



**Annual Report 2013-2014**

## About Our Services

Cota is an accredited community-based organization that has been supporting adults with mental health and cognitive challenges to live well within their communities for over 40 years. We provide person-centred supports that assist individuals to find inspiration and hope in their inherent strengths and support them to pursue meaningful change in their lives, as they define it. We also work collaboratively with our funders, our partners and other stakeholders, across the provincial health and social service systems, to inspire positive change in the way that services are delivered to individuals living with mental health and cognitive challenges.

Cota offers a wide range of services to adults living with serious mental illness, geriatric mental health conditions, acquired brain injuries, developmental disabilities and dual diagnoses. Our services include case management, supportive housing, short-term residential beds, day programs, court and justice related services, an assertive community treatment team (ACT), and services for individuals who are experiencing homelessness.

### Acquired Brain Injury Services

- Acquired Brain Injury Case Management
- Adult Day Service: Providence Healthcare
- Adult Day Service: West Park Healthcare
- Colledgeview Supportive Housing

### Developmental & Dual Diagnosis Services

- Community Liaison Worker Program
- Dual Diagnosis Case Management
- Dual Diagnosis & Justice Case Management
- Dual Possibilities Supportive Housing
- Specialized Care Program

### Geriatric Mental Health Services

- Geriatric Mental Health Case Management
- Geriatric Mental Health Case Management at Neighbourhood-Link

### Homelessness Related Services

- Assertive Community Treatment (ACT) Team
- Hostel Outreach Program Case Management
- Streets to Homes Intensive Follow-Up Supportive Housing

### Mental Health Services

- ACT Team
- Adams House Supportive Housing
- Bailey House Supportive Housing
- Boarding Home Program
- FOCUS (Mid-East Toronto Health Link Integrated Service Coordination Team)
- Geriatric Mental Health Case Management
- Mental Health Case Management
- Short-Term Residential Beds
- Step by Step Supportive Housing

### Mental Health & Justice Services

- Court Support
- Dual Diagnosis & Justice Case Management
- Mental Health & Justice Case Management
- Mental Health & Justice Prevention Case Management
- Mental Health & Justice Supportive Housing
- Release Planning Case Management
- Short-Term Residential Beds

## Vision

A supportive and inclusive society in which people have equal opportunity to live, thrive and enjoy the full benefits of belonging within their communities.

## Mission

To support individuals with mental health and cognitive challenges to live well within their communities.

## Values

Hope

Respect

Collaboration

Dedication

Accountability

Innovation

## Message from the Chair and Executive Director



Charlie Bigenwald  
*Chair, Board of Directors*



Paul Bruce  
*Executive Director*

This past year has been a very busy and exciting one for our organization. A short-list of some of the key highlights include:

- We made a positive impact in the lives of over 2,700 people living with mental health and cognitive challenges.
- Following the successful completion of a nation-wide demonstration research project that demonstrated the efficacy of a Housing First Model to people in need of services, Cota, together with Toronto North Support Services and Across Boundaries, officially began delivering the At Home program on April 1, 2013. The Minister of Health and Long-Term Care provided the new base funding for the program after successful completion of the demonstration project.
- Cota launched our new brand on September 25, 2013.
- We implemented a number of new innovative services and developed new partnerships, many of which are highlighted in this report and will be presented at our annual event on June 19, 2014.
- Cota and the Ontario Public Service Employees Union (OPSEU) Local 548 completed another successful round of collective bargaining and achieved 3 year collective agreement.
- We continued our involvement in many sector planning tables and networks and have provided input into the business plan development process of a number of Health Links, including the South Toronto Health Link and the Mid-East Toronto Health Link.

## Message from the Chair and Executive Director

Moving forward, we remain committed to providing high quality services and to inspiring change in the lives of the individuals we support and in the sectors in which we operate. We are presently working on a number of initiatives that we hope will successfully materialize in 2014/2015.

A short-list of these activities include:

- Renewing our current accredited status with Accreditation Canada through our upcoming accreditation review scheduled for November 2014.
- The launch of a pilot project within a Toronto Community Housing site. Cota is pursuing this because we want to inspire change in the lives of vulnerable Toronto Community Housing tenants who may be experiencing mental health, substance use and/or other health challenges. It is hoped that the addition of Cota on-site supports will assist tenants with their day to day functioning, improve their housing stability, and enhance their overall health and well-being.
- Cota will establish a new Multi-Sector Service Accountability Agreement (M-SAA) with Toronto Central LHIN and retain our existing M-SAA with Central LHIN. Working with both the Central LHIN and the Toronto Central LHIN, we will be engaging in a process through which Cota will become a recognized Health Service Provider of both LHINs. Our target goal is for this new arrangement to take effect on October 1, 2014.
- Expanding our Ministry of Community and Social Services (MCSS) funded service offerings to people living with developmental disabilities.

On behalf of the Board of Directors, we would like to thank all the Cota staff, our partners, our funders and the people who use our services for the successes we achieved together in fiscal year 2013/2014. Your ongoing support, dedication and commitment are truly appreciated.

