



Supported Training & Rehabilitation In Diverse Environments

2018 – 2019 ANNUAL REPORT

stride.on.ca



Our Mission

STRIDE is committed to creating opportunities for people living with mental health and/or addiction challenges to gain and maintain meaningful employment.

Our Vision

STRIDE envisions a world in which barriers to employment associated with people living with mental health and/or addiction challenges have been eliminated.

Our Values

STRIDE recognizes that employment and earning power contribute significantly to a person's sense of dignity, independence and quality of life.

STRIDE believes that people living with mental health and/or addiction challenges make significant contributions to society.

STRIDE respects the individual needs and strengths of each person. We work collaboratively with our stakeholders and clients to assist them to identify and achieve their employment goals.

We believe:

- In treating people with dignity and respect
- In all individuals having the opportunity to achieve their employment goals
- In providing service levels that exceed our customers' expectations
- In creative, innovative responses to the ever-changing political, economic and work environments

In a recent Client Survey....

- 89% STRIDE has helped clients deal more effectively with life's challenges
- 88% Clients who felt involved as much as they wanted in decisions about services and supports
- 94% Clients who think the services provided are of high quality
- 94% Clients who report they found the facility welcoming, non-discriminating and comfortable
- 95% Clients who would recommend the program to a friend or family member
- 91% The wait time for services was reasonable for me

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“STRIDE has helped me understand that I can have meaningful work and manage my health at the same time. STRIDE is one of the main reasons my recovery is going to so well; the support I receive is making a huge contribution to my wellness”
(Employment Connections Program)

Feedback from our OPOC Survey

“Having someone to discuss my issues and concerns with was extremely valuable. I benefited from being able to brainstorm and bounce ideas off one another. It was helpful to just say my thoughts out loud and have someone to hear them”
(Employment Peer Mentor Program)

Feedback from our OPOC Survey

ABOUT US

Supported Training & Rehabilitation in Diverse Environments (STRIDE) is a non-profit, charitable, community based vocational rehabilitation program founded in 1983. STRIDE is the only Halton-based organization whose primary purpose is to service the employment needs of individuals facing mental health and/or addiction challenges.

Our Programs include:

Employment Connections Program

We deliver a wide range of employment connection services including career assessments, skills development, interview practice, job coaching and ongoing job retention support. An employment plan is developed based on skills and experience. Assistance is provided to locate, secure and maintain employment.

Youth Employment Program

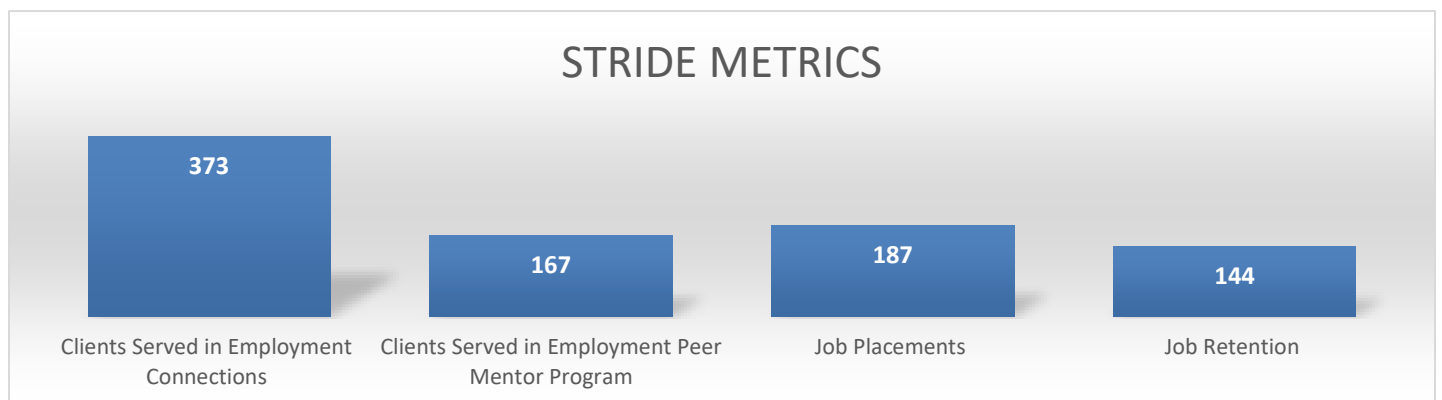
Our staff assist youth aged 16-24 who are experiencing mental health and/or addiction challenges. Youth are assisted in exploring possible employment options and gaining valuable employment skills. We provide individualized services and supports necessary to be successful in the workplace.

