

Partnering with purpose

Building Opportunities to Create Lasting Change



Covenant
House®

2025 IMPACT REPORT



OUR MISSION...

To serve children and youth on the street and to protect and safeguard all children and youth with absolute respect and unconditional love.

OUR VISION...

To lead change that supports and empowers youth who are homeless, trafficked, or at risk to pursue a life of wellness and opportunity.

LAND ACKNOWLEDGEMENT...

Covenant House Toronto acknowledges that the land on which we meet is the Traditional Territory of many Indigenous Nations including the Anishinaabeg, the Haudenosaunee, the Ojibway, the Chippewa, the Wendat and more recently the Mississaugas of the Credit First Nation. This land is part of the Dish with One Spoon Wampum. Today this territory is home to many diverse First Nations, including the Inuit, and Métis. We recognize the enduring presence of Indigenous peoples on this land and the importance of working to advance reconciliation between Indigenous and non-Indigenous people here and across Canada.

Covenant House Toronto acknowledges all Treaty Peoples — including those who came here as settlers — as migrants either in this generation or in generations past — and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans- Atlantic Slave Trade. We pay tribute to those ancestors of African origin and descent.

Our Principles...

Immediacy

We welcome all youth without judgement or conditions, meeting their immediate basic needs of food, clothing, medical attention, and a safe place to sleep, at no cost.

Sanctuary

We acknowledge the bravery it takes for young people to walk through our doors. We offer them a welcoming and safe environment based on absolute respect, unconditional love, and relentless support, where we believe in and encourage their resilience.

Value Communication

We value authentic relationships, honour the voice of our youth, and model caring relationships based on trust, respect, and honesty.

Structure

We provide stability and consistency for young people to pursue their great promise.

Choice

We honour that young people hold the power to their story. Through relentless engagement we foster confidence and encourage them to believe in themselves and make informed choices about their lives.

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Partnering With Purpose

Rising rental costs, post-pandemic inflation, and the worst youth unemployment rate in decades are all fueling a youth homelessness crisis that continues to grow.

To meet the increasing needs of the young people who turn to us for help, your support has been critical in expanding the programs and services they rely on. Over the past year, we added more community-based housing, created employment opportunities in food services, retail and transportation, and increased clinical services to support overall health and wellness.

Yet youth homelessness and the factors that contribute to it are too complex to be addressed by any one organization alone. That's why building new partnerships and strengthening existing ones are central to our approach.

Our summer and winter City-partnered respite programs offer young people living on the streets a safe place to stay during extreme weather months. These types of programs are often the first step for youth to engage with our staff and for our staff to build the trust required to help them. Through counselling and close collaboration with our community housing partners, we're proud to share that none of the youth in our respite programs have had to return to the street.

HELPING YOUTH SECURE STABLE HOUSING IS A PRIORITY FOR COVENANT HOUSE. PARTNER SUPPORT HAS EXPANDED THE TRANSITIONAL HOUSING CAPACITY THAT MAKES THIS PROGRESS POSSIBLE, PROVIDING THE INFRASTRUCTURE YOUNG PEOPLE NEED AS THEY DO THE WORK OF BUILDING STABILITY AND PLANNING FOR THEIR FUTURE, SUPPORTED BY OUR TEAM.

Prevention is critical, and results from other jurisdictions demonstrate that with the right help at the right time, there are practical and effective ways to stop youth homelessness before it starts. Building on this evidence, we are investing in the development of programs that reflect Toronto's diverse and complex urban context.

In the community, we've ramped up our school outreach through new partnerships with the Toronto Police Services Human Trafficking Enforcement Unit and Victim Services Toronto. We've also created new tools and resources to support educators, parents, and caregivers — helping us reach even more young people and make a bigger impact in the future.

The momentum we're building in a challenging environment reflects the dedication, resilience, and commitment of our team. We remain steadfast in our mission: to engage relentlessly as we work together with compassion, innovation, and purpose toward a future where all young people have a safe place to call home, and an opportunity to thrive in their community.

This vital work is only possible because of the strength of our team, dedicated partnerships and the generosity of our donors. Their unwavering commitment to show up for youth, year after year, continues to be a source of hope and inspiration.

THANK YOU ❤

To Our Loyal

Supporters

This summer, the City of Toronto released the latest Street Needs Assessment that shows the number of people experiencing homelessness in Toronto has doubled since the last count in 2021. Of those people, approximately 1,500 16 to 24-year-olds are without a safe place to call home on any given night in the city, many experiencing homelessness for the first time. These numbers are significant because they represent people, our loved ones — and also because the shelter system only has up to 740 youth beds.

This stark reality underscores the urgency of our work. While crisis response will always be needed, we believe that focusing on sustainable long-term solutions is critical if we are to make homelessness a rare experience for young people.

Last year alone, over 2,000 young people turned to Covenant House for support and more youth are staying with us longer. We provide nearly 30 per cent of the city's youth shelter beds and offer the broadest range of supports for youth, yet demand continues to exceed the available supply. Covenant House is committed to working with the youth sector to develop a coordinated city-wide strategy to meet the urgent needs of today's youth and close the systemic gaps.

Without timely action, today's youth risk becoming tomorrow's chronically homeless adults, facing long-term challenges to their health, well-being and education and employment opportunities. To meet this challenge, we're expanding early intervention programs that help youth stay housed and supported — before they reach a crisis point.

The landscape of youth homelessness has changed drastically in recent years. Among the most pressing of these challenges is the growing need for mental health support. Every year, there is increased demand for services that address trauma, substance use and mental illness and help make stability more achievable. To ensure the best possible outcomes for youth who turn to us, we've enhanced trauma-informed care and integrated physical and mental health services, substance use support, and case management.

We strive to ground our work in evidence and proven practices. Research shows the most effective way to prevent youth homelessness is by helping young people stay in school, remain in their community and build or repair bridges to family or other caring adults. This year, we expanded prevention education and outreach, strengthened partnerships with Toronto Police and local school boards, increased housing options, and enhanced our housing-first model with peer support, mental health care, and follow-up services.

While we continue to improve our model of care, we understand that big, systemic changes are needed to solve this growing crisis. Our advocacy efforts are gaining traction and we're working with city officials, the youth sector including the Toronto Youth Cabinet and Covenant House Vancouver, to push for coordinated strategies and evidence-based solutions that will best serve youth at risk of experiencing homelessness.

These initiatives are part of a larger movement to ensure youth have safe housing and the support they need to thrive. None of this is possible without your belief in our mission.

