their vision, leadership, and steadfast support. Their guidance has been instrumental in navigating the challenges and opportunities of the past year.

As we look ahead, we remain committed to building a more inclusive, connected community and we thank you for being part of this journey.

Shannon Crofton *Annette Delaplace*

Shannon Crofton
Chief Executive Officer

Annette Delaplace
President, Board of Directors



Princess Love

By: Grace Tang

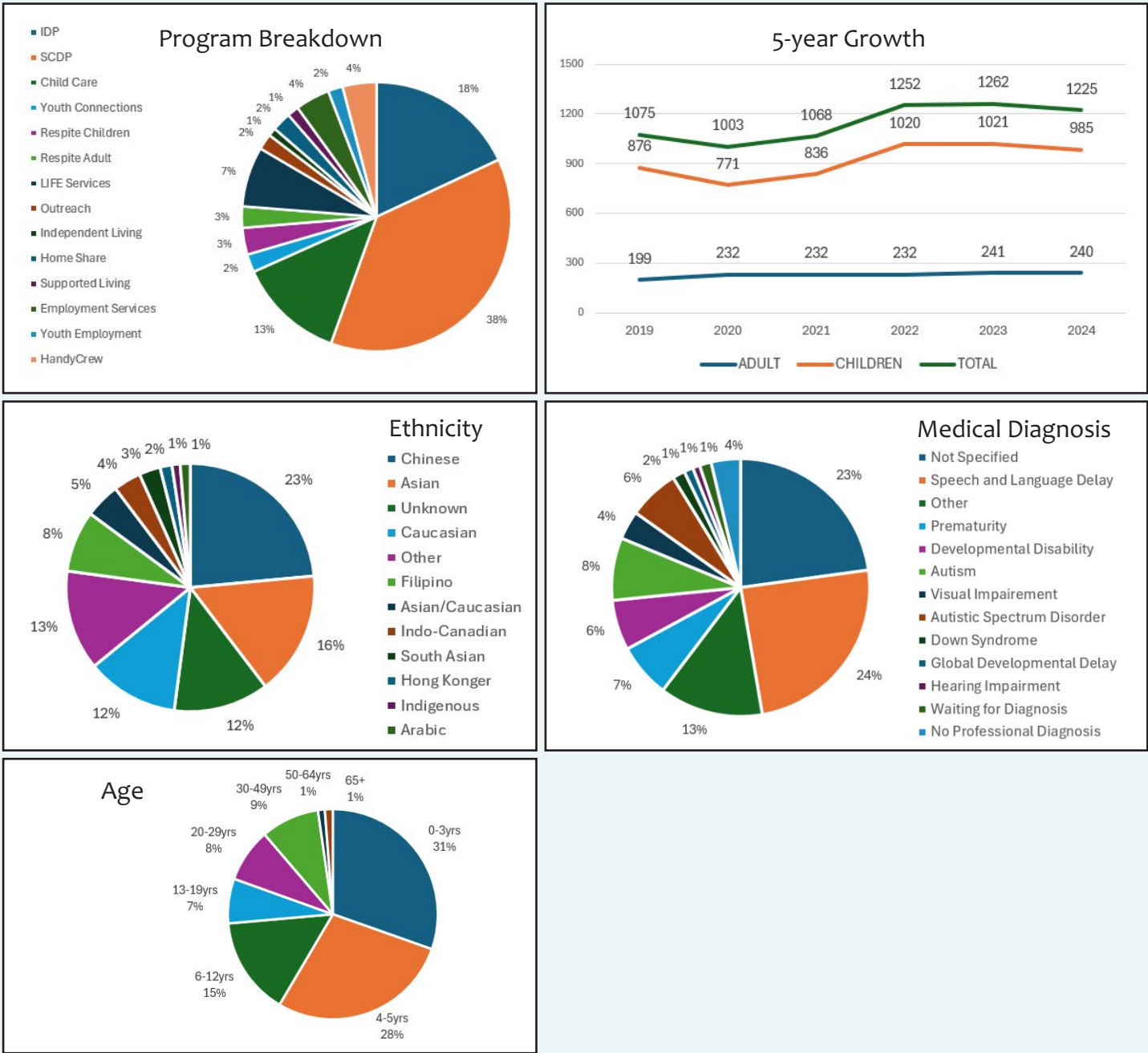
Princess Love is a best friend
Good friend sweetness
Kind to herself in many ways
Inspirations, cherished treasure
keepsake
Princess Love lived in Peacock's
cove
An amazing beauty paradise
Sunlight beams her feathers
Rainbow bright shine lightly
And Princess Grace is the
greatest gift of Love

Strategic Direction 2023-2027



Facts and Figures 2024

In the year 2024, Aspire supported 1225 children, youth and adults through 14 program areas:



Treasurer's Report

For the year ending March 31, 2025, operations resulted to a slight decrease in revenue by 1.5% (compared to 2024) due to a non-recurring adjustment made for under delivery of services for FY2023. Under ordinary circumstances, revenue would have grown by almost 2%. Aspire's two major funders accounted for more than 87% of the total operational revenue.

