



2025-2026



ANNUAL REPORT

Helping families navigate community support for behavioural, developmental, and special needs.

Land Acknowledgement

◆ **We recognize that these lands have been cared for by Indigenous Peoples for generations.**

Contact Brant acknowledges that we are gathered on the traditional territory of the Haudenosaunee, Anishinaabe, and Neutral (Attawandaron) Peoples. The lands we call home today are situated within the Haldimand Tract along the Grand River and are connected to the enduring presence, stewardship, and contributions of the Mississaugas of the Credit First Nation.

We recognize that these lands have been cared for by Indigenous Peoples for generations and that their histories, cultures, and knowledge continue to shape our communities today.

As we come together, we are reminded that strong communities are built through relationships, respect, and shared responsibility. In that spirit, we acknowledge our collective role in working across organizations, sectors, and communities to create a future where all children, youth, and families feel valued, supported, and empowered to thrive.

May this acknowledgement inspire us not only to reflect on the past, but also to strengthen our commitment to partnership, reconciliation, and collaboration in the work we do together.

OUR COMMITMENT TO INCLUSION



Truth & Reconciliation

◆ **We honour Survivors, their families, and all the communities impacted by residential schools.**

We are committed to ongoing learning, truth, reconciliation, and meaningful action.



Inclusive & Affirming

◆ **We celebrate and support 2SLGBTQIA+ children, youth, and families.**

We are committed to creating welcoming, safe, and affirming spaces where everyone belongs.

Message from the CEO & Board Chair



Guided by purpose.
Inspired by our community.
Strengthened by partnership.



Sandra Parker
CEO



Patrick Parent
Board Chair

On behalf of the Board of Directors and leadership team, we are pleased to share Contact Brant's Annual Report and reflect on a year of meaningful service delivery and community collaboration. As the first place to call for information, service navigation, and coordinated support for children, youth, and families, Contact Brant remains deeply committed to making it easier for people to find the help they need, when they need it.

This year marked an important leadership transition for Contact Brant, as Sandra Parker stepped into her role as CEO. Building on the strong foundation established by our previous CEO, Sandra has brought thoughtful direction, steady leadership, and a clear commitment to Contact Brant's mission. Her first year has been shaped by listening, learning, strengthening relationships across the service system, and keeping children, youth, and families at the centre of our work. With appreciation for its history and confidence in its future, Contact Brant continues to move forward with purpose.

Throughout 2025-26, Contact Brant supported 2,814 children/youth through thoughtful service navigation and support in bringing partners together around a shared plan of care. This represents a 5% increase over the previous year, reflecting both growing community need and the trust our families and partners place in Contact Brant. With this increased demand for service, our dedicated staff continue to respond with empathy and compassion as they provide flexible support to meet the unique needs of our families.

We were also honoured to be named a finalist for the Chamber of Commerce Brantford-Brant Business Excellence Awards' OLG Diversity, Equity and Inclusion Award. This recognition reflects the inclusive culture our team continues to build and the importance we place on creating services, partnerships, and workplaces that are respectful, equitable, and reflective of the community we serve. Our commitment to diversity, equity, and inclusion is not a separate initiative; it is integral to how we show up for one another, for families, and for our community.

We want to acknowledge our staff, Board members, funders, community partners, and families. The achievements highlighted in this report are possible because of your commitment, expertise, and collaboration. In a service environment that continues to evolve, your willingness to work together ensures that families experience a system that is more responsive, connected, and easier to navigate.

Looking ahead, Contact Brant will continue to focus on strengthening access, deepening partnerships, and supporting practical, coordinated solutions that meet the needs of our community. We remain guided by a simple but powerful purpose: to help children, youth, and families connect to the right information, services, and supports.

Thank you for your continued trust in Contact Brant and for sharing in this important work.

Patrick Parent
Board Chair

Sandra Parker
Chief Executive Officer

2025-2026 Board of Directors

Patrick Parent
Chair

Greg Hackborn
Vice Chair

Emily Miller
Treasurer

Jennifer Tonnies
Secretary

Directors

Jill Esposto

Melanie Graham

Jennifer Kroesbergen

Maxine Lean

Kimberly Vanderburg

Our Team

Dedicated to supporting children, youth,
and families across our communities.