As we look back on this year, we are proud of what we've accomplished — but we know there is more to do. Young people continue to face immense challenges that impact their lives at a critical time. But with every housing placement, every high school credit earned, and every job landed, there is hope — and we see the power of possibility and the potential in every young person.

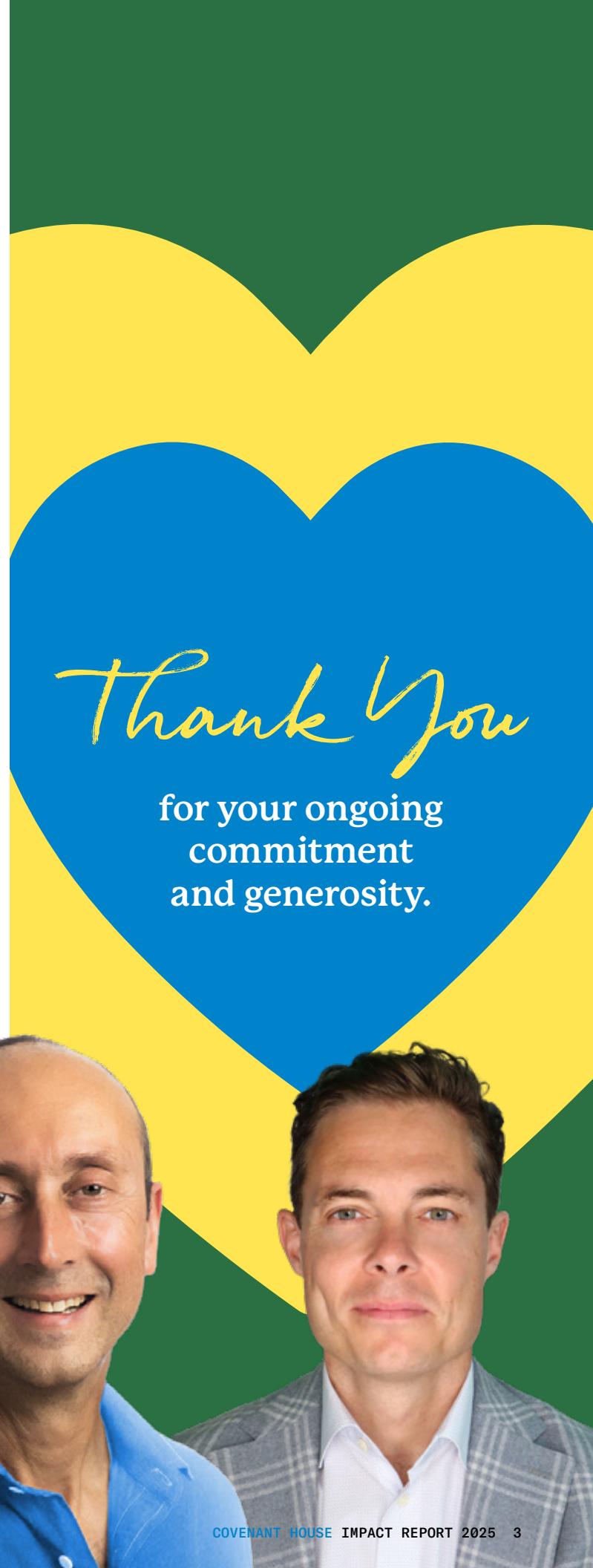
Thank you to our partners, donors, volunteers, and staff for your unwavering belief in what we do. By partnering with purpose, our impact is bigger than crisis response — it's shaping a future where young people have the safety, support and stability to thrive.



Mark Aston
Executive Director



Jordan Eizenga
Board Chair



Broad Social Issues

Homelessness in Canada is deepening, and urgent action is needed¹. According to one report², more than 80,000 Ontarians were known to be homeless in 2024. Even more concerning is the sharp rise in chronic homelessness, which today is more than 50 per cent of the homeless population, compared to 15 to 20 per cent a decade ago. Nearly a quarter of those individuals are children and youth.

Locally, the City's recent Street Needs Assessment indicates that homelessness has doubled since 2021, and that over 1,500 16 to 24-year-olds are experiencing homelessness on any given night in the city, many for the first time. With only up to 740 shelter beds available, many youth are forced into unsafe conditions — sleeping outdoors, risking violence, or entering adult shelters ill-suited to their needs³.

While emergency shelter and crisis services remain an essential but temporary solution, the most effective and compassionate response to youth homelessness is prevention⁴. By identifying youth at risk, and supporting them early, we can greatly reduce the likelihood of long-term or chronic homelessness in adulthood.

Preventing youth homelessness involves keeping families and communities connected, ensuring that every young person has supportive and caring adults in their life, and the right resources are available when they're needed most⁵. This includes having a safe place to call home, access to education, mental health supports, opportunities for employment and strong, healthy relationships.

Effective prevention requires collaboration—across sectors, organizations, and communities. Together, we can build a future where all young people have the support they need, and no one falls through the cracks.

Many Canadian youth who experience homelessness are also from the following over-represented communities:

	Youth experiencing homelessness	General Population
Racialized Communities	28.2% ⁷	26.6% ⁸
2SLGBTQIA+ Communities	25–40% ⁷	4.4% ⁹
Indigenous Communities	35–60% ⁶	5%



UNSTABLE HOMES

- 51% of youth report conflict or abuse at home as the reason for their homelessness¹⁰
- 2SLGBTQIA+ youth were over twice as likely to cite abuse by a parent or guardian as a factor in their experience with homelessness¹¹
- 31% of youth experiencing homelessness report having been in foster care, a youth group home, or other child welfare program¹¹
- Youth who have been in foster care are 34% more likely to have their first experience of homelessness as a young adult¹¹



INFLATION

The soaring costs of housing and food continue to make everyday living more challenging than ever. Young people are particularly vulnerable to these circumstances.

- 55% of people aged 25 to 44 reported that rising prices were greatly affecting their ability to meet day-to-day expenses¹²
- One in four Canadians are unable to cover an unexpected expense of \$500¹²
- Food and rent costs in Canada have risen 30% since 2020, straining household budgets¹³





HEALTH & WELL-BEING

Youth mental health is declining due to high levels of anxiety and loneliness, as well as a reduction in support services¹⁴.

- There has been an 18% increase in the rate of children and youth prescribed medication for anxiety and other mental health related conditions since 2018¹⁴
- There has been a 13% increase in the rate of anti-psychotic medications dispensed to children and youth since 2023¹⁴
- Over 5 million Canadians (18%) aged 15 and older meet the medical criteria for a mood, anxiety, or substance use disorder in 2022¹⁵
- 13% of youth experiencing homelessness cite mental health issues as a factor related to their experience¹⁵
- Experiences of homelessness during youth are associated with higher rates of chronic adult homelessness and health challenges¹⁵



EDUCATION & INCOME

In 2023, slow job growth led to rising unemployment, especially among youth. For those aged 15 to 29, the unemployment rate rose sharply to 14.2% by June 2025 — notably higher than pre-pandemic levels¹⁶.

