

AGM

ANNUAL GENERAL MEETING

Rygiel

Supports for Community Living
Supports pour l'intégration Communautaire

STRONGER TOGETHER.
BUILDING COMMUNITY.
CREATING PARTNERSHIPS.
MOVING FORWARD.
SHAPING OUR FUTURE.



COMMUNITY

Strengthening connections.
Empowering together.



PARTNERSHIPS

Working together.
Achieving more.



MOVING FORWARD

Building on our strengths.
Advancing together.



NEW VISION

Guided by purpose.
Focused on a better tomorrow.



NEW HOME. NEW BEGINNINGS.

Creating spaces for hope.
Building brighter futures.



ANNUAL REPORT
FOR THE PERIOD

APRIL 1, 2025 TO MARCH 31, 2026

AGM DATE

JUNE 23, 2026

WHAT'S INSIDE

Everything you need to know about an incredible year.

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"Find it here. Community. Acceptance. Home."

BOARD CHAIR REPORT

A message from our Board Chair



Dear Friends of Rygiel,

How quickly time passes. It has been two years now that I have been in the position of Chair of the Board of Directors. As I step down and become Past Chair, one of my final duties as Chair of the Board for the 2025–2026 Fiscal Year is to provide to all of you my Report. I am very pleased to provide this Report on behalf of the Board of Directors of Rygiel Supports for Community Living. This past fiscal year has been a year of advancement, goal setting, and achievements for Rygiel Supports.

We continue in our review and updating of our Board policies to initiate broad alterations within the Organization in light of new standards, new legislative requirements, continuing good governance practices and general common sense. Our active and very knowledgeable **Governance Committee** has been very busy in reviewing and making

recommendations to the Board to update our organization's Policies. As well, our Board this past year has revived our **Service Committee**. We have done so in order to better understand the needs of persons supported in our community as well as the needs of families and friends.

Our Board Directors each individually and as a group together have gone through on-going training and activities to deal with Core Competencies, to help us be a more effective Board. We continue to deal with the Province of Ontario's developmental services and education on the agency's services, Ministry targets which emulate Journey to Belonging principles, and strategic objectives.

Our **Finance Committee** has continued its important and phenomenal work by its member Directors in ensuring that Rygiel Supports remains fiscally responsible. With the continued essential assistance of the Ministry of Children, Community and Social Services, the Finance Committee, along with our Executive Director, has continued to ensure that Rygiel has funds to meet its mission now and into the future. Although budget pressures always continue to be a concern, these pressures are not unique to Rygiel but continue to be pressures identified by all agencies in the developmental sector.

We have followed through on our plan to distribute the Donna Marcaccio Bursary Funds to Residents and Staff attending Conferences relating to Social Role Valorization, and I am pleased to report that approximately 65% of the Bursary Funds have been distributed.

Our Board this past year has also conducted a Board Performance Evaluation and implemented a Board Evaluation Tool; completed and approved the final Mission, Vision and Values work; brought back the Services Committee and created its Terms of Reference; reviewed the Pension Plan for our Staff resulting in more choice for Staff on where their pension funds are invested; and our Governance Committee commenced the Governance Policy Review of all Organizational Policies, which review work will continue into the next fiscal year.

Of all the hard work the Board Members engaged in, the Board focused on three major and very important areas:

- Strengthening its governance framework while ensuring responsible stewardship of organizational resources and long-term sustainability.
- Demonstrating a commitment to continuous improvement through the completion of Board performance evaluations and the development of a Board Evaluation Tool, enhancing accountability and effectiveness at the governance level.
- Significant attention was given to clarifying organizational direction and values through the completion and approval of the Vision, Values, and Mission (VVM) framework.

Rygiel Supports has been assisting Rygiel Homes Housing Corporation over the past several years on the exciting new housing project that is now completed and has had occupancy for several months now, serving the needs of a number of individual Residents. The Rygiel Supports Board, as always, is grateful that the Housing Corporation continues to make progress and has developed this Project.

Rygiel Supports Board is also grateful to all of the dedicated staff, volunteers, and families. The quality of care and the compassion demonstrated by the staff and volunteers, at all levels of the Rygiel organization, continues to demonstrate that we serve a purpose in our community — our mission is now as immensely important and needed as it ever has been, and our vision and values will continue to shape our purpose in assisting persons supported in our community now and into the future.

I would like to extend my thanks to our Board of Directors: Past Chair **Sam Cino**, Vice Chair **Dave Cunliffe**, **Jeffrey Rouse**, **Val Dalgetty-Righton**, **Tony Tigani**, **Emilia Bozzo**, and **Anthony Frisina**, all of whose personal values are so closely aligned with values inherent in our mission.

I would also especially like to thank our Executive Director **Jennifer Steffler** and our Executive Assistant **Serena Bisignani**, and all of the Staff of our Organization, without whom we could not do what we do, and whose work and dedication is so clearly demonstrated in the progress we have made this past year and the achievements that have resulted.

Again, to our staff, volunteers, families, Board Members, and our Executive Director and our Executive Assistant, thank you!

With gratitude,

Bruno Uggenti

Chair – Board of Directors, Rygiel Supports for Community Living

OUR BOARD OF DIRECTORS		
Bruno Uggenti <i>Chair</i>	Dave Cunliffe <i>Vice Chair</i>	Sam Cino <i>Past Chair</i>
Jeffrey Rouse <i>Treasurer</i>	Emilia Bozzo <i>Director</i>	Val Dalgetty-Righton <i>Director</i>
Tony Tigani <i>Director</i>	Anthony Frisina <i>Director</i>	

EXECUTIVE DIRECTOR REPORT

A message from our Executive Director

To Our Community,

When I look back over our first three years together, I see a foundation being built — deliberately, and with care. We invested in the systems, governance, and people practices that an organization like ours needs to be stable and trustworthy: modernizing how we manage our workforce and our information, strengthening our financial and compliance footing, and clarifying the roles and accountabilities that let good work happen. Foundation-building is rarely the most visible work, but it is the work that everything else rests on. I am proud of what we have put in place, and grateful to the staff and board who built it alongside me.