## How Do We Inspire Change?

### We Work Collaboratively with Our Partners to Implement Innovative and Effective Service Solutions

#### **Introducing the Mid-East Toronto Health Link Integrated Service Coordination Team: FOCUS**

The Mid-East Toronto Health Link Integrated Service Coordination Team called FOCUS is a new, innovative partnership program between the St. Michael's Hospital Mental Health Service and Cota. Health Links are groups of service providers coordinating services for people who live in the Health Link's catchment area. The new program relies on an interdisciplinary team approach to provide a continuum of integrated intensive case management (ICM) and Assertive Community Treatment (ACT) services to meet the needs of clients with mental health and complex care needs in the Mid-East Toronto Health Link. Services to clients of the program are organized to allow for flexibility of movement between levels of intensity of services (ICM and ACT) while ensuring continuity of care for clients.

The team commenced service delivery in April 2014.

#### **Research Project with Westpark Healthcare Centre: Brain Injury Screening Outcome Evaluation**

Led by principal investigator, Dr. Gary Gerber and by Judy Gargaro from West Park Healthcare Centre, the research study will evaluate the relationship between a self-reported history of acquired brain injury (ABI) and treatment outcomes in a mainstream community mental health treatment program.

Individuals receiving treatment for mental illness commonly report a history of ABI. Individuals who report at least one ABI are more likely to have co-occurring mental health and addiction diagnoses. However, little is known about how to use the screening information for clinical planning. The goal of the study is to use the screening data from clients served by Cota's Assertive Community Treatment (ACT) Team, and evaluate its relationship to treatment outcomes and psychiatric symptoms with the goal of informing clinical practice.

Findings from the study will be used to determine how ABI screening can be helpful to clients. If ABI history is found to be associated with treatment outcomes, then data from this study can be used to begin developing sensitive and specific decision-making guidelines for clinical practice. Understanding the impact of brain injury will enable clinicians to modify treatment strategies to increase effectiveness and will have the potential to improve outcomes for affected Cota clients.

# How Do We Inspire Change?

## We Work Collaboratively with Our Partners to Implement Innovative and Effective Service Solutions

### Collaboration with City of Toronto: Acquired Brain Injury & Homelessness Services Training Initiative

During the past year, Cota has been providing education and training services to the Streets to Homes workers from the City of Toronto's Shelter, Support and Housing Administration Division.

Cota is one of the community partners in the Streets to Homes Program, a partnership with the City of Toronto. This program works with street-involved, homeless individuals and its goal is to end street homelessness within the City of Toronto. This will be achieved by utilizing the Housing First approach which provides a homeless individual with a safe and affordable place to live and then offers services to support housing stability and promote recovery/wellness. Cota's role is to provide intensive follow-up housing support to individuals with extremely high needs (addictions, acquired brain injury, mental health issues).

Since March 2013, Cota has been collaborating with the City of Toronto Streets to Homes Program on a pilot project to provide education and training to the Streets to Homes Workers. Training commenced with a one day training event for Streets to Homes workers. Cota staff members then engaged in small group discussions with the workers during their team meetings in order to help their teams apply the information to clients on their caseloads. In the final stage of the training, case managers from Cota provided one-to-one coaching, modeling and support to the Streets to Homes workers. This occurred in appropriate

community settings in order to help the workers to successfully implement the support strategies with clients.

The initiative gained momentum when the City of Toronto granted the project funding in October 2013. The funding was later successfully renewed in March 2014 for a six month period. This funding allowed Cota to dedicate one full-time employee, Mark Cooper, Clinical Educator, to the Streets to Homes Complex Care Project. Mark provides training to Streets to Homes workers throughout the City of Toronto and also provides coaching, one-to-one training, and consultation on client issues.



Mark Cooper, Clinical Educator, provides training to Streets to Homes workers throughout the City of Toronto.

## How Do We Inspire Change?

### We Work Collaboratively with Our Partners to Implement Innovative and Effective Service Solutions

#### HIV/AIDS Complex Care Project

Cota is part of an exciting project aimed at addressing the support and housing needs of people living with HIV/AIDS who are presenting with age-related illnesses, complex care needs and cognition issues. The project is the result of a successful partnership of ten agencies including Fife House (lead), McEwan Housing and Support Services/LOFT Community Services, Casey House, St. Michael's Hospital, St. Elizabeth Health Care, Toronto Central Community Care Access Centre, Toronto People with AIDS Foundation, Toronto Community Housing, Sherbourne Health Centre and Cota.

This Pilot Project is delivering a continuum of coordinated community care and support services for people living with HIV/AIDS living in the City of Toronto. The project completed a needs assessment in the fall of 2012, and began intake and service delivery in January of 2013. Casey House, the CCAC, a client and Cota participated in a panel discussion about the successful project at Opening Doors 2014, an AIDS/HIV forum to support service providers and people living with HIV/AIDS which was held at the 519 Community Centre.

