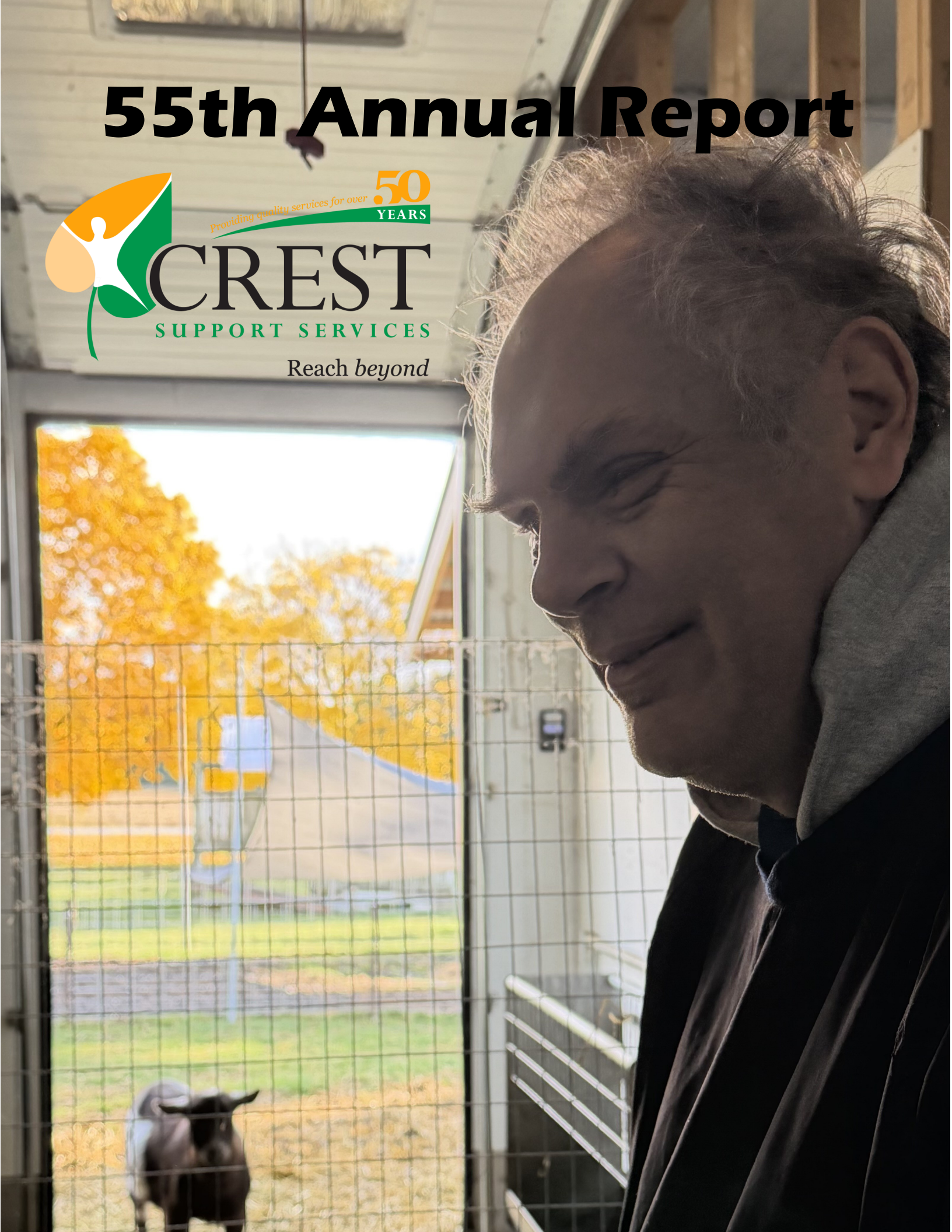


55th Annual Report





Message from the Board Chair



As Board Chair, I continue to be deeply proud of the work Crest does every day. Across every program, service, and interaction, there is a clear and unwavering commitment to supporting people with dignity, compassion, and respect.