The number of youth not in education or training has also increased slightly above pre-pandemic levels.

- 63-90% of homeless youth did not complete high school¹⁸
- Achieving a university education significantly lowers the likelihood of homelessness. Conversely, lacking high school completion increases risk, especially among Indigenous populations¹⁹

As fewer young people participate in school or work, they lose critical opportunities to develop skills, earn income, and maintain long-term well-being¹⁷.

1. Infrastructure Canada. Everyone Counts 2020–2022—Results from the Third Nationally Coordinated Point-in-Time Counts of Homelessness in Canada; Government of Canada: Ottawa, ON, Canada, 2023; Available online: <https://www.infrastructure.gc.ca/homelessness-sans-abri/reports-rapports/pit-counts-dp-2020-2022-results-resultats-eng.html> (accessed on 15 September 2024). **2.** Association of Municipalities of Ontario. Municipalities Under Pressure: The Growing Human and Financial Cost of Ontario's Homelessness Crisis. 8 Jan. 2025, <https://www.amo.on.ca/sites/default/files/assets/DOCUMENTS/Reports/2025/2025-01-08-AMOHomelessnessReportSummaryFinal.pdf>. **3.** City of Toronto. Street Needs Assessment 2024 Results Report. 2025, <https://www.toronto.ca/wp-content/uploads/2025/07/9790-street-needs-assessment-report-2024.pdf>. **4.** Gaetz, S. Youth Homelessness Prevention Initiative Needs Assessment; Canadian Observatory on Homelessness Press: Toronto, ON, Canada, 2023. [Google Scholar]. **5.** Gaetz, S.; Ward, A.; Kimura, L. Youth homelessness and housing stability—What outcomes should we be looking for? *Healthc. Manag. Forum* 2019, 32, 73–77. [Google Scholar] [CrossRef]. **6.** <https://homelesshub.ca/collection/population-groups/black-communities/>. **7.** Turner, Janet. "Homelessness in Canada." The Canadian Encyclopedia, Historica Canada, 6 Dec. 2023, <https://www.thecanadianencyclopedia.ca/en/article/homelessness-in-canada>. Accessed 7 Aug. 2025. **8.** Statistics Canada. Census Profile, 2021 Census of Population. Government of Canada, 2022, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/index-eng.cfm>. Accessed 7 Aug. 2025. **9.** Statistics Canada. Canada at a Glance, 2023: 2SLGBTQ+ Population. Canada at a Glance, Publication no. 12 581 X, Statistics Canada, 2023, <https://www150.statcan.gc.ca/n1/pub/12-581-x/2023001/sec6-eng.htm>. Accessed 7 Aug. 2025. **10.** <https://housing-infrastructure.canada.ca/alt-format/pdf/homelessness-sans-abri/reports-rapports/youth-homelessness-2024-itinerance-jeunes-en.pdf>. **11.** https://housing-infrastructure.canada.ca/homelessness-sans-abri/reports-rapports/youth-homelessness-2024-itinerance-jeunes-eng.html#toc_4.7. **12.** <https://www.statcan.gc.ca/01/plus/7305-lets-talk-about-money>. **13.** Statistics Canada. "Consumer Price Index, July 2025." *The Daily*, 19 Aug. 2025, <https://www150.statcan.gc.ca/n1/daily-quotidien/250819/dq250819a-eng.htm>. **14.** <https://www.cihi.ca/en/child-and-youth-mental-health/overall-trends-for-child-and-youth-mental-health>. **15.** <https://www150.statcan.gc.ca/n1/pub/11-627-m/11-627-m2023053-eng.htm>. **16.** <https://www150.statcan.gc.ca/n1/daily-quotidien/250711/dq250711a-eng.htm>. **17.** <https://www150.statcan.gc.ca/n1/pub/81-595-m/81-595-m2025001-eng.htm>. **18.** Canadian Observatory on Homelessness. Youth Homelessness in Canada: The Road to Solutions. Homeless Hub, 2025, <https://homelesshub.ca>. **19.** Melvin, Alexandria. Postsecondary Educational Attainment and Labour Market Outcomes Among Indigenous Peoples in Canada. Statistics Canada, 27 Oct. 2023, <https://www150.statcan.gc.ca/n1/pub/75-006-x/2023001/article/00012-eng.htm>.

Five-Year

Strategic Plan

NOW IN THE THIRD YEAR OF OUR STRATEGIC PLAN, WE'RE BUILDING MOMENTUM – EXPANDING OUR PREVENTION AND COMMUNITY HOUSING INITIATIVES WITH INNOVATIVE, EVIDENCE-INFORMED APPROACHES. OUR FOCUS REMAINS ON INTERVENING AT CRITICAL MOMENTS TO PREVENT YOUTH HOMELESSNESS AND MOVING YOUNG PEOPLE INTO THE COMMUNITY FASTER BY PROVIDING APPROPRIATE HOUSING AND THE NECESSARY CARE YOUNG PEOPLE NEED TO BEGIN REBUILDING THEIR LIVES.

FISCAL 2024-2025 RESULTS

Shelter & Emergency Services

The need for shelter beds continues to exceed the available supply, particularly in the winter months. For the third year in a row we have offered a winter respite program, providing youth with a safe place to sleep, and access to basic necessities and critical services that help break the cycle of homelessness. Last year, over 240 youth participated in this program, and all transitioned into supportive homes in the community.

Demand for health services continues to rise, not only in volume but in the intensity of need. Over the past year, we have seen a 19 per cent increase in visits related to mental health and addiction, highlighting the increasing complexity of the challenges youth are facing and the importance of timely, accessible on-site services.

Our Drop-In program continues to welcome all young people, offering a safe place to rest along with showers, laundry, healthcare, counselling, and nutritious meals

for 100 youth each day. It also connects them to education, employment services, skill development, and community housing opportunities.



Transition, Community Housing And Support

Research shows that early access to stable housing and wraparound support leads to better long-term health outcomes for youth experiencing homelessness.

Over the past year we've launched a number of initiatives to grow and strengthen our housing programs including:

- Implementing a Housing First for Youth (HF4Y) program. HF4Y is a thoughtful, youth-centred and rights-based approach that puts housing at the heart of everything.
- Reshaping our team to create a stronger, more connected community housing system. We added four new Follow-Up Workers, a Mental Health Counsellor, and two Peer Workers — so we can be there for more young people as they build their lives in the community.
- Providing Occupational Therapy support to help youth build structure into their days, along

with the skills, confidence, and self-awareness to help them navigate life, particularly in stressful situations.