That foundation showed its strength this year in our financial audit. Working with our new auditors, Millard, Rouse & Rosebrugh, we completed a strong, clean audit for the fiscal year ended March 31, 2026. A fresh set of eyes is a gift to any organization, and we welcomed not only their confirmation that our finances are in good order but also their thoughtful recommendations for strengthening our practices further. We are already acting on each of them. Sound financial stewardship is how we honour the trust placed in us by the people we support, their families, and our funders.

This coming year, we are choosing to slow down. Not to do less for the people we support — never that — but to be more intentional. After a period of significant change, we want to consolidate our gains, let new systems settle into everyday practice, and focus our energy where it matters most. Slowing down is itself a deliberate strategy. It is how we make sure the foundation holds.

Our focus rests on two priorities. The first is financial diversification — broadening how we are funded so that we are less dependent on any single source, and more resilient to the pressures facing our sector. The second is workforce stabilization — building a more consistent, supported team so that the people we serve see familiar faces and reliable care.

Those two priorities meet in a single, measurable goal. Over the coming year, we are committed to reducing our reliance on overtime and third-party agency staffing to less than 50% of where it stands today. This is not just a financial target; it is a quality-of-care target and a quality-of-life target — for the people we support, who deserve continuity, and for our staff, who deserve sustainable workloads.

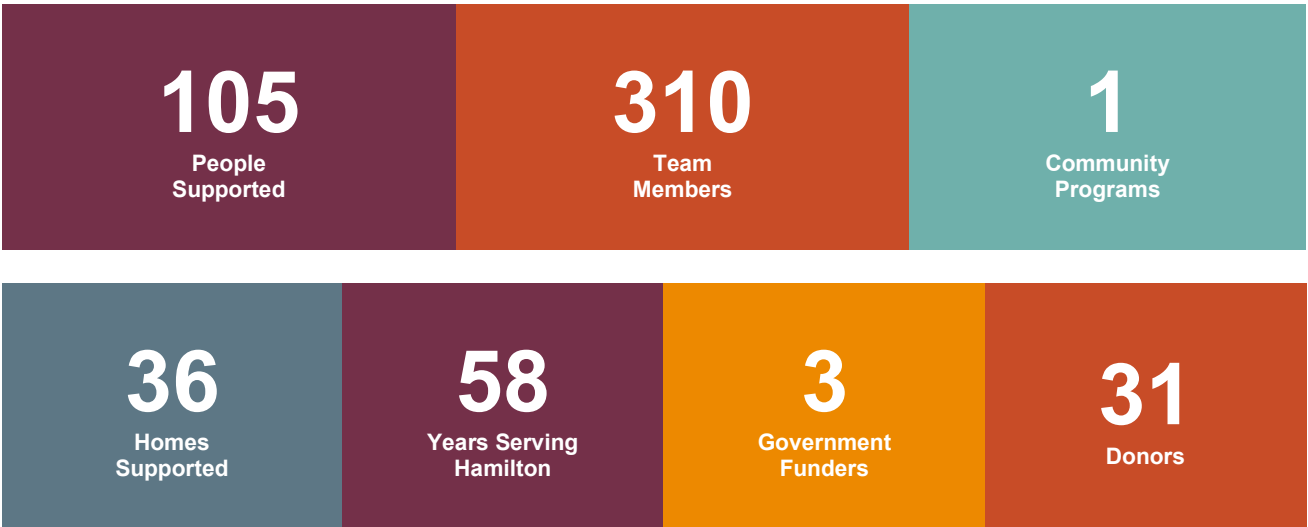
This fall, we will come together — board, leadership, and staff — to shape our next strategic plan. After years of building the foundation, this is our moment to decide, together, what we want to build on top of it. I look forward to that conversation, and to charting the path ahead as one community.

With gratitude,

Jennifer Steffler

Executive Director, Rygiel Supports for Community Living

❖ THIS YEAR IN NUMBERS ❖



"Every person deserves a life filled with purpose, friendship, and joy."

FINANCE REPORT

Financial Overview • April 1, 2025 – March 31, 2026

Finance Manager’s Message

The 2025–2026 fiscal year marked a period of stabilization, modernization, and forward momentum for the Finance Department at Rygiel Supports for Community Living. Building on several years of process improvements, system enhancements, and strengthened financial controls, the Finance Department has entered a period of stability, efficiency, and strategic growth.

REVENUE HIGHLIGHTS	
Total Revenue	\$22,695,268
Total Expenses	\$22,653,953
Surplus / Deficit	\$41,315
Government Funders	\$21,734,063

A major contributor to this success was the presence of a full, robust, and highly capable finance team. With all key roles filled and functioning cohesively, the department was able to shift from reactive cleanup to proactive planning, improved analysis, and strategic growth.

1. Pension Program Modernization

A major milestone this year was the successful transition to a new pension broker and the modernization of the employee pension program:

- Investment control for employer contributions was transitioned to employees.
- The default fund was updated from a 5-year GIC to the BlackRock Target Date Fund series.
- Maturity instructions were added to existing GICs to ensure alignment with long-term investment strategies.
- New voluntary RRSP and TFSA options were introduced.

These changes significantly enhance the value, flexibility, and competitiveness of Rygiel's retirement program, supporting both recruitment and retention.

2. Audit Services RFP and Selection of New Auditors

The Finance Department led a full Request for Proposal (RFP) process for external audit services, ensuring transparency, competitiveness, and value for money. Firms were evaluated on expertise, sector experience, audit approach, and cost, resulting in the selection of a new external auditor. The transition has been smooth, with strong communication and a collaborative approach demonstrated during the current year-end audit.