These resources supported operating and non-operating costs. This year's total expenses were almost at the same level (in dollar value) compared to 2024. Salaries and benefits and contracted services were the top two areas of the operational costs and accounted for about 89% of the total expenses.

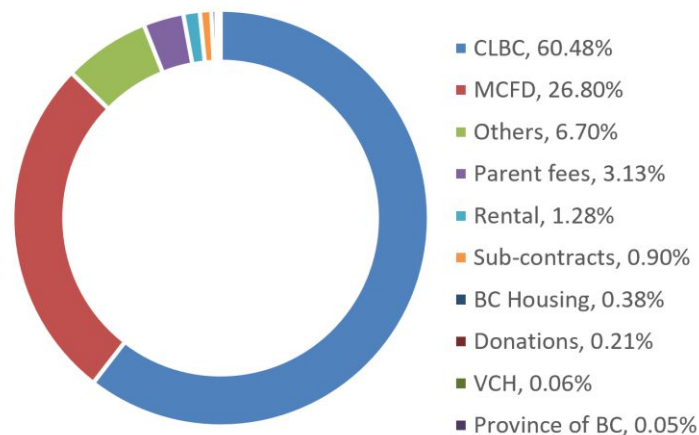
Due to the extraordinary adjustment made in the revenue, this year's operations resulted to a deficit of \$300,000. This deficit did not have a negative impact in the cash flows for the year. Any repayments to funders are fully funded.

Aspire continues to report complete financial information by conducting regular reconciliations with funders and other stakeholders. These measures decrease the negative impact of any item of high dollar value and avoid distorting the current year's operations.

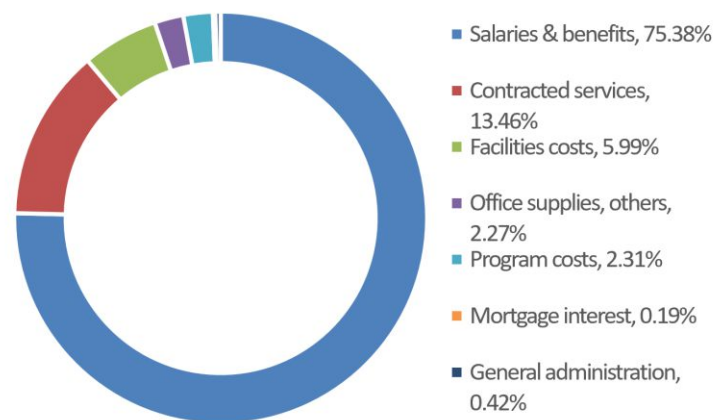


Jason Kuramoto
Treasurer

Total Revenue (by funders)



Total Expenses (by category)





Fund & Community Development

The 2024–2025 year was filled with vibrant activities and meaningful events at Aspire Richmond. Throughout it all, community support remained strong, and we are sincerely grateful for another exceptional year of fundraising and connection.

Our core operational funding continued to be provided by the Ministry of Children and Family Development and Community Living BC. This essential support was further bolstered by grants from Employment and Social Development Canada, the Ministry of Municipal Affairs and Housing, BC Gaming, BC Housing, and Inclusion BC. A major highlight of the year was a generous \$100,000 grant from the Community Prosperity Fund, which enabled us to purchase a much-needed wheelchair-accessible van.

We were also the grateful recipients of funding from several foundations. The Open Road Foundation donated over \$20,000 and the Richmond Community Foundation funded the purchase of several AED machines for our residences and programs.

After research into various fundraising database programs, Aspire selected Keela Nonprofit Software to manage all of our giving and receipting needs. The software is scalable and offers integrations that support our events.

Our annual Family Picnic was a standout event, bringing together over 600 people to enjoy a lively **Carnival Theme**. This year, we switched things up by inviting two food trucks and serving mac & cheese to the crowd—a unique and well-received twist on tradition. The Children's and Adult Services Christmas parties also saw enthusiastic participation, continuing to be cherished celebrations for many.