- Expanding our community housing options by opening a new 64-bed transitional housing program for newcomer youth in South Etobicoke. We also added 15 rent-geared-to-income units through partnerships with non-profit housing providers.
- Partnering to expand our transitional and community housing programs to 257 beds. Thanks to these efforts, 63 per cent more young people have been able to move out of our emergency shelter and into a stable place they can call home.

Last year, youth earned over 1,500 essential life skills credits by actively participating in our programs designed to help them build independence and shape their future. The young people engaged through our Cooking for Life program and employment centre secured 250 jobs — an admirable achievement given the challenging employment market for young people.



Prevention

Our school support program, Youth Reconnect, helped over 240 students overcome the challenges they were experiencing to stay in school and remain housed. This program accesses our family counselling services and is often a lifeline for young people looking to rebuild or strengthen relationships with family or other caring adults.

First Connect, a specialized intake pilot intervention service developed by Covenant House Toronto and youth-serving sector partners, meets youth at a critical moment — when they are seeking shelter or facing the loss of housing — and works with them to explore safe, immediate alternatives.

Last year, our Awareness and Prevention Team educated and trained over 32,000 students and industry professionals.

Participants learned about the risks of homelessness and how to protect themselves and others being targeted by traffickers, and to help prevent this crime from occurring in the first place.

We expanded and strengthened collaborations with a wide range of community organizations, advocacy groups, law enforcement,

educational institutions, and government agencies to enhance our impact and support for youth.

In partnership with the Toronto District School Board, Toronto Police Service, and Victim Services Toronto, we co-hosted two Anti-Sex Trafficking symposiums and a summit, engaging 1,319 participants from schools and agencies across the GTA. These events deepened student understanding and inspired youth-led awareness initiatives in their schools.

People and Workplace

We continue our commitment to building an innovative and mission-focused workplace. This year, we updated our technology to enhance our learning, payroll and human resources systems. Additionally, we expanded wellness and training opportunities for staff, and community partnerships to ensure we can effectively manage the increased demand for our services. We remain dedicated to supporting our employees and the community we serve. These strategic initiatives continue to strengthen our operational capacity and our dedication to supporting our team and the young people we help.



Equity, Diversity, Inclusion

Nurturing equity, diversity, and inclusion and inclusion for youth, staff and our Board continues to be a priority for our organization. Last year, we continued our work on the calls to action for Truth and Reconciliation. This included partnering with Strong Earth Alliance Indigenous Elders to launch our first our first Elder-In-Residence program to further integrate Indigenous knowledge into our programs and services for the young people we help at Covenant House. We integrated the new Toronto Shelter Standards' Directives on Anti-Black Racism into our programs and services. Additionally, we organized learning workshops and training, including a partnership with the Get Real Movement to provide 2SLGBTQIA+ training for youth and staff to continue promoting equity and fostering compassion in our workplace.

July 1, 2024 - June 30, 2025

Program Results



5,272 (+43%)

meals served to youth
weekly across all programs



748 (+29%)

youth in all on-site
resident programs



227 (+63%)

young people transitioned
to independent living in
the community



1,559 (+10%)

life skills credits
achieved by youth



718 (+6%)

youth treated at our
on-site healthcare clinic



369 (+16%)

youth stayed in our
crisis shelter



29,751 (+19%)

students participated in
our homeless and trafficking
awareness presentations



426 (+11%)

youth accessing mental health
counselling at the on-site clinic



243 (+62%)

youth participated in the
winter respite program



250 (+35%)

jobs and job training placements
realized by our youth – during
the highest period of youth
unemployment in a decade

*Indicates increase over previous year.

First Connect: A Timely Intervention for *Youth at Risk*

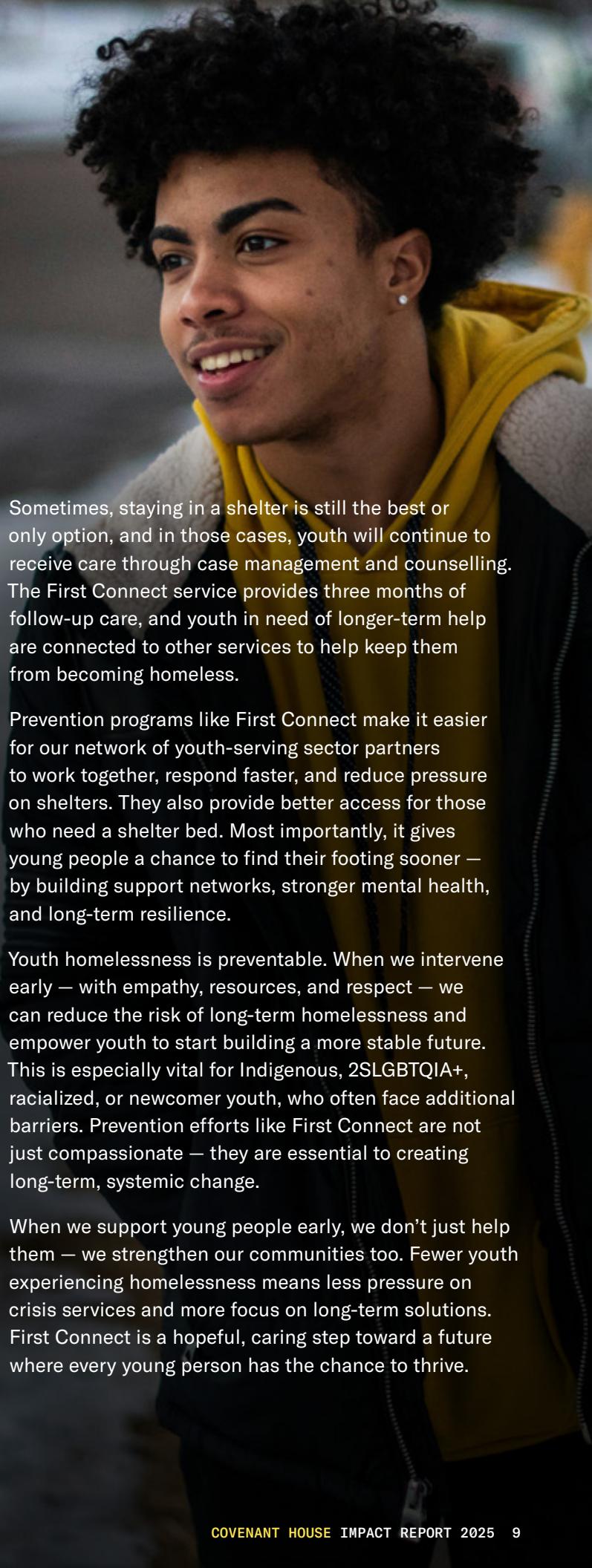
Shelter services in Toronto are facing increased demand. The current housing crisis and an unstable economy mean that shelter beds are at capacity every night, leaving many youth without a safe place to stay.