3. Strengthened Financial Operations and Stability

- Consistent positive cash flow management.
- Timely filing of all payroll, HST/GST, and statutory remittances.
- Continued enhancement of monthly reporting for the Finance Committee.
- Effective monitoring of MYSLP funding, fiscal flex allocations, and supplementary revenue streams.

Managing Budget Challenges Successfully

Although the year presented challenges due to the anticipated MCCSS funding increase (2–3%) not being received, the Finance Department effectively navigated this shortfall through two key funding sources:

- WSIB Rebate — The \$204,000 rebate provided a critical offset to the unrealized MCCSS revenue.
- Fiscal Flex Funding — Approximately \$450,000 was secured to support budget pressures and maintain operational stability.

Together, these funding sources allowed the organization to meet budget projections, proceed with planned initiatives, and avoid negative impacts on service delivery.

The Impact of a Full, Robust Finance Team

One of the most transformative elements of this fiscal year was the stability and strength of the finance team itself. With all positions filled and functioning cohesively:

- Month-end and year-end processes became more efficient and accurate.
- Reporting quality improved significantly, with deeper analysis and clearer insights.
- The department supported major initiatives (pension modernization, audit RFP, capital planning) without compromising day-to-day operations.
- The team shifted from reactive problem-solving to proactive planning and process improvement.

Departmental Growth and Readiness for the Future

With strong operational foundations now in place, the Finance Department is well positioned to focus on:

- Process improvements and automation.
- Enhanced financial analysis and forecasting.

- Strengthening internal controls and documentation.
- Supporting organizational growth, including new homes and expanded service capacity.
- Long-term financial planning aligned with Ministry priorities and sector modernization.

Conclusion

The 2025–2026 fiscal year has been one of renewal and forward progress for the Finance Department. Despite challenges related to unrealized MCCSS funding increases, the organization successfully met its budget projections through strong financial management, the WSIB rebate, and secured Fiscal Flex funding.

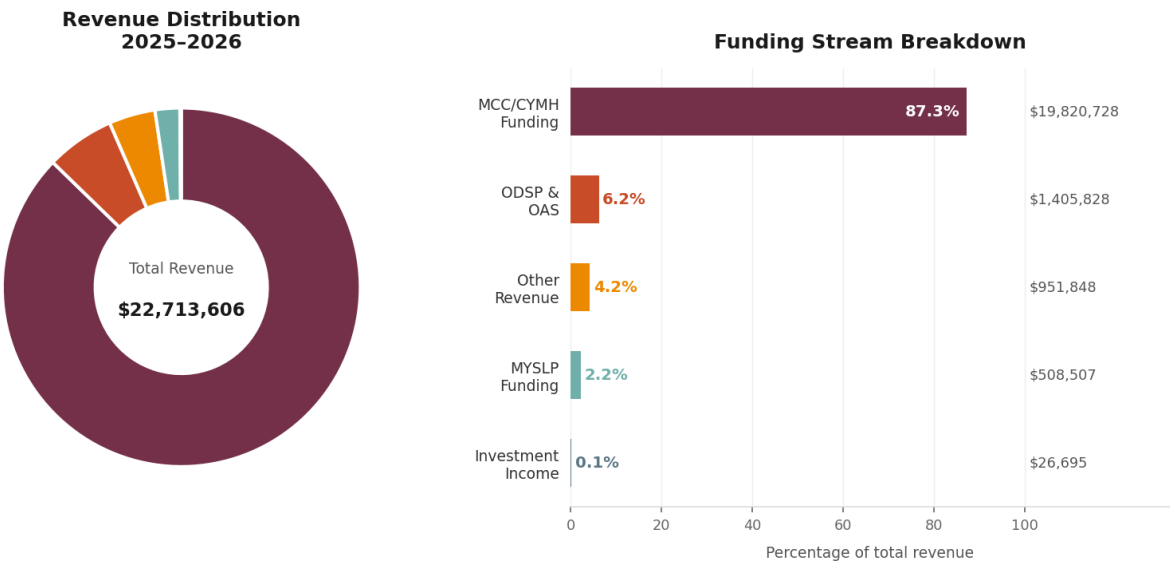
With modernized pension offerings, newly appointed auditors, and a stable financial environment, the department is well-positioned to support Rygiel’s continued growth and strategic objectives. Most importantly, the success of this year reflects the strength of a complete, skilled, and collaborative finance team.

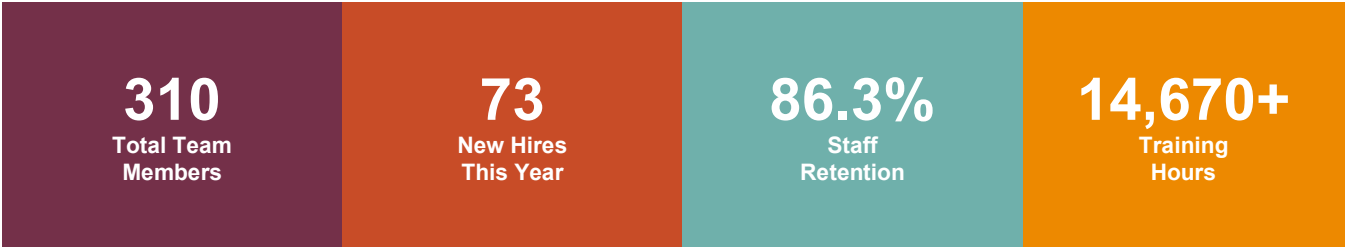
Amanda Blake • Finance Manager

Statement of Operations 2025–2026

Revenue & Expenses	2025–2026 (\$)	2024–2025 (\$)
Government Funding	\$21,734,063	\$18,358,302
Other Revenue	\$960,205	\$489,042
TOTAL REVENUE	\$22,695,268	\$19,924,781
Developmental Services	\$20,653,177	\$17,367,488
Program Expenses	\$1,169,067	\$1,250,758
Administration	\$708,692	\$605,677
Depreciation	\$123,017	\$80,120
TOTAL EXPENSES	\$22,653,953	\$19,838,655
SURPLUS / (DEFICIT)	\$41,315	\$86,126

❖ Revenue Distribution 2025–2026





Workforce Stabilization

Workforce stabilization was a major priority throughout the year. One of the most significant initiatives was the implementation of the Full-Time Staffing Model — a strategic investment designed to create greater workforce stability while supporting continuity and consistency for the people we support.