Pre-Employment Service

This service is designed to enhance and complement the current service model and focuses on assisting individuals to develop vocational and life skills through a variety of training workshops and additional one-on-one support. Staff provide time-limited assistance and guidance in preparing clients for employment through short-term groups and individualized job-readiness support. Services are geared to those interested in obtaining part-time or full-time competitive employment in the community.

Employment Peer Mentor Program

The Employment Peer Mentor program aims to provide enhanced support to individuals facing mental health and/or addiction challenges. The Employment Peer Mentors are persons with lived experience with mental health and/or addictions and are in recovery. They use their experiential knowledge to inspire hope and empower others in similar situations by providing social and emotional support in order to assist peers on their path towards recovery.



WORKSHOPS OFFERED BY STRIDE

Pre-Vocational Groups: Participants learn the skills needed to prepare for work. The emphasis is on assisting people to overcome barriers by developing the necessary life skills and work-related skills to secure employment.

PeerZone: A series of workshops for people who experience mental distress and addiction. Workshops provide a fun, interactive and safe structure for participants to share their experiences, learn self-management and expand their horizons.

WRAP- Wellness Recovery Action Plan: A self-designed prevention and wellness process to get well, stay well and make life the way you want it to be. Used by health care and mental health systems all over the world to address physical, mental health and life issues.

WRAP for Work: Open to anyone who has completed their WRAP® Certificate Level 1. Topics include; supported encouragement, wellness in the workplace; healthy life balance and risk reduction strategies.

HYPE (Helping Youth Prepare for Employment): Provides each participant with a portfolio for job hunting and skills needed to land their dream job. Topics covered include resume writing, targeted cover letters, job searching and interviewing skills.

Job Club: Participants receive information and support on the following topics: resume preparation, interview skills, networking, job search approaches and disclosure.

Worker Health and Safety Awareness in 4 Steps: Participants are supported to complete Ontario's Ministry of Labour's "Worker Health and Safety Awareness in 4 Steps" training. Upon successful completion of the training, participants receive a certificate now required by Ontario employers.

Respect in the Workplace Training: Participants receive information and training on the following topics: professional excellence in a safe work environment, understanding discrimination & harassment, language, inappropriate conversations, noise, distraction and workplace cleanliness.

STRIDE Forward: Peer led and driven by clients who have successfully completed their goals in the Employment Peer Mentor Program and looking to stay connected and gain support from others experiencing similar struggles. Provides peer support to its members, as well as training, information, and resources.

Return to Work: Designed to help individuals with a mental health issue build the confidence and skills they need to go back to work. Individuals learn strategies to navigate workplace issues, manage stress and maintain wellness through self-care practices.

Mental Health in the Workplace: Presentation geared to employers/community groups in the community interested in gaining enhanced awareness regarding mental health and how it affects the workplace.

OUR PEOPLE

Board of Directors

<i>Anita Stellinga, Chair</i>	<i>Michelle Stillman, Secretary</i>	<i>Jamal Shah</i>
<i>Frank De Vuono, Vice Chair</i>	<i>Maggie Chan</i>	<i>Greg Stopelli</i>
<i>Doug McCarthy, Past Chair</i>	<i>Rob Henderson</i>	<i>Fatima Ul-Haq</i>
<i>Jordan Kramers, Treasurer</i>	<i>Clark Olson</i>	

Staff

Head Office	
<i>Anita Lloyd, Executive Director</i>	<i>Stephanie McCann, Quality & Operations Analyst</i>
<i>Julie Lange, Manager, Finance & Administration</i>	<i>Stacia McCann, Administration and Human Resource Assistant</i>