“The project has been largely successful in what it had set out to do which was largely closing the gaps on a population that was continuously slipping through the cracks due to inability to maintain health stability”, says Elena Salini, Cota Case Manager. “We have seen a large number of decreases in hospital admissions and emergency department visits, an increase in housing stability, decreased isolation and increased support with severe addictions”.

#### Coordinated Access to Care from Hospital Emergency Departments (CATCH-ED)

To align Cota's services with Local Health Integration Network (LHIN) priorities, Cota allocated one of our mental health case managers to an innovative Coordinated Access to Care from the Hospital Emergency Departments (CATCH-ED) program. A Cota manager is contracted to manage the program on a part-time basis. The contract has been extended for another year until March 2015.

CATCH-ED is a pilot project designed to reduce preventable emergency department visits and improve and coordinate access to care for people who use emergency departments frequently. Frequent is defined as five (5) or more visits to any one hospital site's emergency department within a year, with at least one of the visits having been for a mental health and/or addiction issue.

This aligns with the LHIN priority of “Right Care, Right Time, Right Place”. Reducing these preventable emergency department visits can decrease wait times for other individuals and also provides the individual with an appropriate level of care in the community.

Established in January 2012, CATCH-ED connects individuals living with mental health and addictions who frequently use the emergency department with a community-based transitional case manager from three organizations in each of the six Toronto Central LHIN emergency departments. The

## How Do We Inspire Change?

### We Work Collaboratively with Our Partners to Implement Innovative and Effective Service Solutions

three community based organizations are: Cota, Community Resource. Connections of Toronto and Reconnect Mental Health Services. The emergency departments are located at: St. Michael's Hospital; St. Joseph's Health Centre; the Center for Addiction and Mental Health; University Health Network; Toronto East General Hospital and Sunnybrook Health Sciences Centre.

CATCH-ED's primary health care services are accessed through four Community Health Centres: South Riverdale, Regent Park, Central Toronto and Parkdale. When connecting clients to community-based resources, case managers work to create a comprehensive interdisciplinary care and support team for each client.

Following a hospital discharge, the CATCH-ED transitional case manager supports the individual for up to 16 weeks by connecting them to healthcare and other resources with the goals of increasing his/her quality of life and strengthening the individual's support networks.

The program will be evaluated against a number of indicators including the reduction in emergency department visits by those served by the program. Research results will be published in November 2014.

This is a positive, intentional change in the way that the system offers support, and an inspirational project that meets health system needs.

### Advocacy for Change: A Resident-Led Advocacy Group in the Jane-Finch Community

Nancy Blades, Mental Health Services Manager at Cota, is co-chairing the North West Community Mental Health Network. The Network received funding from the Ontario Trillium Foundation for a new initiative which involves a collaboration between Cota, Black Creek Community Health Centre, Jane/Finch Community and Family Centre, CAMH and Delta Family Resource Centre.

Launched in May 2014, *Advocacy for Change* occurred as a result of a research initiative that identified what community members thought about mental health; their experiences with existing mental health services and how they thought services could be improved. Two findings identified were social stigmatization of mental health as a barrier to accessing services and that there was a lack of local awareness about how to access mental health professionals.

*Advocacy for Change* will be establishing a resident-led advocacy group for consumer survivors and their families. The group will work to overcome barriers in accessing mental health services. The initiative will document successes and changes organizations have made a result of their advocacy work.

## How Do We Inspire Change?

### We Work Collaboratively with Our Partners to Implement Innovative and Effective Service Solutions

#### Mental Health Drop-In at the Jane/Finch Community and Family Centre

Cota continues to work with the Jane/Finch Community and Family Centre's *Getting in Touch Drop-In Program*, a mental health support drop-in, to bridge a service gap in the Jane/Finch community. The gap occurred as the drop-in program was seeing an increase in the number of service users who had more intensive service needs and these needs were difficult for the site-based program to accommodate.

To bridge the gap, a Cota Mental Health and Justice Prevention Case Manager, Eugenie DaCosta, works onsite at the drop-in once a week to provide outreach, address mental health needs of the community and connect with people offsite needing intensive community follow-up support. This initiative is improving access to mental health services for the Jane/Finch community.

"I help clients get to know the resources available and link them", says Eugenie. "Many of the people who come to the drop-in don't know that these services even exist".



The Jane/Finch Family & Community Centre is located at 4400 Jane St., North York. This is a wall mural on the exterior of the building.

## How Do We Inspire Change?

### We Work Collaboratively with Our Partners to Implement Innovative and Effective Service Solutions

#### Cota Case Managers at the Jane Street Probation and Parole Office

Cota continues to provide Mental Health & Justice Prevention case management services at the Jane Street Probation and Parole Office. In 2013, the Jane Street Probation and Parole Office was experiencing an increase in the number of individuals with a serious mental illness and justice system involvement. Officers were experiencing challenges in linking individuals to appropriate services.