Working closely with leaders across the organization, the People & Culture team reviewed staffing needs across locations and programs to better align staffing resources with service delivery requirements. This work resulted in the creation of more than 36 net-new permanent full-time positions, providing increased employment stability and strengthening Rygiel’s ability to deliver consistent, high-quality support.

Recruitment also remained a key focus as competition for qualified talent continued across the developmental services sector. Rygiel hosted an on-site job fair in October 2025 and participated in a community job fair in March 2026, providing valuable opportunities to connect directly with prospective employees and increase awareness of career opportunities within the organization.

Building a sustainable talent pipeline remains essential to Rygiel’s long-term success. We are grateful for the work of the Health Services & Organizational Excellence Department in developing partnerships with local colleges and educational programs, helping position Rygiel as a preferred placement destination for students and, in many cases, the only developmental services placement opportunity available within their programs.

Despite sector-wide challenges related to changes in federal immigration and post-graduate work permit programs, Rygiel maintained an average workforce of 268 employees, with an average tenure of 7.9 years and a voluntary turnover rate of 13.7%. 73 employees hired during the fiscal year remain actively employed today, reflecting the success of our recruitment, onboarding, and retention efforts.

Supporting Our People

Investing in employees remained a priority throughout the year. Staff completed more than 14,670 hours of orientation and cross-training, and participated in more than 1,574 hours of professional development and refresher training, including Nonviolent Crisis Intervention (NVCi).

The year also marked the successful launch of UKG, Rygiel’s new Human Resources Information System. In May 2025, the organization processed its first payroll through the platform, marking an important milestone after years of planning and implementation. Staff now have greater access to their schedules and information, and features such as shift swaps and giveaways have increased flexibility and autonomy. Scheduling processes have stabilized, and the system has enhanced transparency and accessibility for employees and managers alike.

Building Future Capacity

The People & Culture Department itself evolved throughout the year as responsibilities were realigned to create a more integrated approach to supporting employees throughout their employment journey. Scheduling functions were incorporated into the department, creating a unified team responsible for

recruitment, onboarding, scheduling, attendance and leave management, labour and employee relations, workforce planning, and employee development. Bringing these functions together has improved communication, strengthened consistency in employee support, and enhanced the department's ability to respond to organizational needs.

Looking Ahead

Looking ahead, People & Culture will continue to support Rygiel's strategic priorities of workforce stabilization and organizational sustainability. Key areas of focus for 2026–2027 include continued optimization of workforce planning practices, expansion of recruitment partnerships, implementation of additional UKG functionality, and initiatives that support employee engagement, development, and retention.

The accomplishments of this year reflect the dedication of employees, leaders, and departments across the organization. Together, we have strengthened the foundation needed to support future growth while ensuring Rygiel remains a great place to work and an exceptional provider of support within our community.

Jess Wharram • Senior Manager, People and Culture

"Our team reflects the community we serve — diverse, passionate, and committed."

DEPARTMENT OF HEALTH AND ORGANIZATIONAL EXCELLENCE

"Quality is not a destination. It is the standard we hold ourselves to, every day."

Achievements and Successes

The 2025–2026 fiscal year marked the formal establishment of the Department of Health and Organizational Excellence, consolidating quality, compliance, education, and integrated health services under unified leadership. The Senior Manager, Quality, Compliance and Education role transitioned to Director at the close of the fiscal year, with planning initiated for two coordinator positions supporting Organizational Learning and Practice Improvement, and Quality Assurance and Health and Safety.

- Integrated Health Model (IHM): Three new IHM homes opened on the Cranbrook property, with the final move-in completed in March 2026, supporting 12 individuals with complex health needs within community-based living environments. The October 21, 2025 open house was attended by families, community partners, and government stakeholders.
- Pharmacy Partnership: The pharmacy services RFP process was completed, resulting in a formal partnership with Hauser's Pharmacy that strengthens medication management and pharmacology supports across programs.

- **DS Learning and Knowledge Rollout:** The Community Supports Training Solutions platform was fully operationalized, supporting the delivery of sector-specific, risk-informed, QAM-aligned education to Direct Support Professionals across all program locations.
- **Controlled Acts and Pharmacology:** Training was further enhanced with the Monitoring for Competency module and performance evaluation checklists embedded into supervisory practice.
- **Palliative Care Partnership:** Through a partnership with Ontario Health West and the Hamilton Family Health Team's Palliative Care Clinical Coach, five IHM Direct Support Professionals completed the Palliative Approach to Care Education (PACE) program.
- **Post-Secondary Partnerships:** A structured group placement partnership was developed with Mohawk College across PSW and Practical Nursing streams, creating a direct pathway to sector employment.
- **QAM Audits and Ministry Compliance:** In February 2026, Rygiel received confirmation from the Ministry of Children, Community and Social Services of full compliance with Ontario Regulation 299/10 of SIPDDA and applicable MCCSS policy directives.