In keeping with tradition, Pardeep and Surjit Dhinjal raised an impressive \$25,310 through their **Drive for Ability Campaign**. This year, funds were directed to areas of greatest need, including—for the first time—support for individuals requiring speech and language therapy through the Drive for Ability Fund.

Additional fundraising efforts included our **Fall Ball** and the launch of a new **50/50 lottery**, which together raised over \$13,600. Our dedicated staff also contributed \$5,874 through the staff lottery, helping self-advocates attend

important conferences. The new 50/50 lottery not only raised funds but also helped increase awareness of Aspire's work in the community.

Our social media presence continued to grow across all platforms, especially on LinkedIn, with steady engagement on Instagram and Facebook. We also maintained a consistent communication rhythm with our bi-monthly newsletters, which highlighted both the impact and the joy we bring to our community each year.

This past year was both inspiring and energizing, marked by the return of beloved traditions and the steadfast support of generous individuals, families, businesses, foundations, and government partners. We are truly thankful to everyone who continues to stand with Aspire Richmond.


Sue Street
Manager of Fund Development and Community Awareness



\$10,000+
City of Richmond
Community Prosperity Fund
Government of Canada
Open Road Foundation
Province of British Columbia
Richmond Community Foundation

\$1,000 - \$4,999
Gerry and Linda Alblas
Amco & Harp Electric Ltd.
BCG Glass & Shower Doors Ltd.
Jiyun Byun
City of Richmond Staff Community Giving
Conway Richmond LTD.
CUPE 718
Dhinjal Construction Ltd. Rai
Dhinjal Holdings Ltd.
Efinity Consulting Ltd.
Gas Guys Outdoor Designs Ltd.
James Grass
Caroline Howson
Kyler Juker
Dalbir Rai
Michelle Raymond
Keithen Sambhi Law Corporation
Sara Silvera
Surjit Thabal-Dhinjal
VAAZ Construction Ltd

Thank you to our Individual, Foundation and Corporate Supporters 2024-2025

\$500 - \$999

1008008 BC Ltd.
1155580 BC Ltd (DBA Amar
Trucking Repairs)
1196168 BC Ltd
Ace Flooring Premium Tile &
Stone Ltd.
Advance Air Solutions Ltd.
Boss Automotive 1996 Ltd.
CIBC Wood Gundy, Hasker Mason
Wealth Management
Shannon Crofton
Neil Crofton
Jannelle De la Torro
Andrew Dick
Theresa Edmondson
Cristina Esposto
Braeden Fletcher
Global Carpets & Hardwood Ltd.
Peter Grant
Jared Harman
HTA Products Inc.
N J Woodworking Ltd.
Namtek Enterprise Ltd.
Neighborhood AutoGlass &
Upholstery Ltd.
Pioneer Security and
Communications ltd
RBC
Richmond Cabinets
Richmond Stonework Ltd.
S. Sian and Co. Inc
Sigma Plumbing & Heating Inc.
Sterling Kitchens & Bath Inc.
Shintaro Tachihara
The Forensic Practice
Robert Trasolini
Vault Motors Corp.

\$100 – 499

Ryan Akhurst
Darcy Bains
Eric Banerd
Janice Barr
Melanie Coath
Shawn Costello
Lisa Cowell
Harjeet Dhinjal
Arjun Dhinjal
Meena Dhinjal
John Domes
Ashley Doro
Johanne and Gary Enemark
Cynthia Florano
Rafael Francisco
Gold Star Railing
GRP Services
Handy Appliances LTD
Crystal Higgins
Sarab Jagdeo
Arshdeep Jagdeo
Ryan Jarvis
Anna Jedrzejek
Susan Jones
Adrian Lenahan
Zack Manning
Nicolette Mar
Jenny Matthewson