North Halton	
<i>Julie Henshaw, Manager, North Halton</i>	<i>Mavwe Akpokiniovo, Job Developer</i>
<i>Rebecca Lawrie, Employment Specialist</i>	<i>Betsy Bond, Pre-Employment Specialist</i>
<i>Angela Marova, Employment Specialist</i>	<i>Ayesha Siddiqi, Pre-Employment Specialist</i>

South Halton	
<i>Terri Skov, Manager, South Halton</i>	<i>Crystal Dainard, Employment Specialist</i>
<i>Katrina Anderson, Employment Specialist</i>	<i>Rebecca Hanson, Job Developer</i>
<i>Janet Behrens, Employment Specialist</i>	<i>Stephanie McCormick, Pre-Employment Specialist</i>

Youth Employment/Peer Mentor Programs	
<i>Bonnie Trimble, Manager Youth Employment & Peer Mentor Programs</i>	<i>Bailey Hamilton, Youth Employment Specialist</i>
<i>Kristina Abela-Hopkins, Employment Peer Mentor</i>	<i>Stephanie Hancock, Youth Employment Specialist</i>
<i>Genevieve Blazik, Employment Peer Mentor</i>	<i>Brittany Malik, Youth Employment Specialist</i>
<i>Marco D'Auria, Employment Peer Mentor</i>	<i>Christina Novakowski, Youth Employment Specialist</i>
<i>Barry Hadlow, Employment Peer Mentor</i>	

BOARD OF DIRECTORS



*L-R Back: Jordan, Maggie, Greg
L-R Front: Doug, Anita, Michelle, Jamal, Clark
Not Pictured: Frank, Rob, Fatima*

STAFF

*L-R Back Row: Barry, Matthew, Julie H, Rebecca H,
Mavwe, Katrina, Christina, Julie L*

*L-R Middle Row: Stephanie McCann, Kristina,
Angela, Anita, Bonnie, Brittany, Stephanie H, Betsy,
Stephanie McCormick, Crystal, Terri*

*L-R Front Row: Rebecca L, Marco, Stacia, Nina,
Janet and Bailey.*



SPECIAL THANK YOU AND GOODBYE TO OUR WORKSITE TRAINING PROGRAM STAFF



*L – R: Sarah, Terri, Brad, Betsy, Lindsey, Wendy, Lee,
Amanda, Laurier, Dorothy, Gary and Jan*

THANK YOU FOR THIRTY YEARS!

Jan McCabe started with STRIDE (previously Halton Work Program) in April 1988. During her 30 year tenure with STRIDE, Jan took on several different roles within the agency. She held the positions of Manager of the Oakville worksite, Manager of two affirmative businesses and North Halton Manager. Jan's vision was always one of supporting clients of the mental health system in a positive and empowering way.

She demonstrated the ability to work with clients in an understanding and compassionate manner, while still meeting the needs of our business partners. Jan established herself as a very valuable member within Haltons' network of mental health services and showed great dedication and support for the overall goals of our program. She was a valued member of the STRIDE team and will be greatly missed. We wish her all the best in her retirement years.



Jan McCabe

STRIDE NOW OFFERS PRE-EMPLOYMENT SERVICES

STRIDE is pleased to announce our new augmented employment services serving both North and South Halton was launched in April 2019. This new service has been designed to enhance and complement the current service model and will focus on assisting individuals to develop vocational and life skills through a variety of training workshops and additional one-on-one support. Services are geared to those interested in obtaining part-time or full-time competitive employment in the community.

Our Pre-Employment services offer individuals support and guidance to develop independent vocational goals. Staff offer assistance in preparing clients for employment through short-term groups and individualized job-readiness support. Services are designed to augment our existing programs and provide enhanced, time limited, pre-employment preparation services which are geared towards obtaining competitive employment.

A variety of groups and one-to-one support are offered, such as; career assessment; resume and cover letter development; interview preparation; job searching; creating and using email; employability skills training (communication, time management, self-care, conflict resolution, workplace etiquette) job specific training (WHMIS, Safe Food Handling, Smart Serve, Health & Safety Training) as well as Job Development.



