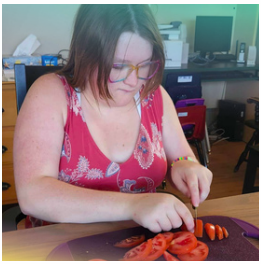
2025-2026 ANNUAL REPORT

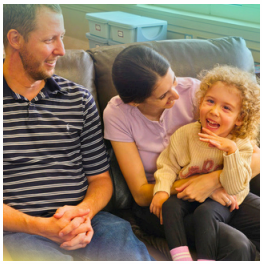
Lansdowne Children's Centre



Working together to realize optimal potential for infants, children and youth











Lansdowne Children's Centre

OUR IMPACT
2025-2026 AT A GLANCE

60,896

Visits with clients, totaling **191,582 hours*** client services delivered



4,337

Unique individuals served across all sites



2,628

Waiting for service or assessment, **avg. 150 days** from referral to initial assessment



1 IN 4

Clients access two or more Lansdowne programs



Program/ Clients Served

Speech	1,151
Autism	725
Respite	719
Occupat.	609
Physio.	439
Early Inter.	423
Inf/Ch Dev.	321
Social Work	262

6,380 referrals managed, 32% new connections

253 Staff 159 Salaried
94 Support

*statistic amended November 2026

Lansdowne Children's Centre

Our Mission

Providing safe, accessible and quality family-centred services for infants, children and youth with physical, developmental and communication needs.

Our Vision

Working together to realize optimal potential for infants, children and youth.

Our Values

At Lansdowne Children's Centre we value Respect, Inclusion, Diversity, Empowerment, and Safety (RIDES). We are committed to safety, accessibility and accountable teamwork.

BRANTFORD
39 Mt. Pleasant St.

CALEDONIA
282 Argyle St. S., Unit 3

DUNNVILLE
110 Ramsey Dr.

SIMCOE
387 Cedar St.

Date of Incorporation:
April 16, 1974

Tel: 519-753-3153
Fax: 519-753-5927
Toll Free: 1-800-454-7186
info@lansdownecc.com



A message from our Board Chair and Executive Director

Lansdowne Children's Centre's dedication to the potential of local infants, children and youth begins with family-centered services, and the collaborative approach working together with families and community partners.

To achieve our strategic goals, this past year has included focus on team development, strengthening a culture of excellence with communication and understanding, and reinforcing leadership engagement across managers, union partners, and employees.



Modernized Human Resource practices and improved access to digital systems have resulted in more streamlined workflows and an improved employee experience. Our 250+ employees working in 16 clinical and functional program disciplines have supported over 6,900 local families across the Grand Erie region, delivering services across more than 4,000 square kilometres to meet children and families where they live.

Ashley Veldkamp
Board Chair



The work is challenging but rewarding, and team members report feeling valued, supported, and empowered to do their best work. Employment and service volume milestones were countered with an exciting step forward in our organization's future. This past year delivered the announcement of the construction site in Brantford-Brant where the next generation of Lansdowne kids and families will seek service and support.

Our capital project is moving forward. We embarked on zoning changes and procurement of architectural design support, all with the valued partnership and support of our Ministry of Children, Community and Social Services funder.



Rita-Marie Hadley
Executive Director

In a strategic effort to be positioned for success, we dissolved our Foundation after twenty years, creating a unified focus as we advance toward a major capital fundraising campaign. We are deeply grateful for the contributions of former board members and past employees who together grew our fundraising program to its current strength.

The transition created an integrated Department of Development and Community Relations, embedded within the organization's core functions. Community gifts to Lansdowne will continue to support our greatest needs, including programs and services like *Every Kid Counts*, Equipment Loans, and Family Engagement events. This position also strengthens our ability to achieve the strategic priority of 'telling our story' to key internal and external audiences, nurturing an understanding of needs and supports.