Mac McCallum

Pat Morrison

Terence Nishi

Blair Nowitsky

Noel Palma

Amy Parton

Sandra Pattern

Michael Powell

Nimfa Quito

Richmond Caring Place Society

Elizabeth Karen Robson

Manpreet Sambhi

Priya Sambhi

Jordan Sankey

Shoker Holdings Ltd

Angela Shoniker

Dave Silveira

Maria Silveira

Tomas Skrizinsky

Marion Smith

St. Geneve Fine Linens

James Sutton

Joanna Tang

Harpreet Toor

Alma Tozser

Tyson Villeneuve

Bethany Wrayford

\$10 - \$99

Melanie Arnis
Aspire Craft Fair Committee
Rubyjean Banzon
Chelsea Belleau
Justin Byers
Grace Carveth
Dalbir Dhaliwal
Balbir Dhinjal
Karen Jensen
Farah Kanani
Annabel Melnyk
Eve Minuk
Noor Munshey
Ladislav Nemecek
Rajvir Parmar
Ann-Marie Prendergast
Qiuping Ren
Miranda Sin
Mary Spoke
Matthew Taylor
Matt Taylor
Danielle Unger
Aaron Urion
Cynthia Williamson
Annie Yeung
Alvin Yu



Young artists at Aspire Child Care programs

Children Services

Infant Development Program (IDP)

IDP is committed to delivering flexible, family-centered services that are accessible and responsive to the unique needs of each family. Services are available in a variety of settings, including child care centers, family homes, community groups, and at the Seedlings Early Childhood Development Hub. Consultants foster strong relationships with families, helping to bridge connections between services.

A component of the program is the IDP Playgroup, held every Wednesday morning. This welcoming group is open to families currently assigned or waiting a consultant, providing a supportive environment for engagement and connection.

IDP in collaboration with programs across the Vancouver Coastal and Fraser Regions, hosted a professional in-service training titled “Why Motor Matters”, led by Physiotherapist Lynn Rogers. The session enhanced participants' skills and knowledge, equipping them to better support the developmental needs of children with diverse abilities. This initiative reflects Aspire Richmond's ongoing commitment to professional development and inter-regional collaboration in the field of early intervention.

Supported Child Development Program (SCDP)

SCDP Consultants work collaboratively with families to identify appropriate child care arrangements, provide customized resources, and deliver targeted training to child care programs. When documented through the Support Guide profile, SCDP may subcontract with child care providers to allocate funding that reduces child-to-educator ratios, ensuring children can engage meaningfully alongside their peers.

Building on previous years' experience, SCDP has continued to offer professional development through both virtual and in-person training formats, ensuring accessibility and responsiveness to the evolving needs of educators and families. Throughout the year, SCDP collaborated with various community organizations to co-facilitate training sessions, resulting in increased knowledge and capacity for 673 child care educators, staff, and parents.

To advocate for children's services within the City of Richmond, the SCDP Program Manager serves on the City of Richmond Child Care Advisory Committee. This committee provides strategic advice to Richmond City Council on the planning, development, and promotion of high-quality, affordable, and accessible child care services throughout the city.

Child and Family Support Planning: Transition to the F-words Framework

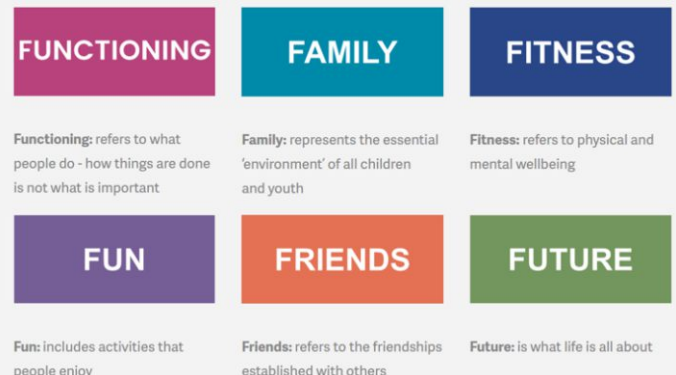
Nearly 25 years ago, Aspire Richmond co-developed the Child and Family Support Plan (CFSP) in collaboration with community partners. This initiative was designed to provide families with a unified developmental goal plan, and it became the foundational planning tool for both the Supported Child Development Program (SCDP) and Aspire's Child Care Programs.

Over time, neighboring communities and Early Intervention partners began transitioning to the F-words Framework, developed by CanChild, which emphasizes a strengths-based, family-centered approach to child development. In response to this shift, and to maintain a consistent developmental planning process for families, Aspire Richmond engaged directly with CanChild to create a customized implementation strategy that included training, guidance, and ongoing support.

In partnership with another organization, Aspire's Children's Services Managers, Senior Counselors, and Consultants participated in a comprehensive two-day training session in the spring on the F-words Framework. This approach centres on collaboration with families and early intervention supports, focusing on developmental domains: Function, Family, Fitness, Fun, Friends, and Future.