Cota provides education to probation officers about mental health challenges and available community supports. As a result of this, probation officers are more aware of available community supports and have a better understanding about mental health challenges. Andrea Davis, Mental Health and Justice Prevention Case Manager, also works at the probation office once a week which provides an opportunity to meet with service users at a location that is familiar and to assist with referrals and community supports linkages.

#### Introducing the Specialized Care Team

Through dialogue with the Ministry of Community & Social Services (MCSS), Cota was recently awarded additional funds to both enhance existing capacity and deliver a new service.

Cota will assume responsibility for providing case management services and administrative oversight responsibilities for eleven (11) individuals with complex care needs who are presently being supported by the Special Needs Team at Delisle Youth Services. The funding results in a new program at Cota called the Specialized Care Program which will begin service delivery July 1, 2014.

to be inspired  
is great,  
to inspire  
is  
incredible

## How Do We Inspire Change?

### We Inspire Positive Change in People's Lives

#### *Dennis* *Acquired Brain Injury Services*

Cota assisted Dennis to become more independent.

Dennis was in his late teens when he sustained a brain injury. He says, "I don't know what happened...I only know what people tell me".

Identifying as a Korean Canadian, Dennis' family immigrated from both North and South Korea. Dennis was born in North York. Many family members decided to study medicine and Dennis was following in their footsteps. Dennis was admitted early to a pre-med program in the United States and was fast tracking through school. "I was overloading on courses, perhaps to my detriment", he says. At the time of his injury, he had achieved the equivalent of a third year undergraduate degree.

Dennis was hospitalized for carbon monoxide poisoning after being found in a car in an enclosed space, perhaps a garage. He doesn't remember much about that time period and he doesn't remember the "why". Dennis was sent back to Canada while in a coma and was eventually sent to West Park Healthcare Centre. When he awakened, he was legally blind and had to go through intense rehabilitation to walk again. Today, Dennis still struggles with memory loss.

Dennis confesses that it was a bit difficult to get used to the downtown traffic but he enjoys the independence he has at

Collegetreeview. He enjoys walking through the Eaton Centre and recently visited the CN Tower with a cousin visiting from Los Angeles. "I had a grand old time".

Cota has been supporting Dennis in his desire to be of service to the community—he is a volunteer at Meals on Wheels and says he is "enjoying it immensely". Staff at Collegetreeview agree that Dennis likes to help people.

Dennis currently participates in a cooking group at Community Head Injury Resources Services (CHIRS). He says he "makes a special effort to be at Collegetreeview" for his cooking night. He also visits his parents fairly regularly and enjoys traditional Korean meals with them.

Dennis shares that before his injury he loved to bake and was well known as a baker in his circle of friends and family. Now it is difficult to do and he would be interested in doing it again. "The best thing about baking is seeing the faces of people enjoying your food".

Clearly, food is a passion, and it's one passion that he shares with support staff at Collegetreeview. Staff plan to cook japchae with Dennis sometime soon, a traditional Korean noodle dish that Dennis will make his own.

## How Do We Inspire Change?

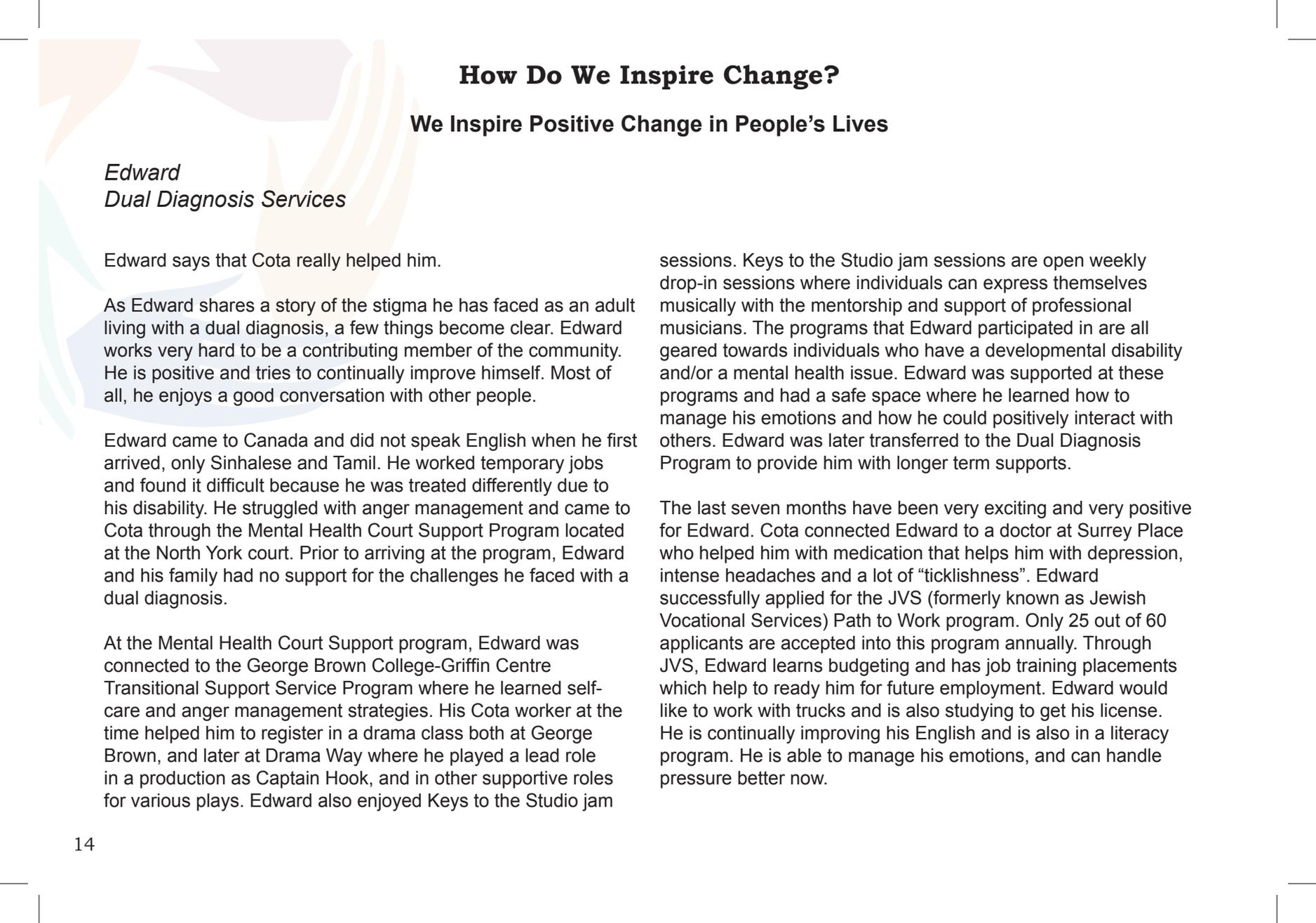
### We Inspire Positive Change in People's Lives