Looking ahead, we are mindful that many more infants, children, youth, and families seek to benefit from Lansdowne services. Our innovative spirit seeks to improve our capacity to better manage long wait times. We have served 10% more unique individuals compared to the previous year — that's **40% more than reported in 2021-2022.**

We are pursuing every opportunity to reach our donors, partners, and community, to share the reality of demand for Lansdowne services, seeking support to help even more kids and families.

One of our greatest challenges is growing our roster of pediatric specialists. Many groups are competing for the same few people, and demand is simply outpacing the growth of the workforce. Ministry leaders, funders, and schools need to work together to fix this. Through *Empowered Kids Ontario*, we are part of a team working to provide education, advocacy and hope for changes that will make care better and help more kids.



Working together, we can reach more families where they are, and deliver the support needed to help infants, children and youth discover their potential, unlock new skills and new smiles.

Ashley and Rita-Marie

Client Satisfaction

Survey Results, March 2026

154 anonymous survey submissions revealed that client families consistently describe Lansdowne as a **trusted, compassionate and highly-skilled partner** in their child's development and their family's journey.

The following percentage of clients surveyed agree or agree strongly that Lansdowne service providers are:

Polite and approachable	98%
Respect our privacy	98%
Respect others' backgrounds, beliefs, and experiences	97%
Show care and concern for our safety	96%
Helps us belong	96%

Lansdowne Children's Centre

Client Reviews

4.63

★★★★½



Client Survey Comments:

"My daughter has stated that Lansdowne feels like her second home. It's the one public place she feels completely free of judgement and that she belongs. She has especially enjoyed the rec programs over the last few years, and getting to know the staff and other teenagers."

"I don't know where I would be without the support and services we have been receiving."

Power of Community

Community engagement plays a vital role in expanding awareness of Lansdowne Children's Centre and the wide range of child development services available to our region's families.

Through meaningful outreach, Lansdowne helps to educate our community about the diverse and evolving needs of children—from infancy through the teen years—while highlighting pathways to support for families navigating additional needs.

Events such as the **Heroes Walk and Roll, Rotary Classic Run, Tim Hortons Smile Cookies, Josmar Acres Berry Day, Beachwave Volleyball** and **Charity Motorcycle Ride** spark conversation, attract action, and strengthen connection.
We rally together, for the kids.

Powerful partnership with our client families and Lansdowne ambassadors, like **Isla Clarke**, **Matthew Cowling,** and **Jack Gatopoulos**, help others relate to realities of challenges—like needing additional support to attend play groups, go to school or participate in local sports or camps.







up 10%

up 18%

7,000+ subscribers

DONATE

296 NEW online donors

Lansdowne will continue to build its presence with authentic storytelling and family engagement, connecting with clients on their journey, and advancing efforts to *Level Up* programs and resources with fundraising and community support.

Development of the new facility depends on all of us working together to build an accessible, safe, and friendly space where children can realize their potential.



15,090

individual visits to Lansdowne in Brantford, Apr.2025-Mar.2026

visits to other Lansdowne sites

Caledonia	**1,458**
Dunnville	**1,056**
Simcoe	**2,033**



Recurring Themes in Client Survey Responses

1. **Caring, compassionate, and non-judgemental support**
   Families reported feeling welcomed, accepted, and never judged

2. **Meaningful relationships built over time**
   Families appreciate service consistency, trust, and committment

3. **Expertise across developmental and therapeutic services**
   Client improvements noted in speech, confidence, emotional regulation, mobility, and independence, resulting from Lansdowne support

4. **Child-centred, strength-based approach**
   Families appreciate how Lansdowne meets children "where they are"

5. **Strong advocacy and system navigation**
   Families valued support with paperwork, diagnoses, equipment, and navigation of complex systems

6. **Clear communication and ongoing follow-up**
   Families expressed great satisfaction with provider communication

7. **Support for the whole family**
   Families shared gratitude for support of the entire family, not alone

At Lansdowne, we are driven by continuous improvement to better serve children and youth and their families, who access services, supports and resources through our sites. This achievement is a result of the hard work and dedication of many excellent people.