This past year has brought many challenges for our organization, our staff, and the broader sector. Despite increasing pressures, changing demands, and the complexity of the work, Crest has continued to move forward with resilience, professionalism, and a shared commitment to people accessing services. The ability of staff and leadership to adapt, collaborate, and remain focused during difficult times speaks volumes about the strength of this organization.

A significant milestone this year was the successful settlement of the collective agreement. The Board recognizes the importance of this achievement and appreciates the thoughtful and respectful efforts that helped bring the process to a positive conclusion. Strong relationships and open dialogue are essential to the continued success of Crest and to maintaining a workplace that supports both employees and the people accessing services.

The Board would also like to recognize and thank Agnieszka Ciszewska for her exceptional leadership, dedication, and steady guidance throughout the year. Her commitment to Crest's mission, staff, and people accessing services continues to have a lasting impact across the organization. This year also marks an incredible milestone — 20 years with Crest. On behalf of the Board, we extend our sincere congratulations and gratitude for two decades of leadership, service, and unwavering commitment to Crest and people accessing services.

I would also like to extend sincere thanks to my fellow Board members for their ongoing dedication to Crest and for generously volunteering their time, knowledge, and leadership in support of the organization. Their commitment to strong governance and to the mission, vision and values of Crest plays an important role in ensuring the organization continues to grow and respond to the needs of people accessing services.

What stands out most is that the focus always remains on the people accessing services — their goals, their voices, and their quality of life. Crest's staff and leadership consistently demonstrate that meaningful support begins with listening, building relationships, and creating opportunities for people to thrive.

The Board recognizes the dedication, professionalism, and heart that the front line staff bring to this work. We are grateful for the trust placed in Crest by the people we support, their families, funders, donors and our community partners. We remain committed to ensuring Crest continues to grow in ways that reflect our values and strengthen person-centered services.

It is an honour to support an organization that makes such a meaningful difference in the lives of so many people every day.

David Hohner

Board Chair

2025-2026 Board of Directors

Dave Hohner, Chair
Milad Bosta, Vice-Chair
Mingyang Xu, Treasurer

Rosie Delfre, Secretary
Kathy Cocquyt
Cecile Klerks

Executive Director Report

This past year has been one of growth, resilience, celebration, and connection across Crest. Every day, I continue to be inspired by the people accessing services, the dedication of our staff teams, and the incredible sense of community that exists throughout Crest.

At the centre of everything we do are the people accessing services. Their goals, achievements, experiences, and voices guide our work and remind us why Crest's mission, vision and values matters so deeply. This year, we celebrated many meaningful moments together, including an incredible number of travel opportunities for people accessing services. From local adventures to international trips, individuals experienced new cultures, built confidence, created lasting memories, and explored opportunities that many once thought were out of reach. These experiences reflect Crest's commitment to ensuring people live full, meaningful, and self-directed lives.

We also saw tremendous community support this year through the Holiday Smile Cookie campaign, which was an overwhelming success. The campaign not only raised important funds to support programs and opportunities for the people accessing services, but it also demonstrated the generosity and encouragement that exists within our broader community. We are sincerely grateful to everyone who supported the campaign, volunteered their time, purchased cookies, and helped make the initiative such a positive and memorable success.

Like many organizations in our sector, Crest faced challenges this year. Increased demands, staffing pressures, and the complexity of service delivery required flexibility, creativity, and perseverance from everyone across the organization. Through it all, our team continued to show remarkable commitment and compassion, always ensuring that people accessing services remained the priority.

I would also like to acknowledge our Board of Directors for their ongoing support, leadership, and commitment to Crest. Their guidance and dedication to governance play an important role in helping the organization continue to grow and evolve in meaningful ways.

Finally, I want to extend my heartfelt thanks to our front line staff, management, administration, families, community partners, funders and supporters. The work happening across Crest each day is truly extraordinary. It is because of the collective efforts of so many people that we are able to continue creating opportunities, building connections, and making a lasting difference in the lives of the people we support.