Sandra Parker
CEO



Cindy Landry
Executive Assistant &
Operations Manager



Alison Hilborn
Clinical Manager of
Autism Services



Linda McFadyen
Clinical Manager of
Service Coordination



Lynn White
Contract Specialist



Kelly Skrzypek
Financial Analyst



Tiffany Guerra
Operations & Data
Specialist



Raman Rakkar
Communications & Community
Engagement Specialist



LeaAnn Boswell
Lead Community
Navigator



Sarah Wilson
Community Information
Assistant



Melanie Caldwell
Interim Lead Service
Planning Coordinator



Kaila Hunt
Service Planning
Coordinator



Jocelyn Donovan
Service Planning
Coordinator



Sheryl Ruman
Lead Resource
Coordinator



Lyndsey Campbell
Lead FASD
Coordinator



Lily Ramirez Villatoro
FASD Coordinator



Grace Matson
Interim Lead URS
Coordinator



Leah Adam
URS Front Door
Coordinator



Lindsay Izsak
URS Front Door
Coordinator



Swatika Jeyasothi
URS Front Door & Service
Coordinator



Janessa Walters
URS Coordinator



Angela Luedke
URS Coordinator



Ellen Tansony
URS Coordinator



Lawanya Mayil
URS Coordinator



Craig Tustin
Peer Support Navigator



Marlee Tansley
URS Social Worker



Andi Dimashkie
Lead URS Coordinator
~ On Leave ~



Lauren Freeborn
Lead Service Coordinator
~ On Leave ~

What Matters to Us

VISION

Children, youth, and families are connected to and supported by their community.

MISSION

Contact Brant makes it simple:

- To find community information and resources.
- For children, youth, and families to get connected to community services.

We support families by bringing services together for a coordinated plan of care.



VALUES

We value...

- Our clients by providing timely, family-centred help.
- Our community partners and the work we do together.
- Our commitment to diversity and inclusion.
- Our knowledgeable team who make it all happen.

SERVING OUR COMMUNITY

Access 1,566

URS 1,005

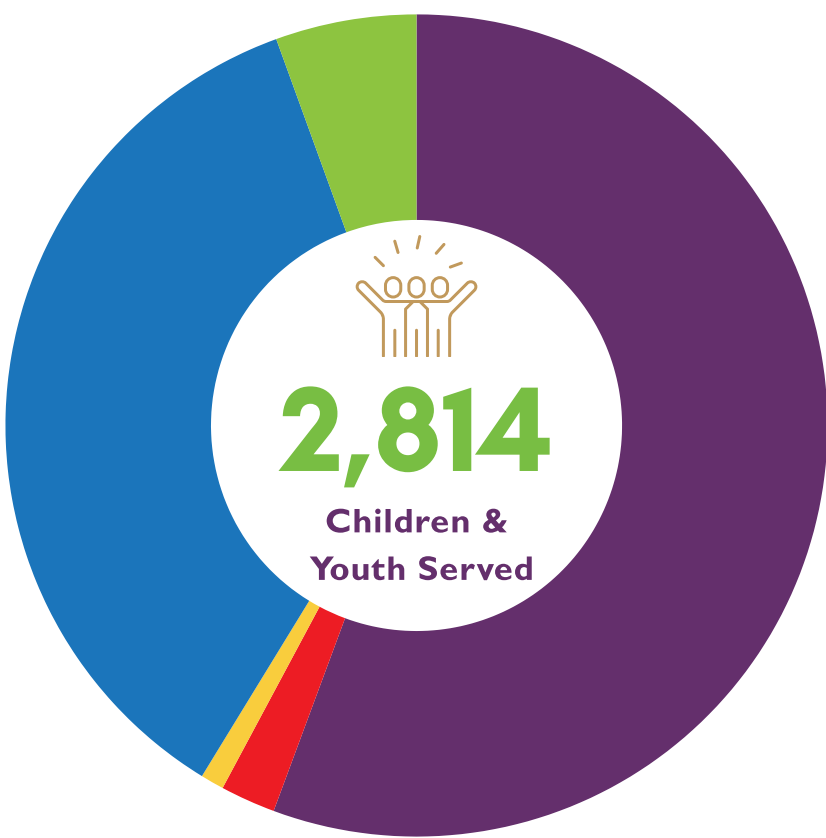
CSP 156

FASD 61

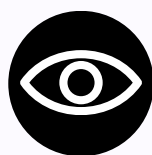
ENS 26



- Access to Additional Supports (55.7%)
- FASD (2.2%)
- URS (35.7%)
- ENS (0.9%)
- CSP (5.5%)