#### More About the Program that Dennis Is Involved In:

Cota's Acquired Brain Injury (ABI) services include a supportive housing program located at the Collegeview Apartment site in the Yonge St./College St. area of downtown Toronto. This program provides rent-g geared-to-income accommodation and supports. The program can accommodate up to 20 residents. Each resident lives in a bachelor or one bedroom apartment and shares a communal kitchen with other residents. The goal of the program is to assist residents with activities of daily living and other individual goals so that they can maintain their housing and lead fulfilling lives within the community.



Dennis says he enjoys the independence he has while living at Collegeview.



## How Do We Inspire Change?

### We Inspire Positive Change in People's Lives

#### *Edward Dual Diagnosis Services*

Edward says that Cota really helped him.

As Edward shares a story of the stigma he has faced as an adult living with a dual diagnosis, a few things become clear. Edward works very hard to be a contributing member of the community. He is positive and tries to continually improve himself. Most of all, he enjoys a good conversation with other people.

Edward came to Canada and did not speak English when he first arrived, only Sinhalese and Tamil. He worked temporary jobs and found it difficult because he was treated differently due to his disability. He struggled with anger management and came to Cota through the Mental Health Court Support Program located at the North York court. Prior to arriving at the program, Edward and his family had no support for the challenges he faced with a dual diagnosis.

At the Mental Health Court Support program, Edward was connected to the George Brown College-Griffin Centre Transitional Support Service Program where he learned self-care and anger management strategies. His Cota worker at the time helped him to register in a drama class both at George Brown, and later at Drama Way where he played a lead role in a production as Captain Hook, and in other supportive roles for various plays. Edward also enjoyed Keys to the Studio jam

sessions. Keys to the Studio jam sessions are open weekly drop-in sessions where individuals can express themselves musically with the mentorship and support of professional musicians. The programs that Edward participated in are all geared towards individuals who have a developmental disability and/or a mental health issue. Edward was supported at these programs and had a safe space where he learned how to manage his emotions and how he could positively interact with others. Edward was later transferred to the Dual Diagnosis Program to provide him with longer term supports.

The last seven months have been very exciting and very positive for Edward. Cota connected Edward to a doctor at Surrey Place who helped him with medication that helps him with depression, intense headaches and a lot of "ticklishness". Edward successfully applied for the JVS (formerly known as Jewish Vocational Services) Path to Work program. Only 25 out of 60 applicants are accepted into this program annually. Through JVS, Edward learns budgeting and has job training placements which help to ready him for future employment. Edward would like to work with trucks and is also studying to get his license. He is continually improving his English and is also in a literacy program. He is able to manage his emotions, and can handle pressure better now.

## How Do We Inspire Change?

### We Inspire Positive Change in People's Lives

In May 2014, Edward signed a lease for a semi-independent apartment at a Vita Community Living Services supportive housing program. It's exciting because it is the first time he is living on his own. However, supports are available should Edward need them at the apartment and he is still supported through case management at Cota.