Challenges

Within the Senior Manager role, capacity to fully execute all portfolio responsibilities — including Joint Health and Safety Committee leadership — was impacted by a broad and evolving portfolio during a period of significant organizational change. Health and Safety remains a priority commitment for the year ahead. Within the newly opened IHM homes, frontline staffing continuity presented an ongoing challenge, reinforcing the importance of the workforce development and education investments made across the year.

Goals for 2026–2027

- Onboard an Organizational Learning & Practice Improvement Coordinator and Quality Assurance and Health & Safety Coordinator to strengthen departmental capacity.
- Launch a focused Health and Safety training and compliance initiative, including rollout of the Remembering Rhonda Promoting Active Awareness — Complacency Prevention Toolkit.
- Advance policy development and review through the established policy working group, guided by regulatory requirements and audit findings.
- Launch the Mohawk College structured group placement model across PSW and Practical Nursing streams, furthering Rygiel's post-secondary partnership and strengthening recruitment and retention pathways.
- Continue collaboration with the Palliative Care Clinical Coach on aging-in-place and palliative care initiatives, building on the IHM and PACE education partnership.
- Continue and expand the QAM audit program and further develop the Integrated Health Model as Rygiel's evidence-informed approach to supporting individuals with complex health needs in community.

Lindsay Spry • Director, Health and Organizational Excellence

“Every initiative we pursue is guided by our commitment to communities where everyone belongs.”

SUPPORT SERVICES

Person-centred supports that make every day meaningful

RESIDENTIAL SUPPORTS 96 individuals across 36 supported living locations. Shared bedroom elimination completed — every individual now has a private, dignified living space.	IN-HOME RESPITE 4 individuals supported through our in-home respite model — preserving relationships, routine, and natural environment within family homes.	INTERDISCIPLINARY SERVICES MYSLP-funded individualized supports delivered through discipline-specific hiring, trauma-informed practice, and formalized consultation pathways.
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The 2025–2026 fiscal year marked a continued period of growth, integration, and meaningful service evolution for the Inclusive Living & Supports Department at Rygiel Supports for Community Living.

Building on the momentum of the prior year, our work was shaped by a deepening commitment to person-centered, community-based living, advancing Journey to Belonging principles across all supported living settings — ensuring individuals have genuine choice, voice, and control over their daily lives.

A significant area of focus was the evolution of our Interdisciplinary Services through the MYSLP funding framework, building internal capacity through discipline-specific hiring, staff development, and formalized consultation pathways grounded in trauma-informed practice, harm reduction, and behavioural support frameworks.

We also launched an in-home respite model that supports individuals within their own family homes — preserving relationships, routine, and natural environment while maintaining full agency oversight. We continued brokerage services for Urgent Response Services and Children's Out-of-Home Respite Funding for the Hamilton community through our established partnership with Contact Hamilton and our Hamilton DSO System Navigator.

Supporting Stability, Safety, and Well-Being

Maintaining safe, stable, and high-quality residential environments remained a cornerstone of our work this year. Our relationship with the local fire department continued, with collaborative efforts to ensure all residential homes remain up to code. Monthly IPAC meetings provided consistent education and updates to Direct Support Professionals and Leadership, ensuring evidence-based practices were carried through to frontline care.

Risk management meetings continued with full leadership participation, enabling prompt and coordinated responses to incident reports and serious occurrences through collaborative intervention planning. Coaching and mentoring of Direct Support Professionals was woven into our supervisory practices, supporting staff confidence and competency and fostering a culture of continuous learning and accountability across our residential homes.

SUPPORTS AT A GLANCE	
Individuals Supported	105
Residential Home Residents	96
Respite Services	9
Supported Living Locations	36
New Residents Welcomed	3
Fleet Vehicles	11
In-Home Respite Individuals	4

Evolution of Service Delivery

This year reflected a continued philosophical shift from staff-directed service delivery toward person-supported, self-directed experiences. Individuals supported were given greater choice and control over their daily living, programming, and community participation. The department worked deliberately to align all residential supports with Rygiel's renewed Mission, Vision, and Values — ensuring that person-centered planning was embedded in day-to-day operations rather than treated as a standalone process.

Achievements and Successes

Infrastructure and Housing: The completion of the shared bedroom elimination initiative across all of our homes was a significant milestone. Every individual supported now has a private room — a change that directly reflects our organizational commitment to dignity and quality of life. Strategic relocations of individuals were also completed during the year, based on assessed needs and personal preferences, optimizing living arrangements and creating capacity to welcome new residents into our community.

Community Inclusion and Person-Centred Practice: Meaningful community inclusion remained at the heart of our work. Individuals supported experienced a range of authentic and memorable community connections — from a group cottage trip to an individual who traveled to the United States to be present with family during an important personal celebration. Our seating clinic partnership with Hauser's Mobility, supported by two Occupational Therapists, continued to provide individuals with complex physical needs access to specialized equipment assessments and improved mobility supports.

Quality, Compliance, and Sector Leadership: We made deliberate investments in learning and development across the department. A particular point of pride was the department's leadership in a third-party Behaviour Support Plan review conducted on behalf of two external organizations — the Salvation Army and Beth Tikvah — in cooperation with Willowbridge. To be called upon to guide this work speaks to the credibility our team has built through consistent, high-quality practice.

Challenges and Struggles

Staffing and Workforce: Staffing remained our most significant operational challenge, consistent with the sector-wide shortage of Developmental Support Professionals across Ontario. Maintaining consistent coverage across 36 supported living locations and our CPS program placed ongoing pressure on our Direct Support Professionals and Leadership teams. The department worked closely with People & Culture to address these pressures — leveraging the UKG scheduling system, refining on-call processes, and continuing our investment in coaching and mentoring as a retention and engagement strategy.