COMMUNITY INFORMATION
Brant, Haldimand & Norfolk
www.info-bhn.ca



2.3 M
Public Views



471,674
Unique Visitors

Guiding Our Community

Connecting children, youth and families across
Brant, Haldimand, and Norfolk



44% increase in public views

226% increase in unique visitors

Making Co

We were proud to participate in community events throughout the year and raised awareness of our services. Highlights included Newcomer Trade Show, BGC World Café, Every Child Matters and FASD I



Thank you to all our partners
who help make our c

Connections

A year that strengthened partnerships, connected us with families, and celebrated our successes. From Welcome Day, Family Literacy Day, the Chamber of Commerce Flag Raising ceremonies, and the Mental Health Week Kick-off.



, participants, and supporters
community stronger.



◆ Support when you need it most



Contact Brant is a **Lead Agency** for the Ontario Autism Program **Urgent Response Service (URS)** for the West Region, including Brant, Haldimand-Norfolk, Hamilton, and Niagara.



URS provides **rapid, short-term support** for children and youth registered with the **Ontario Autism Program** experiencing new or escalating high-risk behaviours.

2025-2026 IMPACT



833

Referrals Received



19%

Increase in Referrals



477

Children Eligible



A Few Words From Our URS Parents

“I was listened to. Really listened to!
For so long it didn’t matter how loud I got I wasn’t heard.
This service changed that.”
- Parent, 2/26/2026

“Most helpful was how quickly I was contacted and how quickly we received supports.”
- Parent, 4/4/2025



“I liked the fact that it was a team effort. The in-home sessions and in-the-moment training and coaching were extremely helpful.”
- Parent, 9/26/2025





Coordinated Service Planning Brant



Bringing community partners
together for over 25 years



Contact Brant is the **Lead Agency** for
Coordinated Service Planning (CSP) in
Brant.



Supporting multiple and/or complex needs through
a single coordinated plan.

CSP Coordinating Agencies

Willowbridge
Community
Services

Lansdowne
Children’s
Centre

Woodview
Mental Health &
Autism Services

Six Nations Department of Well-Being

2025-2026 IMPACT



145
Served

Individuals served through
Service Coordination



18
Met Their Goals

Children/youth discharged
who achieved their goals



6,635
Hours

Combined Hours of
Coordinated Service Delivery

A Few Words From our CSP Parents

“Service Coordination was the
missing piece for my family.”
- Parent, 12/3/2025

“Amazing communication.”
- Parent, 2/16/2026

“Very attentive and acts on what needs
to be done, instead of just acting.”
- Parent, 12/3/2025

Access

Coordinated access to additional supports
for complex needs.

TAY

Transitional
Aged Youth

135

Plans Initiated

135 Transitional
Aged Youth
supported in
planning for their
future.

CSN

Complex Special
Needs

26

Case Reviews

26 children/youth
reviewed for access
to support for
complex and special
needs.



61

Unique children/youth supported
with FASD Service Coordination

236

Caregivers served through support
groups and capacity-building



ENS

Extensive Needs Services

27

Unique
children/youth served

35

Referrals Received

As part of Ontario’s first Extensive Needs
Service (ENS), Contact Brant provided 27
children and families with coordinated
wraparound care, including behavioural and
mental health supports, respite, service
coordination, and FASD diagnostic assessments
through partnerships with local agencies.