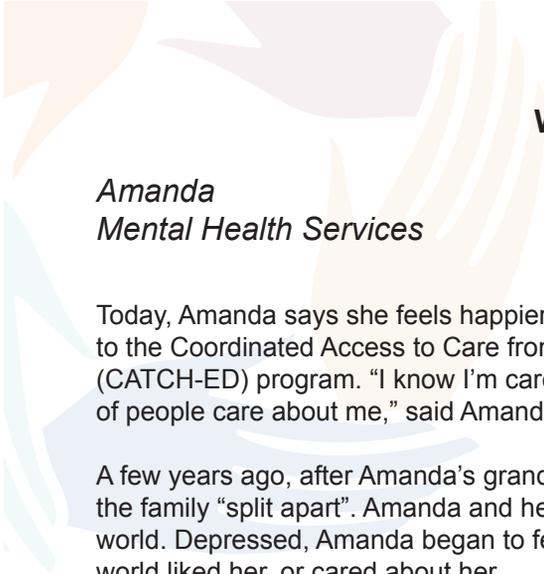
Edward attributes his success to Lois, his Cota case manager, and his supportive family. Lois in turn says, "It's all Edward. He did all of these things. He's very kind and thoughtful. His family is also a wonderful support network. They play a key role in his success".

#### More About the Program that Edward Is Involved In:

Cota's Dual Diagnosis Case Management service provides individualized support to adults (16+ years) living with a co-occurring developmental disability and a mental health diagnosis within the City of Toronto.



Within the last seven months, Edward has connected to a new doctor, started a job readiness training program and moved into a new home.



## How Do We Inspire Change?

### We Inspire Positive Change in People's Lives

#### *Amanda Mental Health Services*

Today, Amanda says she feels happier and cared for thanks to the Coordinated Access to Care from Hospital Emergency (CATCH-ED) program. "I know I'm cared about a lot. I know lots of people care about me," said Amanda.

A few years ago, after Amanda's grandparents passed away, the family "split apart". Amanda and her mother felt alone in the world. Depressed, Amanda began to feel as if no one in the world liked her, or cared about her.

In February, "I used to go to the hospital every day because I was feeling depressed and anxious. It was a way for me to find the help that I needed."

In March, Amanda was referred to the CATCH-ED program. Amanda's case manager, Sandra, worked with Amanda's Adult Protective Services Worker to help connect Amanda to a new general practitioner and trauma counsellor located close to her home.

Sandra and Amanda explored finding things of interest such as completing word puzzles, reading a good book, and visiting friends. Sandra assisted Amanda with completing an application to Progress Place to explore her artistic side and introduced her to the 416 Community Support for Women Drop-In.

Amanda was happy to have Sandra as her case manager, and was sad to lose her. The CATCH-ED program is short-term. She gave a surprise good-bye gift to her case manager as a symbol of their professional relationship and friendship.

"Cota is really helpful. When you need to meet with your worker, they are there to meet with you. They are really respectful".

Amanda's hospital visits were greatly reduced as a result of the CATCH-ED service.

## How Do We Inspire Change?

### We Inspire Positive Change in People's Lives

More About the Program that Amanda is Involved In:

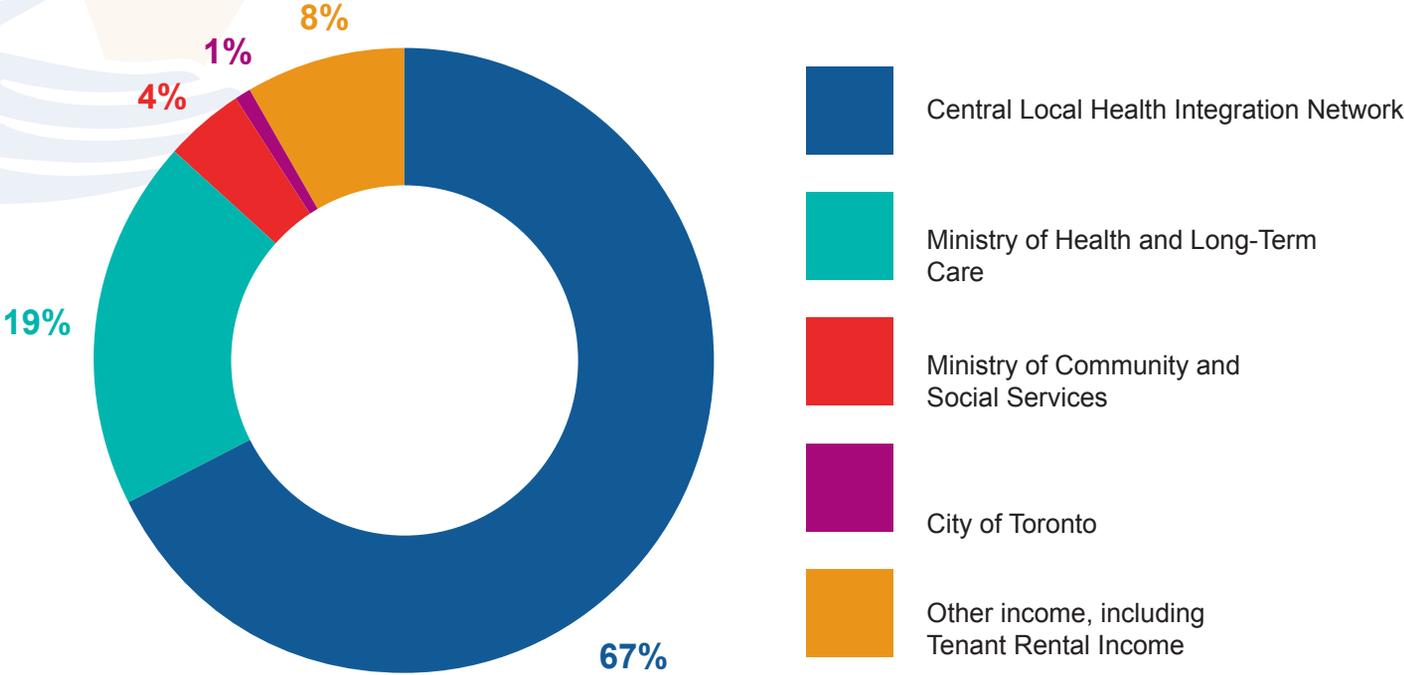
CATCH-ED is a partnership program between community mental health agencies and the Mental Health and Addictions Acute Care Alliance hospitals. The program is designed to reduce preventable emergency department visits and improve and coordinate access to care for people who use emergency departments frequently. Established in 2012, this short-term service connects individuals with a community-based Transitional Case Manager in each of six Toronto Central LHIN emergency departments. For more information about this program, see page 8.