The adoption of the F-words Framework reflects Aspire Richmond's commitment to aligning with best practices in early childhood development. It ensures that planning

remains focused on the well-being of children supported through Aspire and its partner agencies, while fostering inclusive, strengths-based collaboration with families.



Child Care Programs

Aspire Richmond operates five inclusive child care programs within City of Richmond facilities, including Treehouse Early Learning Centre and the Seedlings Child Care Programs, offering a total of 132 licensed child care spaces. All Aspire programs are designed to support children of varying abilities, with a focus on development through a play-based, emergent curriculum inspired by the Reggio Emilia philosophy.

Families often begin their journey with Aspire in the Infant/Toddler program, with the opportunity to transition into Treehouse or Seedlings Daycare as their children grow into the 3–5-year-old age range. This continuity supports strong relationships and consistent developmental support throughout the early years.

As of this spring, Seedlings Child Care and Treehouse Early Learning Centre are \$10 a Day ChildCareBC Centres, joining over 300 facilities across British Columbia committed to providing affordable, high-quality child care.

\$10 a day child care is possible through British Columbia and Canada Wide Early Learning and Child Care Agreement, a partnership between the provincial and federal governments. As a result, families enrolled in Aspire's child care programs benefit from significantly reduced fees. Families may also qualify for additional financial support through the Affordable Child Care Benefit, which can further reduce fees, potentially lowering costs below \$10 per day or eliminating them entirely.

Child Care Conference: Fostering Inclusion and Belonging

Children's Services hosted a two-day Child Care Conference at the Seedlings Early Childhood Development Hub, centered around the themes of inclusion and belonging. This conference was made accessible to educators at a low cost through funding from the City of Richmond Child Care Professional & Program Development Grant. This event brought together members of the Richmond child care community to engage in meaningful learning and collaboration.

The conference provided a valuable platform for educators to deepen their understanding of inclusive practices, reconnect with colleagues, and build new professional relationships. Through a series of learning sessions, participants explored numerous topics.

The event opened on Friday evening with a moving performance by the Mayday Choir, setting a tone of celebration and community. On Saturday, attendees were honoured with a welcome from Elder-Doctor, Roberta Price, who generously shared her wisdom and teachings, enriching the cultural depth of the conference.

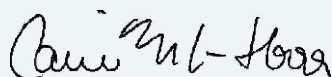
The conference concluded with a powerful panel discussion featuring individuals with lived experience in Aspire's Inclusive Child Care programs. Panelists included representatives from the 3–5 Daycare, School-Age Child Care, Youth Connections, and an Aspire educator, offering diverse perspectives on the impact of inclusive practices in Aspire's Child Care environments.

Youth Connections (YC)

Due to the complexity of participants' needs, a careful review of the waitlist occurs to determine appropriate participation. Consideration is given to the dynamics of the group and staff capacity to ensure a safe and supportive experience for all youth enrolled. Most often the participants are in high school as there are other options for children and youth between 6-12 years old to attend.

In a significant step toward youth advocacy, Richmond City Council approved the formation of the Richmond Youth Advisory Committee. This committee advises Council on the planning, development, and implementation of policies and services that impact youth and young adults in Richmond. The committee includes four appointees from youth-serving organizations, nine youth members aged 13–24, and one adult (25+) who plays a meaningful role in a youth's life. Aspire Richmond has been proud to have both the Manager of Youth Connections and a young adult who previously received support through Children's Services appointed to the committee. Their involvement ensures that youth with diverse abilities are represented and have a voice in shaping community.

The success of the Children's Services programs is a testament to the dedication of the people on the various teams; IDP and SCDP Consultants, Early Childhood Educators, Child Care and YC staff, Senior Counselors, and Program Managers. Collectively, Children's Services Programs supported over 1,000 children and youth this year, fostering inclusive, enriching environments that positively impact children and their family throughout the community.



Carrie McLellan-Haqq
Director of Children Services

Respite and Family Resources

Aspire Richmond's Children's and Adult Respite Programs are essential in supporting families and caregivers by providing much-needed breaks and opportunities for renewal. These programs not only alleviate caregiver stress but also offer supported individuals enriching social and recreational experiences that promote personal growth, skill development, and self-esteem in a safe and inclusive setting.

Over the past year, our dedicated Program Managers have worked tirelessly to recruit, screen, and match caregivers with supported individuals and their families. While matching individuals with complex needs to skilled caregivers remains a challenge, a significant increase in caregiver applications has brought renewed optimism. This growth has enabled some families to connect with multiple caregivers, allowing for greater flexibility and access to respite support. The continued commitment of existing caregivers, many of whom renewed their contracts, reflects the strong, dependable relationships that have been built.