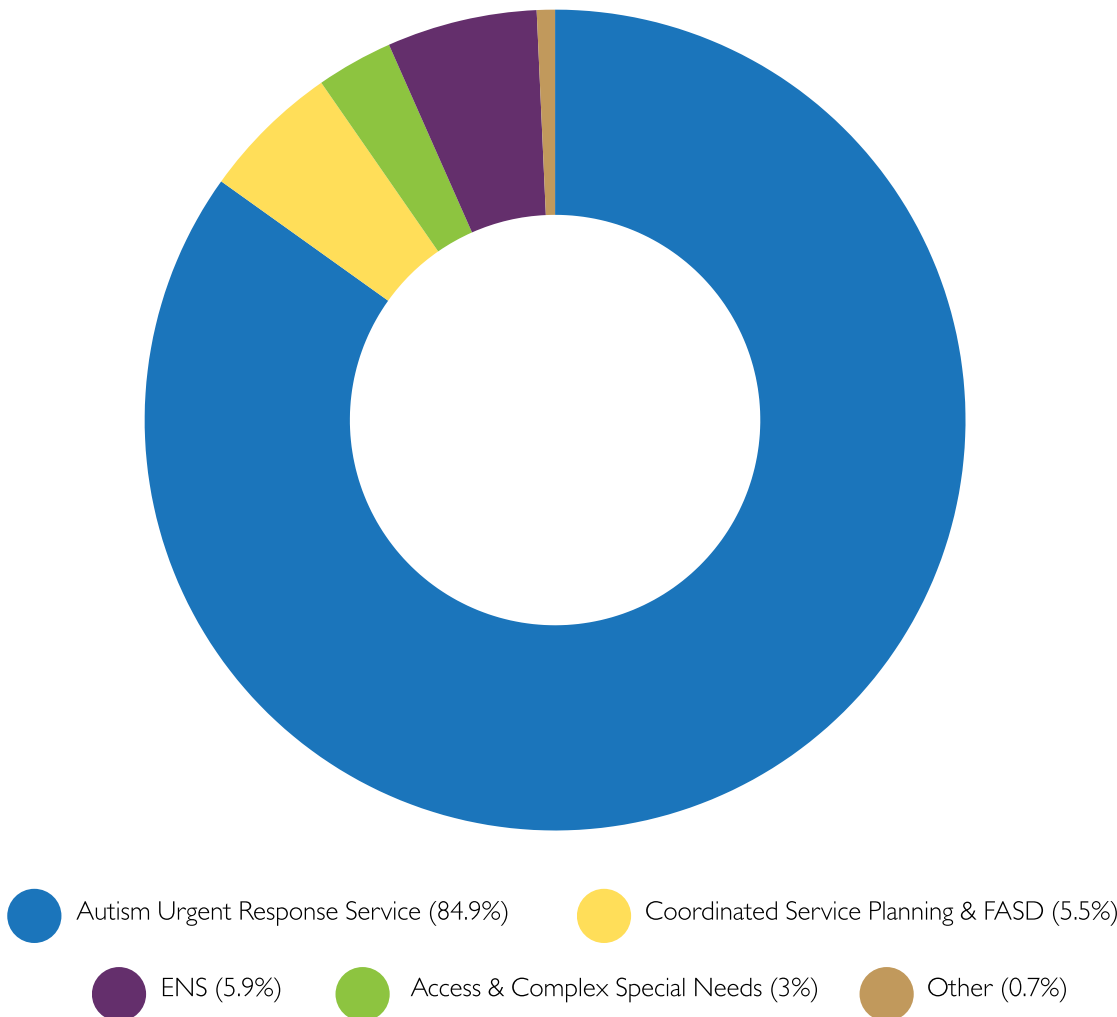
Financial Overview

\$

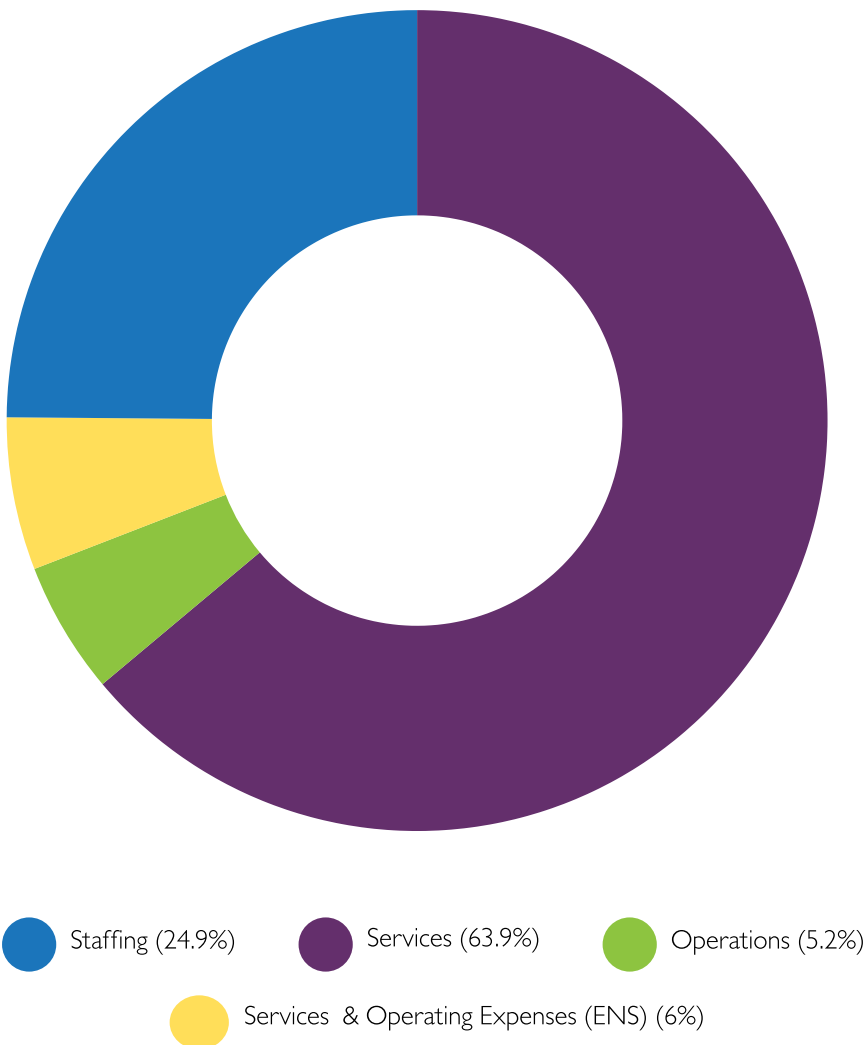
STATEMENT OF OPERATIONS

Revenue	
Ministry of Children, Community, and Social Services (MCCSS)	
Services for Children & Youth with CSN (Access)	1,220
DS Children's Specialized (Access)	191,165
Coordinated Service Planning & FASD	472,077
Complex Special Needs	66,820
Residential Placement Advisory Committee	702
Autism Urgent Response Service	7,318,653
	\$8,050,637
Hamilton Health Sciences (ENS)	510,081
Other	61,718
TOTAL	\$8,622,436
Expenses	
Staffing	2,098,240
Services	5,390,693
Operations	439,725
Services & Operating Expenses (ENS)	507,383
TOTAL	\$8,436,041

2025-2026 REVENUE BREAKDOWN



2025-2026 EXPENSE BREAKDOWN



To view our Annual Report and Financial Statements, please visit our website at:

www.contactbrant.net

Strategic Priorities



Our 5-Year Goals 2024-2029



Organizational Effectiveness

- Continue to review our administrative functions and streamline staff responsibilities.
- Strengthening our capacity for data-based decision-making to strengthen services.
- Lead the implementation of Ministry-mandated changes to coordinated service planning for complex needs.



Commitment to Community

- Maintain staff representation on community committees and subcommittees aligned with our goals and values.
- Continue to seek opportunities to engage with our community through partnerships and local initiatives.