I am incredibly proud of what we have accomplished together this year and excited for all that lies ahead for Crest.

Agnieszka Ciszewska
Executive Director





By The Numbers



99.59%

Overall achieved in DS Compliance Inspection

10

People Accessing Services travelling to

3

International Countries

35

People Accessing Services receiving Passport Funding

94.42%

Passport Funding utilized in 2025-2026

6.4%

Increase in funding related to supporting additional people accessing services

Mission, Vision, Values



Vision

People living enriched lives in inclusive communities.

Mission

We support adults with a serious mental illness and/or developmental disability by providing quality services that foster personal growth and participation as full citizens in their communities.

Values

Dignity and respect
Excellence
Collaboration
Effective management of change
Participation
Communication
Learning and growth
Accountability



STRATEGIC PLAN

2023-2026

INNOVATIVE PROGRAMS AND SERVICES FOR PEOPLE ACCESSING SERVICES

Enhance programs and services to increase access and meet the diverse needs of people accessing services.

STRENGTHEN THE HEALTH AND HUMAN RESOURCES STRATEGY

Develop a people strategy focused on improving recruitment and retention, building a culture of resiliency, and promoting EDIB in the workplace.

OPTIMIZE OPERATIONAL EXCELLENCE

Increase internal efficiencies to build consistency, accountability, and streamline operations across the organization.

ENHANCE COMMUNITY AWARENESS

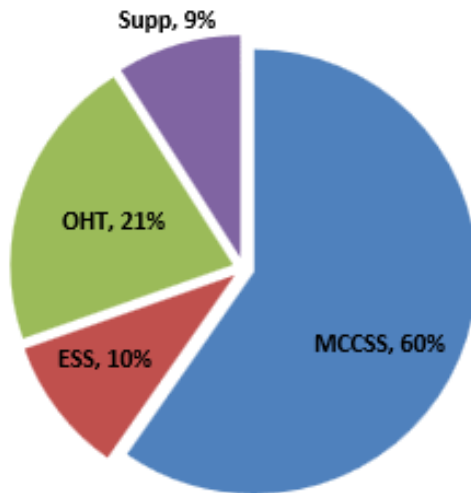
Promote Crest by enhancing awareness in the community.



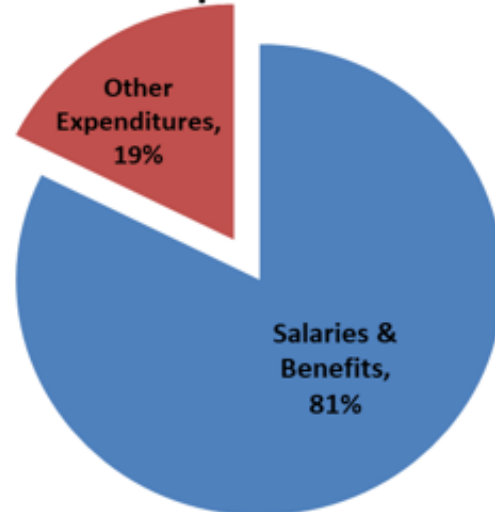
2025-2026 Financial Report



Revenue



Expenses



Crest Support Services Statement of Revenue and Expenditures Operating fund (in \$000s)

	2025-26	2024-25	% Inc/(Dec)
REVENUE:			
Community Living-MCCSS	\$4,936	\$4,659	5.9%
Enhanced Specialized Services-ESS	823	811	1.5%
Community Mental Health-OHT	1,768	1,800	-1.8%
Supplementary & Connections	745	383	94.5%
TOTAL REVENUE	\$7,653	\$ 7,653	8.1%
EXPENSES:			
Salaries & Benefits	\$ 6,447	\$6,153	4.8%
Other Expenditures	1,556	1,359	14.5%
TOTAL EXPENSES	\$8,003	\$7,512	6.5%
NET RESULTS	\$269	\$141	90.8%

A Year in Pictures