The Manager of Children's Respite also leads our Family Resources Program, offering vital support and advocacy to families, particularly during the transition from children's to adult services. This includes assistance with PWD and CLBC applications, navigating available programs, and developing advocacy skills. The Manager works closely with each family and supported individual, providing guidance rooted in a deep commitment to upholding their rights.

Throughout the year, the Family Resources Manager partnered with the Richmond School District to host a series of informative workshops and events, including:

- Employment and Volunteerism
- Transition Fair: Life After High School
- Recreation and Leisure
- Overview of Richmond Programs and Agencies
- Community Inclusion Programs
- PWD and Representation Agreements
- A social pub night for families

A highlight of the year for the Manager was a one-day trip to Disneyland for four children supported by Aspire, made possible by Dreams Take Flight. The experience was unforgettable, and plans are already underway to send another group in 2025.



Sue Jones

Director of Quality Assurance and Respite Services



Treehouse art compilation

Community Inclusion

LIFE Day Services

Across Avenues, Synergy, Quantum, and Transitions, participants stayed active and connected while celebrating achievements together. A few highlights from this year included participants sharing their art at the Inclusion Art Show in Vancouver and at Richmond City Hall, re-engaging in volunteer work with local senior support groups, and building deeper connections through facilitated social groups that encouraged meaningful conversations on topics important to those attending the programs. Like in previous years, collaboration among the four Community Inclusion programs allowed for more opportunity and choice for those we support. Attending literacy at Avenues or jumping into a jam session at Quantum are just a couple of the weekly staples that have become very popular.

Community demand for our Community Inclusion supports remains high and we welcomed 6 new participants to our programs in 2024. Welcoming new individuals is always exciting, and with each team's dedication, our person-centred approach helps individuals build confidence, independence, and a strong sense of belonging.

Outreach

Roughly 30 people took part in Aspire's Outreach program. Members receive the support they need when they need it. A large contingent of those supported in Outreach are also dedicated members of the Aspire Richmond Self Advocates group. This past year, the group was actively engaged in collaborations, community events, and leadership opportunities that strengthened both their voices and their connections in the community.

Here are a few of the many highlights from this past year:

- Collaborations: Self Advocates partnered with the Community Living Society's Self Advocates group,

supporting their launch through a Q&A session and joining an art workshop. They also collaborated with the Kyndred Society, taking part in the popular Speed Friendship workshop, as well as social events including the Tacky Tourist Dance and the 2025 Valentine's Dance.

- Civic Engagement: The group played a key role in voter engagement, hosting a successful pop-up voting station for provincial election.
- Community Events: Highlights included attending the BC People First 2025 Conference, participating in the Sun Run, celebrating Hoobiye 2025 with the Nisga'a Nation (initiated by one of the Self Advocates whose heritage is from another First Nation), and enjoying annual traditions like the Self Advocates Holiday Party and the Fall Ball.
- Leadership & Capacity Building: Self Advocates collaborated with the Accessibility Exchange, attending a workshop on becoming paid consultants, with several members signing up to contribute to accessibility projects across B.C. They also contributed to Aspire's individual survey process, with a self advocate and a staff member leading the process on behalf of Aspire.

Employment Services

This past year Employment Services expanded opportunities for meaningful work through strong partnerships with local businesses, schools, and community organizations. This year marked the fifth year of Impact, our Youth Employment program, which supported 12 youth in building skills and confidence as they prepare for the future. The program is part of a six-year research grant studying the effects of early intervention on employment outcomes for youth. Aspire has been fortunate to take part in this important project through our membership in the BC Employment Network. Other grants such as the WorkBC Grant and the Supported



Artist: Nicole P.

Employment Recovery Grant, through Inclusion BC allowed us to create paid work experiences and increased our capacity to serve participants.

This year we also deepened our reach into Richmond's job market, helping employers see the value of inclusive hiring and the strengths that individuals bring to the workplace.

Several employers stood out for their commitment to inclusion:

- Herbaland welcomed two individuals onto their team, with HR staff working closely with Aspire to support health needs and skill development. Both employees feel respected, included, and valued as friends and colleagues.
- London Drugs demonstrated tremendous care and flexibility, showing true commitment to accommodation and understanding.
- Magnus Spa, a small business, has embraced inclusive hiring by employing one individual for the past six months and preparing to welcome another in September.
- Go Auto remains a long-term partner, having first hired through Aspire 15 years ago. Today, they employ seven individuals across three dealerships, showing the lasting impact of inclusive employment.