Service Complexity and Evolving Needs: The individuals we support continue to present with increasingly complex needs, requiring sustained investment in staff training, individualized care planning, and coordination with external health and specialist partners. Medication management, behavioural supports, and aging-in-place considerations each demanded significant attention across the year.

Looking Ahead with Purpose and Passion

As we move into 2026–2027, the Inclusive Living & Supports Department does so with clarity of purpose and a stronger foundation. The redesign of our respite model is a priority, including the opening of the respite house at 67 Sunninghill, which will meaningfully expand our short-term and planned respite capacity across the region.

We will continue developing our interdisciplinary service infrastructure through MYSLP expansion and formalization of clinical consultation pathways. We are exploring a transportation strategy to broaden community access, and will expand professional development opportunities for both direct support professionals and operational leadership.

Our work in 2026–2027 will be strengthened by strategic partnerships — including continuing to lead third-party BSP reviews with Willowbridge, and working toward a formal partnership with McMaster University’s Canadian Housing Evidence Collaborative. Every initiative will be guided by Rygiel’s Mission, Vision, and Values — ensuring our commitment to communities where everyone belongs is not simply a statement, but a lived reality.

Respectfully submitted,
Nicole Mazzotta • Inclusive Living Manager
Wioletta Gut • Inclusive Living Manager

"Every person deserves a home filled with choice, connection, and joy."

COMMUNITY PARTICIPATION

Building belonging — one connection at a time

Overview

The Day Program continued to focus on creating meaningful opportunities for community participation, social inclusion, and personal growth for the individuals we support.

PARTICIPATION AT A GLANCE

Community Activities Offered	76
Community Events Attended	20
Community Partners Engaged	6
4 New Partnerships / 6 Total	
New Community Connections	94
21 DSO / 73 from Homes = 94 Total	

Throughout the year, the program emphasized person-centered experiences that encouraged independence, skill development, and active engagement within the community.

Community Engagement and Participation

This year, the Day Program expanded opportunities for recreational programming and increased its presence within the community. Efforts were directed toward strengthening relationships with local organizations and ensuring participants had access to inclusive experiences that reflected their interests, goals, and individual support needs.

Participation levels remained stable and demonstrated gradual growth over the course of the year. An increasing number of participants engaged regularly in community-based activities, including recreational outings, volunteer opportunities, and skill-building programs. Particular emphasis was placed on supporting individuals through DSO-funded opportunities and identifying programs that aligned with participant goals and aspirations.

Achievements and Successes

The program received positive feedback from participants, families, and community partners. Participants expressed appreciation for the variety of activities available to them and valued opportunities to pursue personal interests, build friendships, and develop confidence within their communities.

Families reported positive outcomes related to participants' overall well-being and engagement. Community partners also recognized the contributions of participants during instructor-led activities and highlighted their reliability, enthusiasm, and active involvement. Many partners have expressed interest in continuing and expanding collaborative opportunities in the future.

Challenges and Opportunities

Several challenges affected participation throughout the year. Transportation limitations, weather-related disruptions, staffing pressures, and varying participant support needs all impacted the program's ability to maximize community engagement opportunities. Staffing challenges, in particular, limited the program's ability to expand Fee-for-Service offerings and restricted flexibility in community programming.

Transportation remained a significant barrier, particularly when accommodating larger groups and individuals requiring specialized accessibility supports. The current vehicle capacity limited opportunities for group participation and reduced flexibility in scheduling community activities.

To address these challenges, the Day Program continued to enhance accessibility through individualized supports and activity adaptations. Staff worked closely with families, strengthened relationships with community organizations, explored new partnerships, and increased awareness of available opportunities through ongoing communication with participants, families, and community stakeholders.

Looking Ahead

The coming year presents exciting opportunities for growth and expansion. The Day Program is preparing to launch a new After-School Program in September and is actively developing weekend programming options to further increase participation opportunities.

Future priorities include expanding partnerships with local organizations, increasing volunteer and employment-readiness opportunities, and offering a broader range of recreational and educational activities. The program will also focus on improving transportation resources, including vehicles that can accommodate larger participant groups and individuals using non-standard wheelchairs.

Above all, the Day Program remains committed to providing person-centered supports that foster independence, inclusion, and meaningful community engagement. Through continued innovation, collaboration, and responsiveness to participant needs, the program will strive to create even greater opportunities for individuals to connect, contribute, and thrive within their communities.



Community Participation in action — enjoying the garden and making music at the Day Program

CELEBRATING OUR PEOPLE

Years of service — thank you for everything you do

Every year at Rygiel is a year of showing up, of caring deeply, and of making a real difference in people’s lives. We are proud to honour the following team members for their dedication.

MILESTONE	TEAM MEMBERS WE CELEBRATE
 10 Years	Barbara Ricottone • Ewa Krupicz • Jessica Simpson-Pink • Lydia Mwebaza • Matilda Owusuwaa • Michael Massie • Tracy Garcia • Vanessa Manalansan
 20 Years	Amy Steele • Andrew Ong • Barbara Chatrie • Gordana Vukicevic • Loriann Mandy
 25 Years	Anna Marie Glendenning • Devora Menjivar-Mollison • Malgorzata Orzel • Ryan Mascolo • Wioletta Gut
 30 Years	Jeff Whiteman
 35 Years	Alex Miel • Malgorzata Harpula • Noemy Morales • Rebecca Ranches
 40 Years	Monika Carr

THANK YOU TO OUR DONORS

Your generosity makes community possible

We are deeply grateful to every individual, family, business, and organization who gave to Rygiel this year. Every single gift helps us create community, acceptance, and home.