One thing is clear: prevention is essential to ending youth homelessness.

Research has shown that when youth receive early support and maintain strong connections with caring adults, they experience greater housing stability and often show improvement in their mental health, in their relationships, and in their educational outcomes (Sangiuliano et al., 2025).

First Connect, a specialized intake pilot intervention service developed by Covenant House Toronto and youth-serving sector partners, meets youth at a critical moment — when they are seeking shelter or facing the loss of housing — and works with them to explore safe, immediate alternatives.

That could mean helping them stay with family or friends, offering emergency financial support to avoid eviction, or connecting them to mental health or housing services at Covenant House or in the community.



Sometimes, staying in a shelter is still the best or only option, and in those cases, youth will continue to receive care through case management and counselling. The First Connect service provides three months of follow-up care, and youth in need of longer-term help are connected to other services to help keep them from becoming homeless.

Prevention programs like First Connect make it easier for our network of youth-serving sector partners to work together, respond faster, and reduce pressure on shelters. They also provide better access for those who need a shelter bed. Most importantly, it gives young people a chance to find their footing sooner — by building support networks, stronger mental health, and long-term resilience.

Youth homelessness is preventable. When we intervene early — with empathy, resources, and respect — we can reduce the risk of long-term homelessness and empower youth to start building a more stable future. This is especially vital for Indigenous, 2SLGBTQIA+, racialized, or newcomer youth, who often face additional barriers. Prevention efforts like First Connect are not just compassionate — they are essential to creating long-term, systemic change.

When we support young people early, we don't just help them — we strengthen our communities too. Fewer youth experiencing homelessness means less pressure on crisis services and more focus on long-term solutions. First Connect is a hopeful, caring step toward a future where every young person has the chance to thrive.



Building a Life of Her Own Making:

Joy's Story

Every young person's life experience and path to Covenant House is unique. After a long journey to Canada, Joy arrived at Covenant House feeling vulnerable and unsure of what to expect. But she still had big dreams for her future.

From the moment Joy walked through our doors, she says she was treated with kindness, empathy and respect.

As soon as she had settled in, staff started working with Joy on setting goals and healing. Therapists focused on her mental well-being and taught her to take time to care for herself. Program staff worked with Joy on the life skills she would need to live independently, such as setting up a bank account and getting a health card.

She found the Muay Thai program particularly empowering, equipping her with skills of strength, focus and perseverance. With the support of our on-site high school and employment centre, she resumed her education journey and applied to college. Through an opportunity provided through our employment program, she was hired at a jewelry shop, where she still works today.

Thanks to support from Covenant House staff, Joy worked hard on the skills, mental and emotional well-being, and confidence necessary to move out on her own.

Today, Joy is thriving. She is living independently in the community, and has graduated from college with a diploma in advertising and is working toward achieving her goals. As part of her role at work, she's writing a blog aimed at inspiring other young people to hold onto their dreams.

Joy is now building a new future with family. Last year, she succeeded in becoming her 14-year-old sister's legal guardian, bringing her from Turkey to live with her in Canada.

"IT'S BEEN REWARDING TO BE STABLE ENOUGH TO TAKE HER IN," JOY SAID OF BECOMING HER SISTER'S LEGAL GUARDIAN. "WE HAVE SUCH AN APPETITE FOR LIFE, AND IT'S BEEN FUN TO BE ABLE TO GO OUT AND CHASE OUR DREAMS TOGETHER. I'M EXCITED FOR THE FUTURE."



A Strong Partnership

to Support Indigenous Youth Experiencing Homelessness

Growing up with his grandparents in his Cree community in Northern Quebec, Harry Snowboy's gift for connection was cherished. For much of his life, he has used this gift to work with young people near and far, as a Ceremonial Traditional Knowledge Keeper, helping to guide them through healing.

Covenant House reached out to Harry and his colleagues at Strong Earth Associates to explore a partnership to integrate Indigenous knowledge into the agency's programs and services. Harry, Erika Iserhoff and the Indigenous Working Group at Covenant House were also asked to lead Indigenous healing, wellness, community building, consultation, and staff training to better support young people on their healing journey at Covenant House.

"WHEN I MET THE STAFF, I TOURED THE FACILITY, I SAW THE YOUTH AND WHAT IS OFFERED HERE IN TERMS OF CARE AND SUPPORT, I KNEW I WANTED TO BE PART OF IT AND USE MY RELATIONSHIPS AND CONNECTION WITH THE INDIGENOUS COMMUNITY IN TORONTO TO HELP YOUTH GET THE HELP THEY NEED," HARRY SAID.

Each month for the past year, Harry has visited Covenant House to meet with youth and staff and share his knowledge as the very first Elder-in-Residence. This program, titled Mii Yoi Moon — which means "to have peace within and peace throughout" in Cree — supports Indigenous youth who are experiencing homelessness or trafficking to heal through cultural reconnection.

Cultural teaching nights have been particularly powerful experiences for both youth and staff.

"We talk about our ceremonies, the path to self-identity, why the Earth is important to us, and why our nations and names are such a strong part of our identity too," Harry said. "Culture night is a chance to ask us questions and build engagement with youth."