COMMENTS ABOUT STAFF

Clinicians:
Frequently praised for making sessions fun, engaging, and effective, with meaningful progress toward goals

Family Support Workers:
Highly valued for assistance with paperwork, funding, referrals, and emotional support

Recreation and Program Staff:
Recognized for creating inclusive, safe, and confidence-building group environments



Araya-Lee Smith,
2025 Terry Fisher Art Student of the Year Award Recipient



Long Service Awards

In recognition of their dedication to our mission, vision and values, and their commitment to our clients, community and colleagues, we celebrate the service milestones of these Lansdowne Children's Centre team members:

5 YEARS
Amanda Hatton
Claire Soden
Cynthia Tiffany
Debbie-Lynn Nelson
Grace DeKoning
Kate Cronin
Kenzie Humble
Logan McDonald
Maisie Kamal
Samantha Hunter
Sandra Bajcetic
Sarah Willson

10 YEARS
Stephanie Fox

15 YEARS
Ann Matheson

20 YEARS
Amy Joudrey
Cassandra Cloet
Don Sylvester
Megan Hardy
Natasha Kramer
Stephanie Clarkson

25 YEARS
Marg Farrace
Melissa Andrus
Michelle Ferguson
Sarah Thompson
Tara Marcellus

30 YEARS
Michele Brayshaw

35 YEARS
Annemarie Krauss
Bob Kivinen











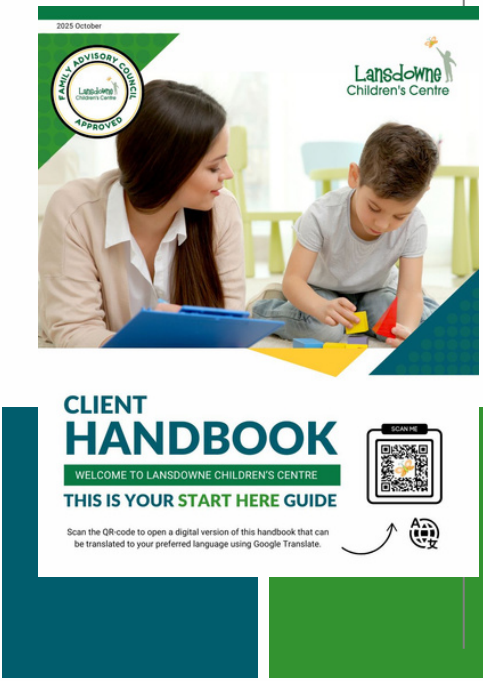


- **Transition to electronic forms** has streamlined access and efficiency, enabling schools and parents/caregivers to more easily submit and retrieve information while significantly improving organizational capacity to track, manage, and process submissions.



- **Migration to a new Human Resources Management System** has enhanced staff experience, providing easier access to resources and enabling real-time visibility into paid time off management for greater confidence and control.

- **Launch of the new Start Here Guide** marks a major step forward in accessibility and inclusion, featuring multiple media formats and an online experience enhanced by Google Translate—developed in close collaboration with the Family Advisory Council to better support understanding for all families.



Community Collaboration, Building Connections

Lansdowne partnered with Haldimand-Norfolk REACH to host collaborative networking events to introduce team members and encourage cross-team conversation and sharing of best practices and client and family strategies.



Community collaborations providing education and experiences for Lansdowne child and youth clients and their families included work with **Autism Dog Services, Brantford Police, Brantford Fire, Chickadee Music, Devlin's Country Bistro, the Mobile Cancer Screening Coach, Sharp Bus Lines, Therapeutic Paws of Canada, a school resource officer, and Jungle Jamz reptile show.**



Through a partnership with **Mission Thrift Store** in Brantford, the participants in the new Lansdowne Children's Centre **Venture into Volunteering** Therapeutic Recreation program have been experiencing greater connection to their community.