Mavve, Rebecca, Betsy, Ayesha, Julie, Stephanie and Terri

STRIDE YOUTH EMPLOYMENT PROGRAM TEAMS UP WITH PRINCE'S TRUST CANADA GET INTO PROGRAM

Prince's Trust Canada is a sister charity of Prince's Trust International. They are headed by HRH Prince Charles with a mandate to support young people aged 18-29 into sustainable employment, training and education. In April of 2018, STRIDE was approached by Prince's Trust Canada (PTC) regarding wanting to partner with us to bring the Get Into Program to Halton to help support our youth in meeting their employment goals. The program uses a collaborative model between PTC, a community-based organization and an employer in the community. All three work together to offer an increased supported employment journey with the appropriate amount of skills training, workplace experience training and support with accessing resources needed for the positions. Since first being approached, we have collaboratively run two different sessions. The first occurred in August 2018 with Cineplex Winston Churchill. The second session occurred in February 2019 with Tim Horton's QSR group. Both sessions were very successful with 10 young people successfully transitioning into full and part-time positions. All 10 were able to maintain their positions through the probationary period.

STRIDE Youth Employment Program looks forward to continuing to work with Prince's Trust Canada in empowering our youth in their employment journey.

For more information on Prince's Trust Canada: <https://www.princestrust.ca/>



STRIDE Youth Staff Bailey and Christina joined by the August 2018 Get into participants.

SUCCESSFUL EVENTS

4th Annual Strokes for STRIDE Boston Pizza Golf Tournament & Beer Store Charity Golf Tournament

Anita Lloyd, Executive Director on behalf of the STRIDE board of directors and staff, would like to thank Boston Pizza and the Beer Store for supporting STRIDE at their golf tournaments. The Strokes for STRIDE tournament was held on Saturday, May 26, 2018, with 123 golfers at Carlisle Golf Club. This event raised \$16,250 in support of STRIDE. The Beer Store tournament was held on Monday, September 10, 2018, with 280 golfers, at Granite Ridge golf course in Milton. This event raised \$15,000 in support of STRIDE. Funds will be used for a number of employment-related initiatives that will assist our clients in achieving their employment goals.



Left to Right: Donna Corrigan, Laurie Dalessandro, Donna Tufford & Susan Davies



Left to Right: Sandi Allanson, Anita Lloyd, Stephanie McCann, & Suzanne Makins

STRIDE'S Annual BBQ Supporting United Way Halton & Hamilton

STRIDE's South Halton location hosted their annual United Way BBQ. STRIDE uses this as an opportunity to fundraise money for the United Way while showcasing STRIDE and promoting mental health awareness.



Left to Right: Monica and Amanda collecting donations for United Way.



STRIDE staff, clients and community enjoying the BBQ.

A FEW SUCCESSFUL ACTIVITIES



Stephanie, Christina and Brittany celebrating World Mental Health Day.

“Staff was always supportive and understanding. I felt that she genuinely cared about my success and helping me to accomplish my goals.”

(Youth Employment Program)

Feedback from our OPOC Survey



Terri, Crystal and Stephanie H presenting at the ODEN conference.



STRIDE staff and family participating in the United Way Halton & Hamilton Jet Pull.

“My peer worker had lots of patience with a disposition of understanding and comfort with no attitude and met all my needs which help to create a trusting environment through SRIDE.”

(Peer Mentor Program)

Feedback from our OPOC Survey



Genevieve Blazik promoting STRIDE’s Mental Health in the Workplace presentation at the Milton Mall during Mental Health Week.

CHAIR'S REPORT

It is my honour to provide a report as Chair of the Board of Directors of our accomplishments in 2018-2019 and to reflect on the value of this community organization. I would like to begin by expressing my sincere thanks to our staff, volunteers, funders, employers, and community partners, for their contributions in leading and supporting this organization. I would also like to thank all our clients, their families and our community for placing their trust in our organization and allowing us to be a part of their journey.