These employers along with many others will be honored at our annual employer appreciation event taking place in the fall.

Justin Byers
Director of Community Inclusion

Supported Living

Independent Living

The individuals in Independent Living continued to grow, learn, connect, and become more confident through their hard work and the support of staff.

Members from both Independent Living and Outreach participated in a pilot project that tested the potential value and effectiveness of virtual supports. As the program entered its final year, a second cohort joined, further expanding the reach and impact of this innovative approach.

Through virtual support, participants connected with staff to navigate various life situations effectively—from everyday scheduling and grocery assistance to goal setting and other aspects of daily living. This support empowered individuals to expand their independence and thrive, connect, and find happiness within their communities with just a touch of guidance.

Home Share

In 2024, the Home Share program supported 35 individuals and 28 caregivers, with some caregivers supporting more than one individual. The program remained active and responsive, facilitating new connections, transitions, and welcoming new referrals.

Three new individuals joined Home Share during the year. Two settled in well and experienced meaningful personal development, while one individual decided to return to live at home. Sadly, one individual passed away after living a full and active life. His family expressed deep appreciation for the care he received.

The Program Manager also oversaw the screening of potential Home Share caregivers. In 2024, the average time to complete the screening process was 108 days, with delays in criminal record checks affecting some of the applicants.

Feedback was gathered from families, caregivers, and individuals to help guide program improvements and ensure continued alignment with the needs of those supported.

With regular reviews and consistent contact, the Home Share team continued to excel in addressing emergent needs and maintaining a stable, supportive environment for all participants.

Supported Living

This year has been one of significant transition, growth, and resilience in supported living. Reflecting on the past year, we acknowledge the challenges faced, the milestones achieved, and the unwavering dedication of our team to support individuals and further stability.

We said farewell to the 2nd Avenue home, redistributing staff throughout Aspire. Similarly, the moving of an individual living at the Orchid marked a significant transition as we supported him to move to a new home closer to his family, ensuring their comfort and happiness. These changes, while challenging, reflect our commitment to supporting the evolving needs of each person in our care.

The staff exhibited remarkable flexibility and resilience, navigating the many transitions and redistribution of roles within Aspire following the closure of the 2nd Avenue home. Their ability to adapt and their unwavering commitment ensured the smooth operation of our homes during a year of change.

Many individuals across all homes remained actively involved—some attended Community Inclusion Programs, others held jobs, and all found meaningful ways to connect, whether by being a familiar face at the library or community centre, or catching up with friends over a beer on a Friday evening.

As with all programs, each individual's support plan was guided by annual personal planning meetings, which resulted in concrete goals for the year. Over the year, many of these goals were realized, including accessing employment, going on vacations, nurturing friendships through creative communication methods, and hosting celebrations and dinner parties.

A complete renovation of the Woodward's home provided individuals with an opportunity to temporarily experience living in other supported living homes. This transition demonstrated their adaptability and created connections across different locations for individuals and staff alike.

Inclusive Supports

The role of the Manager of Inclusive Supports was established in early 2024. Over the course of the year, the Manager of Inclusive Supports conducted comprehensive individual assessments and delivered tailored support and training programs to six individuals, as well as to their respective staff and broader support networks. This

hands-on approach ensured that emerging needs for support and staff training were addressed in a timely and effective manner.

A significant part of the manager's responsibilities involved collaboration with funder-appointed Board-Certified Behaviour Analysts (BCBAs) to contribute to the development of multiple Behaviour Support Plans (BSPs). This collaborative effort aimed to create well-rounded, evidence-based strategies to meet the unique needs of each individual.

Additionally, the Manager of Inclusive Supports worked on building staff capacity by providing regular training sessions throughout the year. These training initiatives included Mandt and Core 2.



Ann-Marie Prendergast
Director of Supported Living



Kangaroo
Artist: Sue R.



Rhythm of Africa
Artist: Ismahan H.

Human Resources

This past year at Aspire Richmond has truly highlighted what makes our organization exceptional. Our employees deeply believe in the inherent value of every individual, and they are unwavering in their commitment to helping those we support live their best lives. Aspire continues to uphold this belief by investing in people—both those we serve and those we employ.