- Broaden our reach and connect with more families through participation in local events across Brant County.



Diversity, Equity, and Inclusion

- Continue reviewing and strengthening our Diversity, Equity and Inclusion (DEI) policies and practices.
- Seek opportunities to connect with underserved populations across our community.
- Foster cultural safety for Indigenous children and families with ongoing partnerships and continuous improvement.



Brand Understanding

- Assess our communications needs and identify resources to build a comprehensive communications strategy.
- Strengthen our social media presence to increase awareness of Contact Brant.
- Build a stronger, more recognizable Contact Brant brand across the communities we serve.

STAFF MILESTONES

CELEBRATING THE PEOPLE WHO MAKE OUR MISSION POSSIBLE!

We are proud to recognize the dedication, commitment and years of service of the following team members. Thank you for the knowledge, compassion, and care you bring to Contact Brant and the community every day.



Sheryl Ruman



Alison Hilborn



Lindsay Izsak



Helping families navigate community support for behavioural, developmental, and special needs.



Scan code to learn more



255 Colborne Street
Unit 1 & 2, Brantford ON N3T 2H3

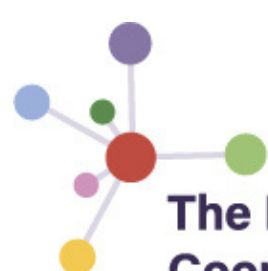


519-758-8228



contactbrant.net

PROUD MEMBER
OF



The Provincial Network of
Coordinating Agencies

eko
EMPOWERED KIDS
ONTARIO

eao
ENFANTS AVENIR
ONTARIO

FOLLOW US