In 1983, through the passion and wisdom of several community members, STRIDE was established to serve the employment needs of individuals facing mental health and addictions issues. To this day, the staff and volunteers of STRIDE play a crucial role in supporting individuals in ways that build resilience, strength and community connections. Our values guide our work to contribute to a person's sense of dignity, independence and quality of life. This was never as important as it was in this past year of significant change as we steered the organization in a new direction. With the passing of Bill 148, The Fair Workplaces, Better Jobs Act, 2017, STRIDE had to create innovative solutions to the closure of the Worksite Training Program. Armed with passion, dedication and resolve, the management and staff team undertook this challenge. They faced adversity head on with a persistent focus to advocate and do better for our clients. This has resulted in the launch of a new, pre-employment services program based on best practices that is true to our mission of creating opportunities for people with mental health and/or addictions challenges to gain and maintain meaningful employment. I am pleased to report that this restructuring garnered exemplary recognition from the Mississauga Halton LHIN for our wonderful staff team! I would like to take this opportunity to applaud the steady and dedicated leadership of Anita Lloyd, our Executive Director. Her vision and commitment to our clients and to the mission of our organization are at the core of our ability to provide support, not only in this unique year, but for the last nineteen years.



In addition to this, STRIDE has also participated actively in the Mississauga Halton LHIN Health Equity Capacity Building Project. Through this project, there is a commitment to reducing systemic barriers in access to high quality health care for all by addressing specific health needs of people. As our community's demographics change and grow, this work is critical. Many changes are also occurring at the Provincial level to transform Healthcare and Employment Services and STRIDE is preparing itself to understand these changes and holding discussions with key ministries. Underpinning the changes and guiding our work, is STRIDE's unwavering dedication to quality improvement and ensuring that all our programs and services are delivering improved outcomes for all our clients. As I look out to the future and what lies ahead, I am confident in the new path that we have created together with our staff, volunteers, clients and community partners.

Finally, I would like to express my deep gratitude to all the members of our Board of Directors for contributing their time, talent and treasure to STRIDE. Their commitment to our governance, strategic plan and successful outcomes for our clients and our community has been a source of wisdom, passion and strength to our organization. I am grateful to have had the opportunity to serve as Chair of the Board of Directors of this incredible organization.

Respectfully submitted,

Anita Stellinga

Chair, Board of Directors

EXECUTIVE DIRECTOR'S REPORT

This past year has been one of considerable change, new challenges and great accomplishments for STRIDE. Our work with LBGC Consultants led to the development of a strong business case, based on best practices in the field and aligns with broader trends in the employment and mental health and addictions sector. The transition to phase out the Worksite Training Program which was prompted by Bill 148, was carried out with a great deal of thought and consideration for our clients, families, customers, service providers, and the community. The Mississauga Halton Local Health Integration Network (MH LHIN) provided special recognition to STRIDE for our exceptional work over the past year and stated the entire process was completed in a 'gold standard' manner.



With the re-design of our Worksite Training Program, we developed our new Pre-Employment Services, created to enhance and complement the current service model and focuses on assisting individuals to develop vocational and life skills through a variety of training workshops and additional one-on-one support. Services are geared to those interested in obtaining part-time or full-time competitive employment in the community. With the ongoing collaboration of all employees within the Pre-Employment, Employment Connections, Youth Employment, and the Employment Peer Mentor Programs, we will ensure clients experience a seamless transition throughout their journey as they pursue their employment goals.

STRIDE continued in our efforts to address health equity and improving access for client groups which are under-represented within various programs. Participation in the Community of Practise sessions, Health Equity Symposium, and the Capacity Building Project will support equity-based improvements in policy, planning, program or service design. The presentation of STRIDE's Health Equity Impact Assessment (HEIA) reinforced our commitment to reducing systemic barriers in access to high quality health care for all.

We have sustained our efforts to build a culture of quality and identify opportunities to improve client experiences, facilitate capacity building, and measure quality improvements within the agency. Our Quality Improvement Plan outlines how we aim to improve the quality of care for clients in the coming year. With the implementation of the Ontario Perception of Care (OPOC) survey, we gathered important client feedback on the quality of care received. The use of the Ontario Common Assessment of Need (OCAN) supports conversations that capture clients' needs and strengths, which enhances quality improvement planning at the program, agency and provincial level. Our partnership with one-Link has led to a number of quality improvements including the development of a central intake coordinator role, reduced duplication and increased efficiency of the referral process.