Amanda says that she feels happier and cared for thanks to the CATCH-ED program.

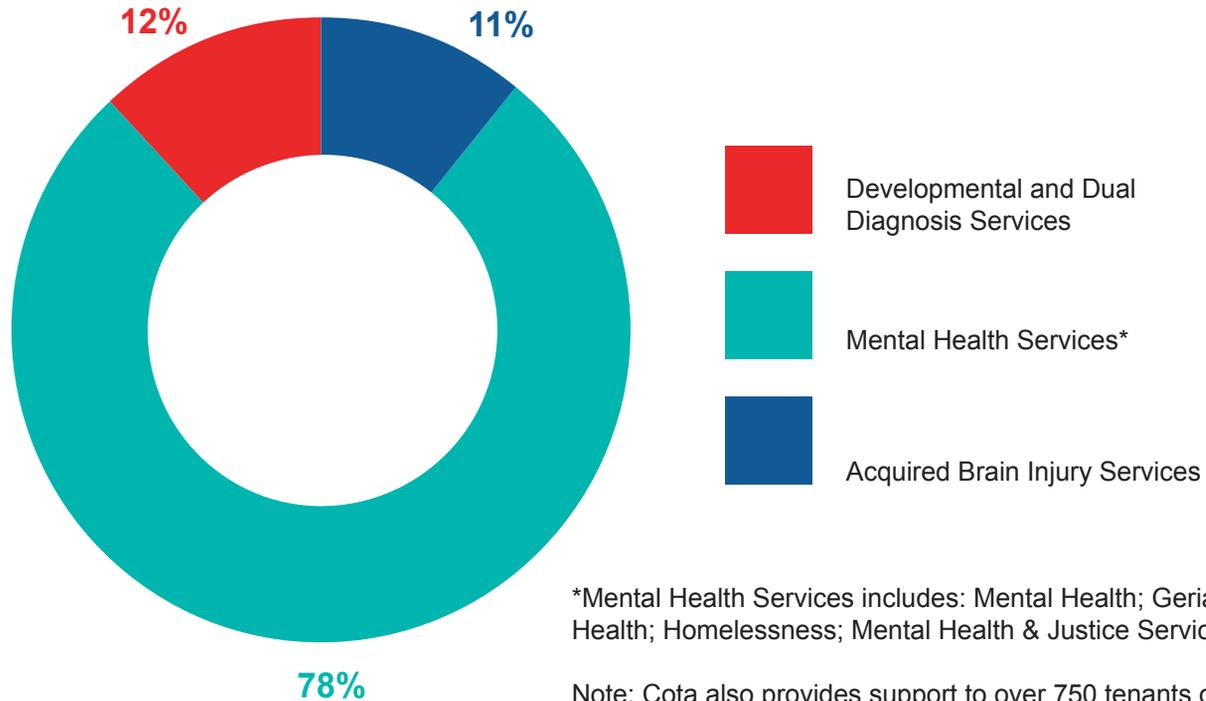
# Revenues for 2013/2014

Revenues in 2013/2014 totalled \$20.12 million from the following sources:



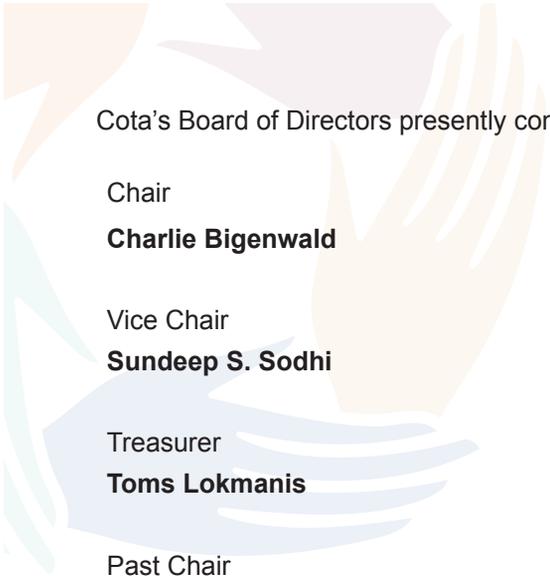
## How Many People Does Cota Help Each Year?