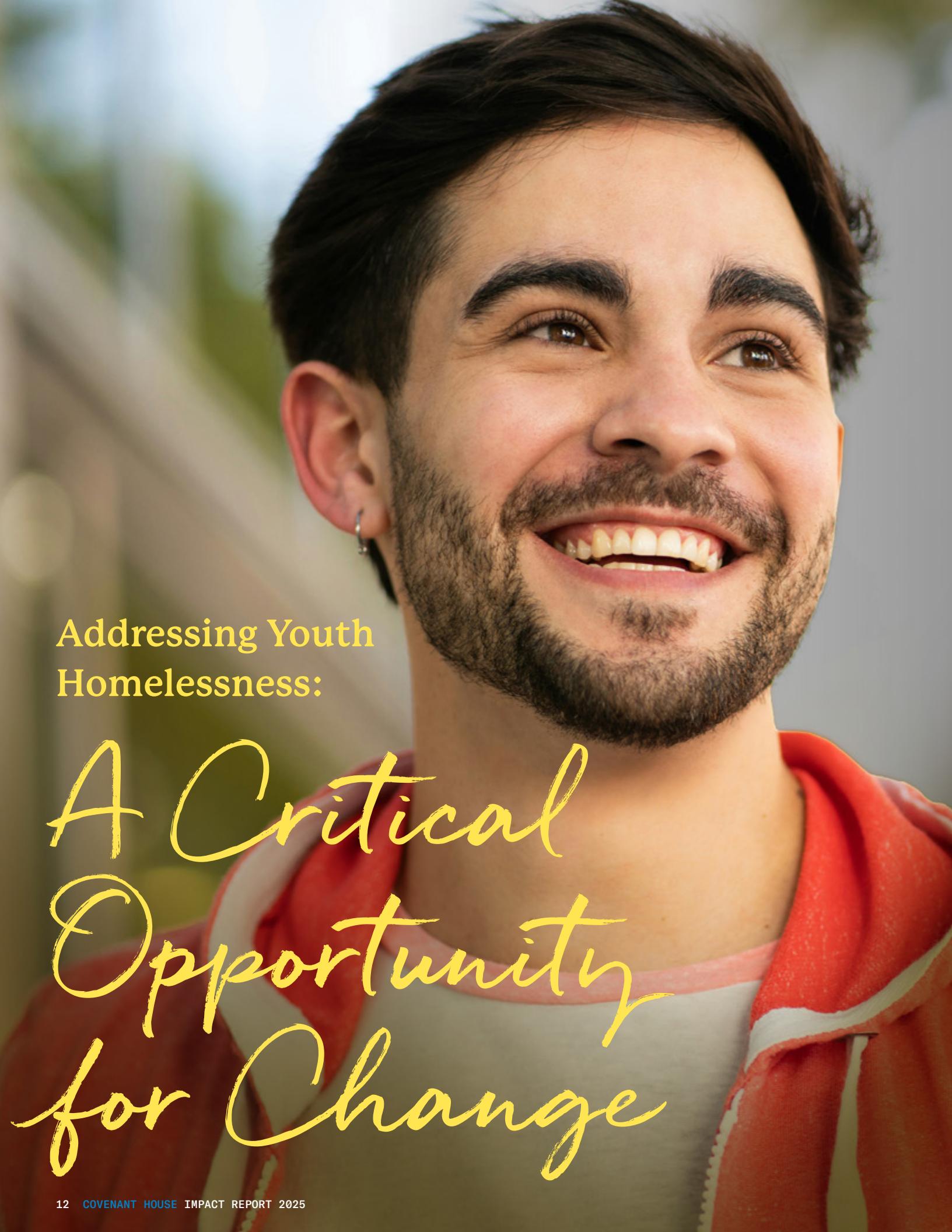
The Strong Earth Team conducts training sessions to help staff on the frontline and across the organization learn more about reconciliation and equip them to meet young Indigenous people with cultural safety.

This partnership has had a profound impact, opening doors for more Indigenous youth to access needed services and helping all young people find the healing that allows them to discover their gifts and share them with the world.

"Youth who had been visiting our drop-in centre regularly began engaging with the program and exploring their Indigenous identity, which is a strong sign the program is helping," Erika noted.

"I've been in this field for so long, the young people I've worked with — when they were 10, 11 years old — they're now in their 20s and I see the powerful impact connecting with culture has made on them. It gives them peace and confidence," Harry said.

"For them, it's knowing what's behind you, knowing where you want to go. From there, there is incredible possibility."



Addressing Youth
Homelessness:

A Critical
Opportunity
for Change

Toronto continues to face a housing crisis, and young people are feeling the impact in a big way. With just 740 youth shelter beds available, the system is operating at full capacity and is under immense pressure. That means many young people are left without safe options, sometimes staying in shelters far longer than intended or ending up in adult facilities not designed for their needs. These situations can lead to even greater risks, including trauma, exploitation, and long-term instability.

Youth homelessness is preventable — and it's the key to ending chronic homelessness long-term. A 2021 Toronto study found that one-third of the city's chronically homeless population first experienced homelessness as youth¹. Over the past two years, we've partnered with government agencies and nonprofit housing providers to increase our housing capacity, with a particular focus on supporting high-needs and refugee youth.

By helping young people today, we can stop the cycle of homelessness before it begins.

Our goal is to have 400 housing beds available by 2027, enabling more young people to move out of emergency shelters and into a place they can call home with a support system around them to enable them to thrive.

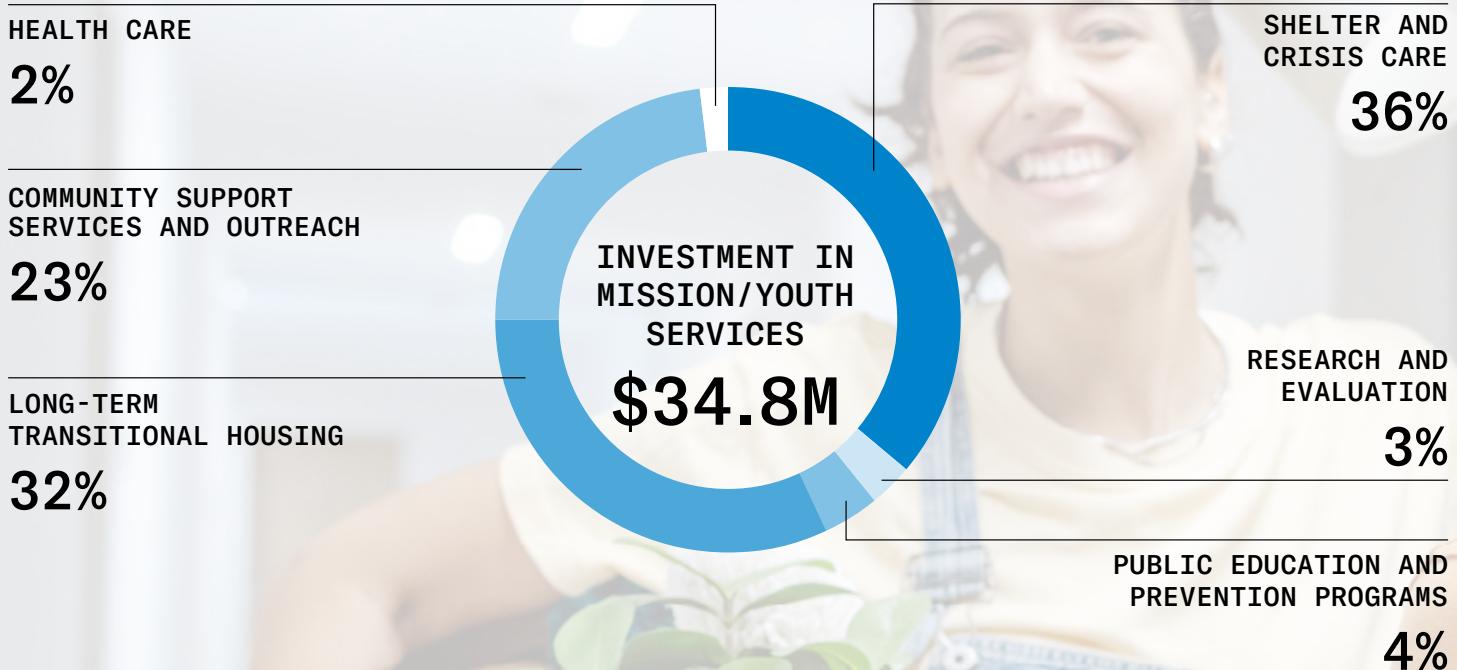
Last year, we transitioned more than 200 young people out of shelter and into homes that are part of our community housing program. Today we offer 255 beds in the community that range from 24/7 staffed homes for youth with complex needs to independent apartments for those who are ready to live more independently.