STRIDE has remained proactive in building awareness and support through our involvement in various presentations and public relations programs; for example, offering Mental Health in the Workplace sessions, a workshop was developed for the Ontario Disability Employment Network (ODEN) Annual Conference, agency representatives attended the Inspire Accessibility Showcase, several Chamber of Commerce and United Way Halton & Hamilton events, Indigo Brant, Mental Health Week at Milton Mall, working with a team of marketing students from Sheridan College, articles in local newspapers, as well as numerous sessions at our local schools, the Centre for Skills Development & Training and community agencies.

A culture of health and wellness within the agency has continued to be a priority. The STRIDE Wellness and Culture team have taken on the task of implementing a Psychological Health & Safety Management System within our organization which will assist us in identifying approaches, policies, or processes that can support psychological health and safety in our workplace, and provide an opportunity for input with respect to areas of improvement and on areas where we are already doing well. We are very appreciative of the contributions this group has provided to us in terms of enhancing employee well-being and productivity.

We are pleased to acknowledge the ongoing support received from our funders, specifically the MH LHIN; in addition to base funding, one-time funds provided an opportunity to reduce the costs associated with the program transition. The Ministry of Community and Social Services renewed our fee-for-service agreement following a very challenging year. As well, we thank the United Way of Halton & Hamilton for their continued support. Fundraising efforts included our Strokes for STRIDE golf tournament as well as the Beer Store Charity Golf Tournament. The Halton Region Community Investment Fund provided a grant for our Return to Work workshop and the Oakville Community Foundation offered one-time funds for our youth program.

In closing, I would like to acknowledge the Board of Directors for your strong leadership over the past year; with your support, we continue to address the employment needs of clients along with various emerging issues within the mental health and addiction sector. I also wish to take this opportunity to thank our management and staff teams; we know that our continued success can be directly linked to your dedication and hard work. Your ability to address the unique and individual needs of clients, and genuine commitment to achieving better outcomes, can be directly linked to improved successes for the individuals we serve.

As we look forward to the upcoming year, we are excited to move ahead with the development of the new Ontario Health Teams, which will lead to improved integration and a more coordinated approach to health care. In addition to the Ministry of Health & Long-Term Care, we also anticipate major changes with the transformation of employment services with the Ministry of Training, Colleges and Universities, which aims to integrate employment programs for Ontario Works and the Ontario Disability Support Program (ODSP) into a transformed Employment Ontario (EO) program to create one system. Throughout these transformations, we remain enthusiastic regarding new initiatives which will increase accessibility and inclusiveness, and address the needs of individuals living with mental illness and addictions within the workforce.

Respectfully Submitted,

Anita Lloyd
Executive Director

“STRIDE has been a great help to me, assisting me with various tasks with school, job search, job interviews, giving me the confidence to achieve my goals in life and for my future. I would definitely recommend their services to anyone who has a disability in need of job search, interview and resume support.” *(Youth Employment Program)*

Feedback from our OPOC Survey

TREASURER'S REPORT

In thanks to the strong support of our various partners and the outstanding efforts of STRIDE management and staff, STRIDE revenues exceeded expenditures for the fiscal year ending March 31, 2019 by \$149,338 (2018 - \$146,085). The organization has undergone significant change throughout the past fiscal year, particularly the closure of the worksite training program and the introduction of the new employment service. Despite the wide-ranging impact of these changes, management has succeeded in maintaining the financial strength of the organization.



Total revenue for fiscal 2019 decreased \$132,281 or 5.0% to \$2,500,695 (2018 - \$2,632,976), driven primarily by the closure of the worksite training program. The worksite training program generated 9% of overall revenue, compared to 17% in the previous fiscal year.

The Mississauga Halton Local Health Integration Network (MH-LHIN) continues to account for the majority of revenue for STRIDE (66% of overall), at \$1,641,315 (2018 - \$1,488,934). The increase in 2019 is from one-time funding received that was used to cover certain expenditures arising from the changes in the programs, as well as various staff/client training, program purchases and capital purchases.

The organization saw a decrease in revenue from the Ontario Disability Support Program (MCSS - ODSP), generating \$491,932 (2018 - \$549,319), due to fewer available placement opportunities stemming from various changes in minimum wage, part-time vs. full-time work, etc. This program generated 20% of overall revenue.