Cota served 2704 unique clients in the fiscal year 2013/2014.



\*Mental Health Services includes: Mental Health; Geriatric Mental Health; Homelessness; Mental Health & Justice Services.

Note: Cota also provides support to over 750 tenants of the Habitat Boarding Home system through our Boarding Home Site Support Program.



## Board of Directors

Cota's Board of Directors presently consists of:

Chair

**Charlie Bigenwald**

Vice Chair

**Sundeeep S. Sodhi**

Treasurer

**Toms Lokmanis**

Past Chair

**John Stevenson**

Directors

**John Garry Baker**

**Robert Coulter**

**Vanessa Foran**

**Dr. Jean-Paul Gedeon**

**Carolyn Cornford Greaves**

**Gregory Hendry**

**Bonnie Levine**

**Alain Mootoo**

**Gordon Singer**

**Adam Smith**

## Executive Leadership

Cota's Executive Leadership team presently consists of:

Executive Director

**Paul Bruce**

Director, Clinical Operations

**Sylvia Starosta**

Director, Finance & Administration

**Matthew Chan**

Director, Human Resources & Organizational Development

**Don Chiro**

## **We Couldn't Have Done It Alone!**

Cota's accomplishments are often the result of the formal partnerships and successful collaborations that we have with other organizations. In fiscal 2013/2014 some of Cota's key collaborations and partnerships involved relationships with:

### Across Boundaries

Black Creek Community Health Centre

Canadian Mental Health Association-Toronto Branch

Centre for Addiction and Mental Health

City of Toronto

Community Resource Connections of Toronto

Delta Family Resource Centre

Evangel Hall Mission

Fife House

Fred Victor Centre

Habitat Services

Jane Finch Family and Community Centre

Jane Street Probation and Parole Office

Mainstay Housing

Neighbourhood Link Support Services

Ontario Shores Centre for Mental Health Sciences

Parkdale Community Health Centre

Reconnect Mental Health Services

St. Michael's Hospital

South Etobicoke Detention Centre

Surrey Place Centre

The Scarborough Hospital

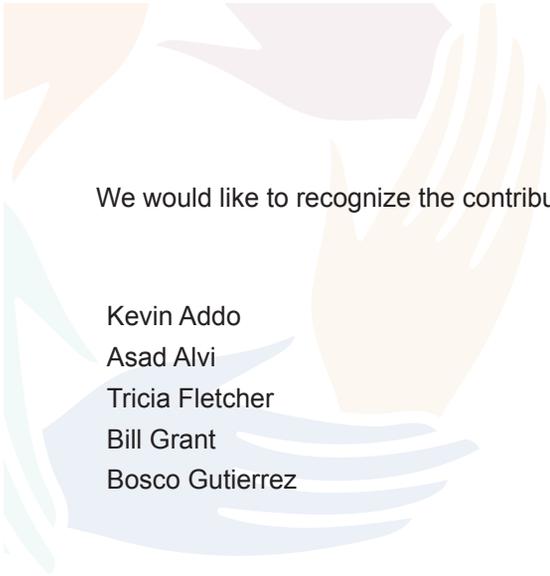
Toronto Community Housing Corporation

Toronto North Support Services

Toronto Public Health

Vita Community Living Services

West Park Healthcare Centre



# Our Volunteers

We would like to recognize the contributions of the following volunteers:

Kevin Addo

Asad Alvi

Tricia Fletcher

Bill Grant

Bosco Gutierrez

Kathryn Haynes

Fely Labro

Ravi Poojari

Retline Richards-Bailey

John Rodriguez

## **Help Us Inspire Our Clients**

Cota helps thousands of clients annually, many of whom are experiencing difficult life challenges, are in financial need or are homeless. You can help us provide direct assistance to our clients by making a donation.

If you would like to make a donation by cheque, please forward it to:

Cota  
2901 Dufferin Street  
Toronto, ON M6B 3S7  
Attention: Donations

Tax receipts are issued for all cash donations of \$20 or more. Please call 416-785-9230 ext. 1120 or 1-888-785-2779 ext. 1120 (outside of the Greater Toronto Area) if you would like more information.

Charitable Tax Number: 12196-9661-RR001

**Thank you for your support!**

# Supporting people living with mental health and cognitive challenges

2901 Dufferin Street  
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[www.cotainspires.ca](http://www.cotainspires.ca)