Autism Services expanded group programs to include: Girls' Night Out, Bricks and Building Club, Teen Social Group, and Video Game Club.

Each program promotes inclusion and socialization, inviting participants into a comfortable situation with their peers who share similar interests. When interests diverge, there's opportunity to practice navigating differences, how to find compromise and work on problem solving, encouraging development of communication skills.

Working Together



19 **Brantford Tim Hortons** restaurants led the way in raising $158,831.08 with Smile Cookies, in support of Lansdowne programs and Brant Food for Thought



The **Lansdowne Cruisers** team entered the 41st running of the *Rotary Brantford Classic Run*



Scotiabank Brantford Downtown volunteers contributed their time and a financial gift to Lansdowne.

Ensuring Brant presented the 21st running of the *Charity Motorcycle Ride for Lansdowne Kids*, continuing the tradition started by fundraiser Bob Caissie





Community support is the heart of Lansdowne.
Your generous compassion and commitment make our work possible. Over the past fiscal year, donors, sponsors, and volunteers have come together to uplift local infants, children, and youth with additional needs—ensuring that they have access to programs and services that help them to grow, learn, and thrive.

Each gift has played a part in creating meaningful opportunities and brighter futures for the families we serve. We are deeply grateful for this collective generosity, and it is with sincere appreciation that we recognize the individuals, organizations, and community members whose support continues to make a lasting difference.

Corporate and Community Group Partners

- Ackland Insurance
- Assumption College - Social Justice
- Bimac Management Limited
- Biodesign Prosthetics and Orthotics
- Brant Community Foundation
- Burrito Brothers
- Convergint
- Co-operators - Norbruis & Associates
- Corporation of the City of Brantford
- County of Brant
- Crossroads Refrigeration Ltd.
- Devlins Country Bistro & Catering
- Gates Canada Inc.
- Heighton Accounting and Tax Services
- J.H.Young & Sons Ltd.
- JRS4 TV Productions Ltd.
- Julie Neal Real Estate
- Kiwanis Club of Brantford
- Lanca Contracting Ltd.
- Lynden Lions Club
- Maria's Original Pizza
- Mark's Work Wearhouse
- Matt Comeau Real Estate
- McNaughton Agency Inc.
- Millards Chartered Professional Accounts
- Nathan Ackland Insurance Agency Inc.
- Oakhouse Benefits
- Onondaga Lodge #519
- Pet Smart Brantford & Woodstock
- PrintMate Graphics
- Rachel Barrette Universal Printers
- RBC Royal Bank Lynden Rd.
- R&J Theatrics
- S. Llewellyn & Associates Ltd.
- Sobeys, Shellard Lane Brantford
- Scotiabank
- Setay Holdings Limited
- Tenaxx Group Logistics
- TK Liquidation
- Town and Country Sales and Services
- Unifor Local 88

Third-Party Fundraisers

- Beachwave Volleyball (Trish Barsby)
- Brantford Police - Project Bright Future
- Coffer & Hutch
- Connect Marketing - Benefit Show
- Creek View Acres & J.B. Landscape Construction
- Culligan Water & Beachcomber Hot Tubs
- Ensuring Brant Inc.
- IBAADAT Corporation Pur & Simple
- Josmar Acres Inc.
- Knights of Columbus - Brantford
- Luxury Nails & Beauty Spa
- Magic of Giving Holiday Market - Julie Neal
- St. George Arms
- Tim Horton's Advertising & Promotions Inc. Canada