OUR DONORS	WITH GRATEFUL HEARTS	THANK YOU
Arnold, Wayne and Teresa	Arrell, Harrison	Benoit, Debbie
Boylan, Robert and Linda	Cafe Domestique Inc.	Caldere, Blake
Cornerstone Medical	Crombie, Carrie	Finan, Turlough

Funk, Lynn	Gagnon, Mary Kit	Gray, Gregory
Hutchison, Duncan and Elaine	James, Gail	Jones, Rory
Knight, Robert and Sabina	Langton, Jayne <i>MedPro Direct Inc.</i>	Mair, Phyllis
Mansfield, Barb	Michaud, Shelly	Moyer, Ross
O'Neill, Jack	Philpot, Andrew	Principles
Promo Place	Ridpath, Ann	Seymour, Therdore
Shamshon, Sam <i>UGSS INC.</i>	VanKuren, Linda	Welsh, Lavinia
Willoughby, Michael		

"Thank you. Your generosity is felt every single day."



Real people. Real moments. Real community.

Throughout this report you will find stories that remind us why we do this work — moments of joy, growth, friendship, and belonging.

OPENING DOORS TO A NEW MODEL OF SUPPORT

In 2025, Rygiel Supports for Community Living celebrated a major milestone with the opening of three new homes in Hamilton and the launch of its Integrated Health Supports Model. Together, these initiatives represent an important evolution in how supports are delivered to people with developmental disabilities, creating opportunities for greater independence, continuity of care, and quality of life.

The homes were developed with a vision of providing more than safe and accessible housing. Through partnerships with Ontario Health West, Mohawk College, and the Hamilton Family Health Team — including their Palliative Care Clinical Coach — Rygiel has introduced a model that combines community living and health supports within a familiar home environment. This approach enables people to receive coordinated, person-centred care while remaining connected to the communities and relationships that matter most to them.

The Integrated Health Supports Model brings nursing and health expertise directly into Rygiel's services, allowing health concerns to be addressed proactively and care to be coordinated across support teams. The model is designed to reduce avoidable hospital visits and support people to age in place — goals that are being pursued as teams build their understanding of each person's unique health needs and medical complexities. By strengthening access to health services within the home, the model supports greater continuity of care throughout a person's life.

A key feature of the model is its focus on individualized support. Nurses, educators, and Personal Support Workers (PSWs) work together to ensure services are tailored to each person's goals and needs. Within the Integrated Health Supports Model, direct support is provided by PSWs — a deliberate choice that reflects both their scope of practice and Rygiel's valued partnership with Mohawk College, including the opportunity to host students in the PSW Program. This collaborative approach promotes better health outcomes while supporting choice, dignity, and independence.

Investing in the ongoing learning of the team is also central to the model. In an early step toward building capacity in life span planning and supportive end-of-life care, five PSWs within the Integrated Health Supports Model completed the Palliative Care Education Program (PACE) for PSWs — an education initiative designed to deepen knowledge of aging, comfort-focused care, and supporting people and families through all stages of life.

The official Open House brought together people supported, families, neighbours, community partners, and local leaders to celebrate this achievement. The event highlighted the power of collaboration and the shared commitment to creating inclusive communities where everyone has the opportunity to thrive.

The opening of these homes reflects Rygiel's ongoing commitment to innovation and excellence in support services. By integrating health care and community living, Rygiel is helping to create a future where people can access the care they need while continuing to live meaningful, connected lives in their own homes and communities.

BUILDING THE FUTURE TOGETHER: RYGIEL'S PARTNERSHIP WITH MOHAWK COLLEGE

In 2025, Rygiel Supports for Community Living entered an exciting new chapter through the development of a meaningful partnership with Mohawk College. This collaboration reflects Rygiel's continued commitment to innovation, community partnerships, and leadership in inclusive supports.

At the heart of this partnership is a pilot placement model embedded within Rygiel's Integrated Health Supports Model homes. Mohawk College PSW students and Practical Nursing students have the opportunity to complete group placements within the model — an approach that brings up to six students together in a real-life learning environment under the guidance of a clinical instructor. The clinical instructor works collaboratively with Rygiel's nursing leadership to design and facilitate meaningful learning experiences that reflect the realities of integrated health supports in community living.

For Practical Nursing Year 4 (PN4) students, the partnership offers an additional opportunity: final consolidation placements within the model, with Rygiel's nurses serving as preceptors. Rather than following the standard placement selection process, interested students are invited to complete an expression of interest — an approach that allows for a more intentional match between the student's goals and the unique learning environment the model offers. These placements are designed not only to support student learning, but to open doors to nursing careers in the developmental services sector and contribute to building a skilled, committed workforce for the future.

Rygiel and Mohawk College also share a longer-term vision of deepening this partnership. While the timing was not right to move forward with a Living School model at this time, Rygiel remains open to continuing that conversation and exploring what a deeper collaboration could look like in the future.

This partnership represents more than a training opportunity. It is a step toward strengthening the sector, expanding knowledge, and ensuring that people with developmental disabilities continue to receive high-quality supports from skilled, compassionate, and well-prepared professionals.

As Rygiel continues to grow and innovate, the partnership with Mohawk College stands as an important example of what is possible when community organizations and educational institutions work together. Together, we are building capacity, inspiring future leaders, and advancing Rygiel's vision of inclusive communities where every person is supported to live with dignity, belonging, and opportunity.

"Find it here. Community. Acceptance. Home."



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Rygiel

Supports for Community Living
Supports pour L'intégration Communautaire



Outline for the AGM Tuesday June 23, 2026 at 6:30 pm

Agenda

1. Welcome
2. Land Acknowledgement
3. Recording of the Meeting
4. Approval of Agenda
5. Approval of Minutes from June 24, 2025
6. Report of the Chair
 - a. Slate of Officers of Board 2026-2027
7. Report of the Executive Director
8. Financial Report
 - a. Presentation of Audited Statements
 - b. Appointment of Auditor for 2022-2023
9. Report of the Nomination Committee
10. By-Law Review – Amendment
11. Approval of Actions of the Board
12. Presentations
 - a. People Supported Milestone birthday
 - 2024-2025
 - 2025-2026
 - b. Staff
 - 2024-2025
 - 2025-2026
13. Adjournment

Join us for Light refreshments after the meeting concludes.