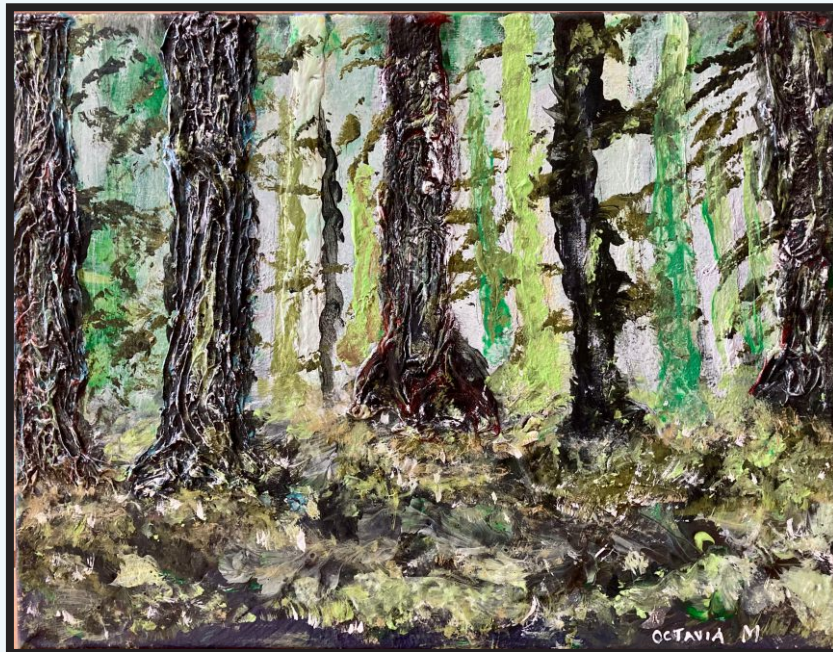
We remain focused on recruiting top-tier talent: individuals who are passionate about empowering others to live the lives they want and deserve. Our Human Resources team has dedicated countless hours to identifying and welcoming the right people into our services. To strengthen this effort, we welcomed a new Human Resources Manager who brings strategic leadership to our recruitment initiatives, enhances the employee experience across the agency, and streamlines key administrative processes. In addition, we are expanding our team with the addition of a Human Resources Assistant, who will provide specialized, ongoing support to further elevate our HR operations.

In 2024, we welcomed 54 new staff members across various roles within the agency, while 22 staff departed. Encouragingly, our staff retention continues to trend positively within the sector, though we remain mindful of the ongoing challenges in recruiting and retaining casual team members.

Looking ahead, our priorities for the coming year include enhancing our onboarding process, updating role descriptions and performance appraisal systems, and continuing the digital transformation of our employee records. These initiatives reflect our commitment to building a workplace that is both supportive and forward-thinking.



Kam Basi
Director of Human Resources



Mystical Forests
Artist: Octavia M.



MonsterQ
Artist: Lindsay M.



Aspire Organizational Values

Mutual Trust

Confidence in the reliability of people and systems.

Openness

Freedom to express opinions and ideas within working relationships without fear of reprisal.

Fairness

People are treated equitably.

Respect

The value, worth & dignity of all is upheld by listening to and recognizing each other's contributions and opinions with careful consideration.

Responsiveness

Proactive, timely and appropriate reactions to situations.

Continuous learning

Opportunities are provided to improve oneself to better one's own work and the work and outcomes of the team.

Aspire Service Values

Rights

Promotes and supports the rights of people with disabilities to full and equal citizenship.

Person Centered

Recognizing the diversity, gifts and contribution of each person in developing unique plans and personal support.

Choice

Discovering and skillfully enabling people's preferences, hopes and dreams, interests and decisions that define their life in small and big ways.

Growth and Development

Identifying and supporting the development of skills, abilities, competencies and talents of each person continually.

Commitment to Community

Working with communities for our mutual benefit so as to increase the capacity to welcome and include all people.

Family Centered

Recognizing, enabling, and strengthening the significance and importance of the family role.

Inclusion

Enabling people to participate and belong in all aspects of community including: social, economic, spiritual, and recreational life.

Meaningful Relationships

Welcoming and facilitating the personal involvement of a growing number of family members, friends and others in a person's life.

Lifelong Support

Assisting people and families through the natural lifecycle.

Advocacy

Promoting and protecting the rights and interests of people and families.



Treehouse art compilation



Artist: Leon T.



Blend of Friendship
Artist: Brenda M.



Roar of Mother Earth
Artist: Melody E.