Grants and Foundation Gifts

- Bonterra - Charities Aid Foundation of Canada
- Brant Community Foundation
- Brant United Way
- Canadian Online Giving Foundation
- Alan R. Cook Foundation
- The Roger and Edith Davis Foundation
- Jay Hitchon and Patrice Burke Fund
- The Hensen Foundation
- Hooton Family Fund
- Lansdowne Children's Centre Foundation Fund
- LeVan Family Foundation
- Mabel and Gordon McMillen Foundation
- PayPal Giving Fund Canada
- Nick and Glayde Rizzo Family Fund
- Rotary Club of Brantford Charitable Foundation
- Barbara L. Lee Sisson Fund
- Samuel W. Stedman Foundation
- Smilezone Foundation
- Donald and Jo-Anne Wilkin Fund
- Stephen Smith and Dorothy Woltz Foundation

Legacy Gifts

- Estate of Joyce Mary Elizabeth Merritt

Major Gifts

- Nick and Karen Burke
- Rita-Marie Hadley
- Henry Hagey
- Paul and Maria LeBlanc
- Scott Lyons
- Catherine March
- Kathleen Rossignoli
- Simon Salole
- Vicky Smith
- Stephen Somerton
- Dianne Young

In Memory Of...

- Angela
- Larry Azzopardi
- Richard Bishop
- Bobby Golden
- Maddy Hallett
- David Jenkins
- Jordan Latty
- Robert McKen
- Margaret Miller
- Dave Neely
- Bob Panting
- Dwayne Proctor
- Dylan Shackell
- Bethy Stam
- Christina Terpstra
- Patricia Utley
- Rena Walton (Meyer)
- Rick Wilks
- Joshua Wyse

In Honour Of...

- Lucas Beyerle
- Dan Borthwick
- Isla Clarke
- Jonny and Bennett Cochrane
- Sam Demeulenaere
- Kevin Labandeira-Borba
- Mighty Mason
- Teddy and Hudson Morrison
- Tenley Neal
- Tiago Pacheco
- Quinn Somerton
- Dylan Utley (Buhrmester)
- Stanley Wrona

BOARD OF DIRECTORS

Board Chair
Ashley Veldkamp
Vice Chairs
Mike Gatopoulos
Jennifer Steffler
Treasurer
Justin Wareham
Secretary
Anne Noyes
Past-Chair
Lloyd St Amand

Dr. Ben Klein *Ex officio*
Rita-Marie Hadley *Ex officio*
Holly Clark
Jamie Toner
Jason Lickers
Joe Persia
Kathy Straus
Rick Rozak
Skylar Turkiewicz-DaBreo
Vicky Smith
Vincent Vilaca
Will Bucholtz

MANAGEMENT

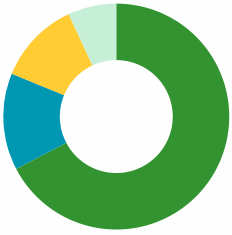
Executive Director
Rita-Marie Hadley
Medical Director
Dr. Ben Klein
Business Director
Cindy Rock
Director of Client Services
Tamie Aubin
Director of Development and Community Relations
Lynda Henriksen
Director of Human Resources
Sarah Consoli
Service Managers
Alissa Shuker
Bettina Oulton
Cassandra Cloet
Robert Vander Heyden
Sandra Gairns
Sarah Thompson
Susan Battin

STATEMENT OF OPERATIONS

Years Ended March 31

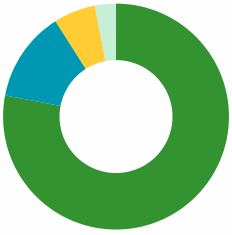
Revenues	**2025**	**2026**
Province of Ontario	10,573,474	13,822,699
City of Brantford	2,123,014	2,262,775
Hamilton Health Sciences	1,592,091	1,385,582
Lansdowne Children's Centre Foundation	200,000	200,000
Amortization of Deferred Contributions	213,792	211,816
Other Revenue	716,499	(1,356,194)
Total Revenue	**15,418,870**	**16,526,678**
Expenses		
Salaries and wages	9,630,875	9,999,052
Employee Benefits	2,198,375	2,303,513
Purchased Services	1,941,668	2,194,500
Building Services	203,695	220,379
Amortization	177,799	202,433
Other operating	941,042	967,709
Total Expenses	**15,093,454**	**15,887,586**
Excess of revenue over expenses	325,416	639,092