Board of Directors' Meeting Minutes Tuesday June 24, 2025 at 6:30 pm - Virtual

Present: Bruno Ugenti (Chair), Jeffery Rouse, Dave Cunliffe, Tony Tigani, Sam Cino, Emilia Bozzo, Val Dalgetty-Righton, Anthony Frisina

Regrets:

Staff: Jennifer Steffler, Jamie Toner, Lindsay Spry, Amanda Blake, Shelly Proulx, Wioletta Gut, Nick Lazar, Jess Wharram

Guest: 50 Guests

Recorder: Serena Bisignani

1. Welcome

The meeting was called to order by Chair Bruno Ugenti. Bruno welcomed all members and guests, thanking everyone for their flexibility in transitioning the meeting to a virtual format due to a heat wave and ongoing air conditioning issues at the office. The meeting began with a warm acknowledgment of the 64 attendees.

2. Land Acknowledgement

Jeffrey Rouse, presented the Land Acknowledgement, recognizing the traditional territories of the Erie Neutral, Huron-Wendat, Haudenosaunee, Chippewas, and the Mississaugas of the Credit First Nations. He acknowledged the ongoing process of colonialism and the importance of truth and reconciliation efforts.

3. Recording of the Meeting

It was noted that the meeting was being recorded for minute-taking purposes. The recording would be deleted once the minutes were drafted and approved.

4. Approval of the Agenda

MOTION:

"To approve the agenda of the AGM on June 24, 2025 as presented."

MOVED: Dave Cunliffe

SECONDED: Sam Cino

CARRIED 2025 06 01 AGM.

5. Approval of Minutes from September 23, 2024

MOTION:

"To approve the minutes of the AGM on September 23, 2024 as presented."

Board of Directors' Meeting Minutes
Tuesday June 24, 2025 at 6:30 pm - Virtual

MOVED: Emilia Bozzo
SECONDED: Tony Tigani
CARRIED 2025 06 02 AGM

6. Report of the Chair

Chair Bruno Uggenti provided a report summarizing the accomplishments of the past fiscal year (April 1, 2024 - March 31, 2025), including improvements in governance practices, committee activities, training for board members, and ongoing partnerships with the Rygiel Homes Housing Corporation. He highlighted the importance of maintaining high-quality services for the people supported by Rygiel and acknowledged the hard work and dedication of staff, volunteers, and families. Bruno expressed his gratitude to the entire Rygiel team and extended special thanks to Serena, the Executive Assistant, for her administrative support and Jennifer Steffler who has done a great job years and reaffirmed the support of the board, and encouraged her to keep up all she does for the board and for the people supported in the organization. Bruno thanked all of the board directors, who volunteer their time and effort to make sure that the organization you know has the right direction that's needed for the important work that we do.

7. Report of the Executive Director

Executive Director Jennifer Steffler presented her report, reflecting on Rygiel's transformative year. She discussed the alignment of the organization's purpose with the people supported, emphasizing the launch of a refreshed mission, vision, and values that guide all organizational decisions. She also highlighted the rebranding efforts and the upcoming strategic plan, which will involve collaboration with those served, staff, and the broader community. Jennifer thanked the board, leadership team, and all staff for their ongoing dedication and support.

8. Financial Report

a. Presentation of Audited Statements

Mark Oresti from Vine and Partners presented the audited financial statements for the past fiscal year. Highlights included an increase in revenue from ministry funding and other support, as well as increased expenses in staffing and property maintenance. Despite the increase in expenditures, the organization achieved a small surplus of \$10,000. It should be noted that the organization continues to meet its annual Pay Equity obligations under the Ontario Pay Equity Act through prudent management of its expenditures.

MOTION:

"To approve the audited statements as presented and be accepted by the members of the agency."

Board of Directors' Meeting Minutes
Tuesday June 24, 2025 at 6:30 pm - Virtual

MOVED: Jeffrey Rouse
SECONDED: Sam Cino
CARRIED 2025 06 03 AGM

9. Report of the Nomination Committee

MOTION:

“To extend Emilia Bozzo's tenure as a director for an additional two years.”

MOVED: Tony Tigani
SECONDED: Dave Cunliffe
CARRIED 2025 06 04 AGM.

The board also encouraged any interested individuals to apply for board membership.

10. Presentations

Jennifer Steffler acknowledged milestone birthdays of people supported by Rygiel and the long service of staff members.

a. People Supported

Sonny Nong
Anne Lawrence

Sheri Morrell
Brenda Kiss
Russell Bulley

Sharron Dalgetty
John Zik

b. Staff

10 Years

Jennine Osbourne
Katarzyna Grzegdala
Nabil Serssouri
Joice Muzvidziwa

20 Years

Michelle Loughlin
Ewa Zychowicz
Jolanta Grzegorczk
Hailey Geddes
Lisa Stone
Stephanie Bristo
Elizabeth Chappell
Dijana Dubicanac
Magdalena Krzyskowski

25 Years

Mateusz Roj
Maria Marrone
Mladen Avramovic
Urszula Stefanowska

35 Years

Tammy Evans
Suman Gupta



Board of Directors' Meeting Minutes Tuesday June 24, 2025 at 6:30 pm - Virtual

11. Adjournment

Bruno Uggenti thanked all attendees, staff, volunteers, and families for their contributions to the organization and the Annual General Meeting.

MOTION:

"To adjourn the 2025 AGM at 7:15 pm."

MOVED: Sam Cino

SECONDED: Emilia Bozzo

CARRIED 2025 06 05 AGM