Revenues from other sources remained relatively consistent with the previous year, including \$40,611 (2018 - \$45,124) from the United Way Halton and Hamilton which was utilized for STRIDE's Employment Connections program. Other revenues also include various charitable donations and the funds raised from two golf tournaments.

Total operating expenditures decreased \$127,494 or 5.1% to \$2,359,397 (2018 - \$2,486,891), primarily due to the reduction in training allowance expenses from the worksite closure. Salaries and benefits remained relatively consistent with the previous year at \$1,649,226 (2018 - \$1,656,567) and represents 66% of overall revenue.

As a result of recent changes and to ensure financial resiliency going forward, a significant portion of the current accumulated operating fund was transferred to a new contingency fund that is available for emergencies or unforeseen situations that may develop in the organization. This fund is targeted to equal three months of budgeted operating expenditures.

On behalf of STRIDE I would like to thank our partners and the STRIDE management and staff for their continued support. The financial results for the year ending March 31, 2019 were audited by Glenn Graydon Wright LLP. Copies of the Audited financial statements are available from STRIDE.

Respectfully submitted,

Jordan Kramers, CPA, CA, CBU

Treasurer, Board of Directors

SUMMARY OF REVENUE & EXPENSES –

For the year ended March 31, 2019

REVENUE

Ministry Funding	\$1,641,315
ODSP-ES	\$491,932
Worksite Sales	\$216,729
Donations and Other Revenue	\$110,108
United Way	\$40,611

Total Revenue	\$2,500,695
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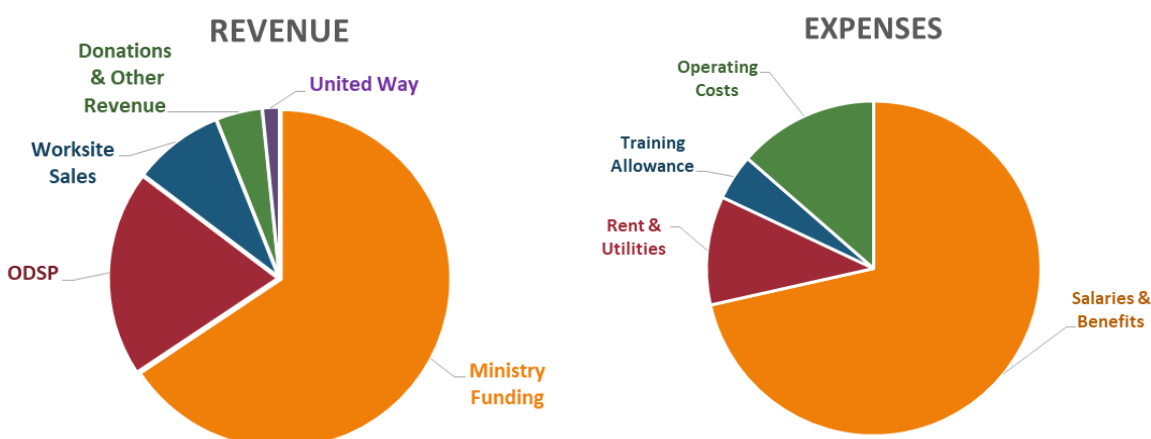
EXPENDITURES

Salaries and Benefits	\$1,649,226
Rent and Utilities	\$242,181
Training Allowance	\$101,876
Other Operating Costs	\$313,568

Total Expenditures	\$2,306,851
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Excess of Revenue over expenditures for year	\$193,844
Amortization of capital assets	-\$52,546
Net: Gain on sale and transfer	\$8,040

Excess Of Revenue Over Expenditures	\$149,338
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A copy of the completed financial statements for the year ended March 31, 2019 audited by Glenn Graydon Wright LLP are available upon request or on our website.

ACKNOWLEDGMENTS & THANK YOU

STRIDE gratefully acknowledges the funding and support received from various individuals and the following:



Milton & Dorval Drive,
Oakville



OAKVILLE
COMMUNITY
FOUNDATION
all for community.



Trafalgar & Hays, Oakville



Oakville



Charity Scramble
Tournament





Supported Training & Rehabilitation In Diverse Environments

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STRIDE Youth Employment Program
STRIDE Employment Connections Program



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