Funding Sources



- 68% Province of Ontario
- 14% City of Brantford
- 12% Hamilton Health Sciences
- 7% Other Revenue

Use of Funds



- 78% Salaries and Benefits
- 6% Supplies & Other
- 3% Equipment and Building
- 13% Purchased Services

Lansdowne Children's Centre

Empower. Inspire. Include.

EVERY GIFT UNLOCKS FUTURE POTENTIAL.





Your support helps children and youth with additional needs to learn, grow and thrive. Together, we can unlock potential and create opportunities for all.

LEARN

Support programs that build skills and confidence.

GROW

Inclusion in experiences that foster independence.

THRIVE

A supportive community where everyone belongs.

YOU CAN MAKE A DIFFERENCE, TODAY!

Your support changes lives.

DONATE • VOLUNTEER • SHARE HOPE

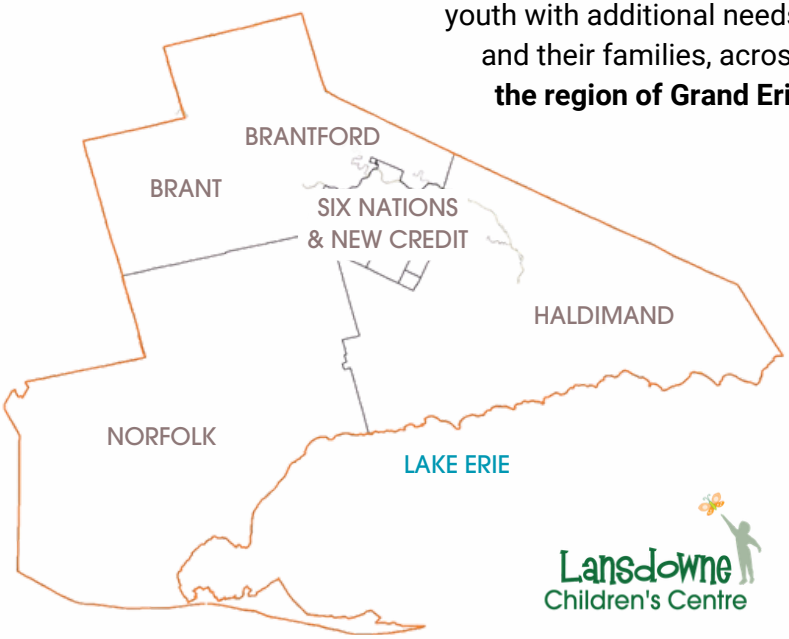


DONATE ONLINE

lansdownecentre.ca/donate

Thank you!

Serving infants, children and youth with additional needs, and their families, across **the region of Grand Erie**



Lansdowne Children's Centre

Lansdowne acknowledges we are on the traditional treaty and unceded territory of the Original People including the Attawanderon, Anishnaabe, and Haudenosaunee that has long been home to the Six Nations of the Grand River and the Mississaugas of the Credit First Nation. We recognize their enduring connection as perpetual stewards of these lands protected by the “Dish with One Spoon” wampum agreement and the Haldimand Treaty, covering six miles either side of the Grand River along its length. In the spirit of these treaties, we seek to understand our place within history and build mindfulness of our present solidarity with Indigenous partners through relationships supporting families, so all children reach their potential.

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CONTACT US

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Lansdowne Children's Centre

MEMBERS OF:

eko EMPOWERED KIDS ONTARIO | eao ENFANTS AVENIR ONTARIO

ACCREDITED WITH EXEMPLARY STANDING
ACCREDITATION AGREMENT CANADA