Expanding the apartment units we have in the community is something we are working on with not-for-profit housing organizations and developers — ensuring that young people can transition into more independent living when they're ready, with the ongoing support they need to succeed.

When we invest in youth at this critical point in their lives, the impact is far-reaching. We reduce reliance on emergency shelters and social services, decrease healthcare and justice system costs, and help break the cycle of homelessness. Together, we can create long-term solutions that transform lives, strengthening our community for generations to come.

¹. AMO Homelessness Report Summary (2025)

Delivering Financial *Sustainability*



Thanks to the generosity of our donors, 70 per cent of our total revenue last year came from donations — of which an incredible 85 per cent was contributed by individuals. This support enabled us to deliver vital programs and services to more than 2,000 young people.

We closed our 2025 fiscal year with total revenues of \$53.2 million, a 10.8 per cent increase over 2024. This growth was driven by a \$2.7 million rise in donations and an increase of more than \$2.5 million in government funding.

Our total expenses grew by \$3.8 million, with nearly \$3 million (a 9 per cent increase) invested directly into youth programs and services. Costs related to management, administration, and fundraising rose very modestly.

One of our most significant achievements was expanding transitional housing to help more youth move into independent community living faster. We invested \$2.6 million more than the previous year in this area. Our goal is to reach 400 community-based beds by the middle of 2027, and we remain committed to making substantial investments to get there.

We ended the year with a \$6.1 million surplus on a consolidated basis, largely due to increased donations and government support that we will invest into future capacity to serve our youth. Investment and other income remained stable versus 2024.

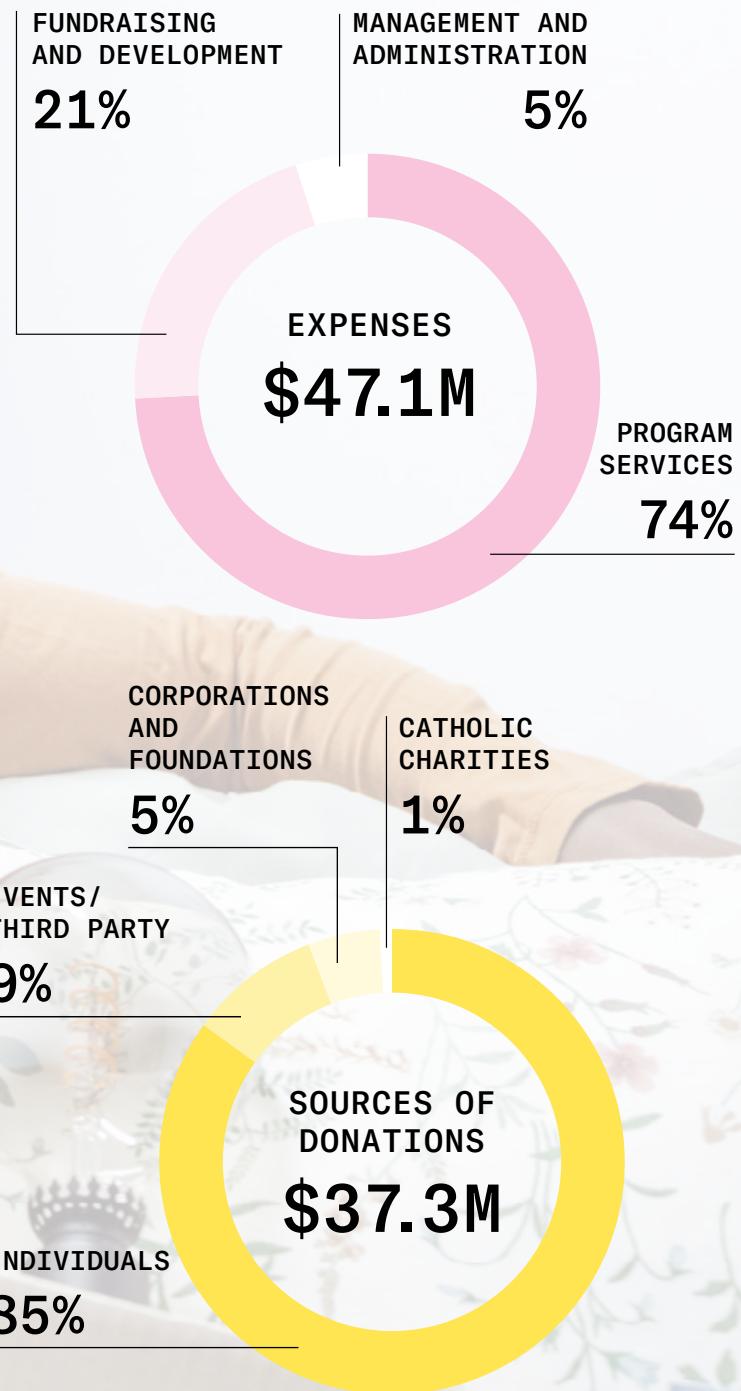
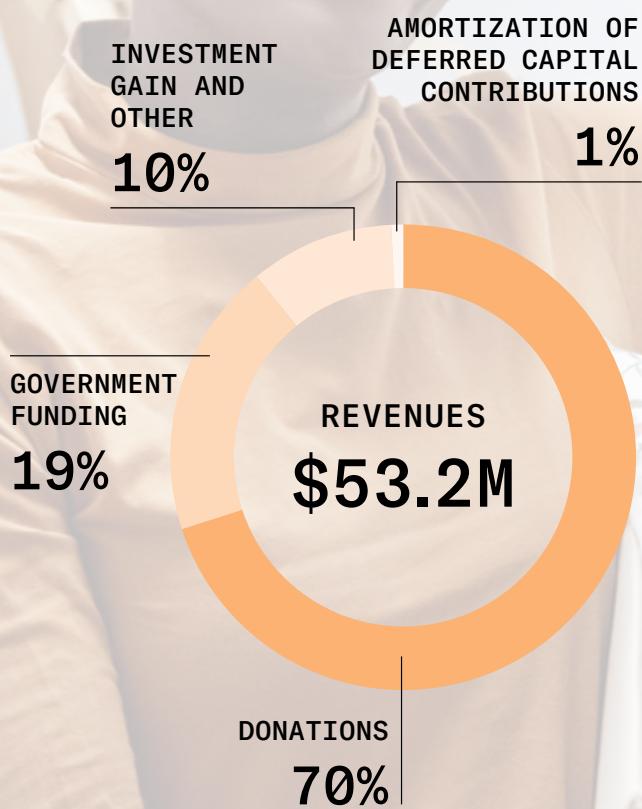
This surplus is being responsibly allocated across three key reserve funds:

- **Sustainability Fund** — to ensure continuity of operations in emergencies, especially given our reliance on donations. We target a minimum of six months of operating expenses in this fund.
- **Strategic Initiatives Fund** — to support key projects outlined in our five-year strategic plan, including expansion of programs and services.
- **Capital Reserve** — to maintain our properties and fund major capital improvements.

Details about our reserve and investment practices can be found on page 16 of our report.

For full financial statements visit: CovenantHouseToronto.ca

Your Support Made a Powerful Impact in 2025



We are most grateful to Catholic Charities and ShareLife for their continued support of our transitional housing and Youth in Transition programs.



The Standards Program
Trustmark is a mark of Imagine
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Governance

Organizational effectiveness

At Covenant House Toronto, we measure our effectiveness by our ability to successfully deliver and expand services for youth who are homeless, trafficked or at risk. We focus on continually improving our operations, governance practices, fundraising, and stewardship.

Decision-making

The Board of Directors is responsible for the agency's stewardship and oversight of our management and business.

Our governance structure includes policies, guidelines and practices that provide a structure for decision-making and operations across the agency. It also includes Board recruitment, succession planning, staff compensation and evaluation, Board and Committee mandates, risk management, strategic and annual planning, and financial management and controls.

Fiscal stewardship and transparency

Covenant House is unique among social service organizations in that it is primarily funded by donor dollars, whereas many other similar not-for-

profits receive most of their revenue from government funding or other organizations.

While we continue to work on increasing our government funding, we also want to ensure our services are viable over the long term and responsive to youth's changing needs.

As a donor-funded agency, we have a diverse portfolio of fundraising programs and revenue sources to ensure financial viability and reduce risk. We are continuously working toward developing lower-cost fundraising sources.

Reserves

Our reserve policy is to maintain approximately six months of coverage of annual operating expenses for unforeseen situations, capital upgrades and future growth opportunities. This policy is reviewed annually to reflect changes to our operating environment.

Investments

Our Board of Directors is responsible for overseeing and monitoring Covenant House's investment portfolio. The Board's Finance/Property Committee oversees all banking arrangements, including

the investment of surplus funds. Management is responsible for implementing the policies related to banking and investing.

Risk management

We are committed to an ongoing program of risk management to protect the organization and its people, property, income, and reputation. Management is responsible for delivering a Board-approved risk management policy which deals with program delivery, governance, operations, finance, and regulatory compliance.

Accreditation

As an organization dedicated to operational excellence, we are accredited under Imagine Canada's national Standards Program for excellence in non-profit accountability, transparency, and governance. We are also accredited through Praesidium to ensure our agency continues to follow best practices in child protection and abuse prevention and maintain safeguards to protect the vulnerable youth we serve.



Board and Executive Team as of June 2025

CHAIR

Jordan Eizenga

*Partner, Infrastructure
Deloitte*

VICE CHAIR

Sue-Lynn Noel

*Vice President, General Counsel
and Corporate Secretary
Purolator Inc.*

SECRETARY/TREASURER

Mag Stewart, CPA

*Partner, Department
of Professional Practice
KPMG*

PAST CHAIR

Susan Paterson, FCPA, FCA

*Vice President,
Client Development
RGP*

DIRECTORS

Brad Dickie

*Managing Director
Montez Corporation*

Jeff Fan, CPA, CA, CFA

*Managing Director & Head, Global
Equity Research Scotia Capital Inc.
Scotiabank | Global Banking
and Markets*

Lynn Factor, C.M., O Ont

*Boost Child & Youth
Advocacy Centre*

Cheryl Fullerton

*Retired EVP, People &
Communications, Corus
Entertainment Inc.
Executive Advisor*

David Matheson

*Co-Chief Investment Officer
RP Investment Advisors LP*

Janet Mason

University of Toronto

Himal Mathew

*President
Fathom Strategies Inc.*

Tyler Seaman

*Executive Vice President, Canada
Oxford Properties Group*

Myron Demkiw

*Chief of Toronto Police Service
Toronto Police*

Cindy Tripp

*Senior Financial Services Executive
and Corporate Director*

Toni Ferrari

*President & CEO
Canadian Investor
Protection Fund*

EXECUTIVE TEAM

Mark Aston

Executive Director

Shirley Broderick

Director, Finance & Purchasing

Josie do Rego

*Chief Development &
Marketing Officer*

Cindy Metzler

Associate Executive Director

Hema Ramlochan-Tuitt

Chief People and Culture Officer

John Harvey

Chief Program Officer

For a full list of our Board

committees and their membership,

go to: [CovenantHouseToronto.ca/
about-us/leadership](http://CovenantHouseToronto.ca/about-us/leadership)

Covenant House International

Covenant House Toronto is part of a network spanning 34 cities across six countries. Covenant House helps youth ignite their potential and reclaim their lives. As Canada's largest agency serving youth who are homeless, trafficked or at risk, we offer the widest range of services to hundreds of young people every day. More than a place to stay, we provide 24/7 crisis shelter and transitional housing on-site and, in the community, along with comprehensive services including education, counselling, health care, employment assistance, job training and after-care. Since 1982, Covenant House has supported more than 100,000 young people.



Covenant House Toronto
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CHARITABLE REGISTRATION NUMBER:
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