CENTRE FRANCOPHONE
DU GRAND TORONTO

# A COMMUNITY IN MOTION.
# A CENTRE IN ACTION.



IMPACT REPORT

2025 - 2026

The Centre francophone du Grand Toronto acknowledges that the services it provides across various parts of the Greater Toronto Area take place on the traditional territories of many Indigenous Peoples and Nations, including the **Mississaugas of the Credit, the Anishinaabeg, the Chippewa, the Haudenosaunee and the Wendat**. These lands are also home today to many First Nations, Inuit and Métis people and communities.

We acknowledge that the history of these lands has been profoundly shaped by colonization, the forced displacement of Indigenous Peoples, and the enduring impacts of these realities on their families, communities and cultures. We also recognize the importance of the treaties entered into with Indigenous Peoples and our collective responsibility to deepen our understanding of the commitments and relationships arising from them.

We recognize that the people who make up our communities today arrived on these lands at different times and under diverse circumstances, including as settlers, immigrants and newcomers. We also acknowledge that some people were brought to these lands against their will, particularly through the transatlantic trafficking and enslavement of African Peoples. In doing so, we honour the memory, resilience and contributions of people of African origin and descent.

As a Francophone organization serving a diverse community, the Centre francophone du Grand Toronto is committed to **listening, learning and deepening its understanding of the histories, realities and contributions of First Nations, Inuit and Métis Peoples, as well as the intergenerational impacts of colonization**.

We are committed to integrating these learnings into our practices, relationships and actions, and to continuing our contribution to an **inclusive, equitable and respectful** community, in a spirit of dialogue, recognition and reconciliation.

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## A CHANGING REALITY
MESSAGE FROM THE CHAIR OF THE BOARD

The year 2025–2026 marked an important step for the Centre francophone du Grand Toronto. With our community growing and its needs changing, we adopted a 2025–2030 strategic plan to guide our actions in the years to come.

This plan is rooted in a core belief: to continue to fully serve the Francophone community in the Greater Toronto Area (GTA), the Centre must stay attentive to what is happening on the ground and adapt its services to the challenges faced by its clients. Our strategic plan has three complementary focuses that reflect our desire to meet current needs while preparing for the future.

The first focus, the **excellence of the services** the Centre offers, requires us to maintain an up-to-date and nuanced understanding of the realities experienced by Francophones in the GTA, reinforce our existing services and improve the experience of those who come to us for help. Our region is welcoming a growing number of Francophones with diverse backgrounds, cultures and experiences. Behind this increase lie sometimes complex realities: families getting settled, young and elderly people needing assistance, people in vulnerable situations requiring adapted and compassionate support. In the face of these challenges, access to quality services in French remains essential for Francophones' well-being, inclusion and full participation in life in our region.

Our second strategic focus, **strengthening the continuum of services in French**, is directly in keeping with this vision. For 50 years now, the Centre has grown alongside the community. More than just a service provider, it is an anchor point for thousands of people looking to build a life, reach their potential and thrive, all in French. Whether it's welcoming newcomers, providing healthcare and mental health support, helping people find a job and housing, offering legal aid and family support, or contributing to community development, the Centre is a service hub and a place of solidarity for Francophones.

Finally, our third focus, **organizational growth**, will ensure that the Centre has the human, financial and material resources it needs to continue its mission and meet changing demand over the long term. To support a community in motion, our organization also needs to continue to expand its reach and consolidate its expertise.

The theme of this annual report, "A community in motion, a centre in action," perfectly captures this reality. We say "a community in motion," because needs are changing, pathways are becoming more varied and challenges are evolving. And "a centre in action," because we never stop answering the call, innovating and leveraging our strengths to offer concrete solutions to those who need them.

On behalf of the board of directors, I would like to sincerely thank all staff members, volunteers, partners, donors and funders for their dedication to our mission. I also want to thank everyone who puts their trust in the Centre and makes it possible for us to continue to grow in service of the community year after year.

As we look to the future, we all remain convinced that the challenges that lie ahead will also bring opportunities for growth, innovation and collaboration. Together, we will continue to build a vibrant, inclusive and resilient Francophone community, in which everyone can find their place and thrive.



**Colette Raphaël**
Chair of the Board
of Directors

## ALWAYS MOBILIZING, ALWAYS ADAPTING
MESSAGE FROM THE EXECUTIVE DIRECTOR

The year 2025–2026 was one of taking action, rallying and adapting. Throughout the GTA, our community's needs continued to evolve. We had families getting settled, others seeking healthcare in their language, young people looking for support, seniors breaking their isolation and vulnerable people dealing with increasingly complex challenges. But throughout it all, our teams' commitment remained steadfast, day after day.

Last year again, thousands of people walked through our doors, attended our activities or benefited from our services. Behind each statistic is a human story: a woman who finally finds a family doctor, a newcomer who confidently puts down roots in their community, a parent who gets support for their child or an adolescent who receives the help they need to get through a difficult time.

In 2025–2026, we continued working to improve access to quality services in French in several key sectors. We increased our capacity to provide primary and mental healthcare, supported families, continued working with newcomers, facilitated access to justice, helped look for housing and employment and continued to offer programs that foster well-being, inclusion and community participation.

We also demonstrated the full force of our integrated approach. The challenges our clients face are never limited to one issue. The needs are often interrelated and require a coordinated response. Thanks to the collaboration between our teams and the complementarity of our services, we are able to provide comprehensive support that takes into account the reality faced by every person and family. I am especially proud of our teams' ability to innovate and adapt. Despite rising demand and limited resources, they found new solutions, strengthened partnerships and developed relationships with the community.

This year also confirmed the importance of creating spaces where Francophones can all feel welcomed, listened to and valued. Beyond services, we continued to forge ties by offering opportunities to gather, fostering dialogue, encouraging citizen participation and helping to build a sense of belonging to a lively and inclusive Francophone community.

I would like to sincerely thank all of the Centre's employees. Their expertise and dedication are the cornerstone of our every success. I would also like to thank our board of directors, volunteers, partners, funders and everyone who puts their trust in us.

The achievements presented in this report are the result of collaborative effort. They show what can be accomplished when committed people join forces in pursuit of a shared mission: to provide Francophones in the GTA with the services, support and opportunities they need to succeed. As we look ahead, we are firmly focused on taking action. We will continue to listen, innovate and adapt to meet the needs of an ever-changing community.

There is a simple belief at the heart of everything we do: when people are given access to the right services, at the right time and in their own language, they can reach their full potential and help build a stronger community.



**Estelle Courty Duchon**
Executive Director



Visit by Lena Metlege Diab, Minister of Immigration, Refugees and Citizenship, to discover the Centre's integrated services



Celebration of the 50th anniversary of the Franco-Ontarian flag




The Centre's executive committee and board of directors



2025 annual conference of the *Assemblée de la francophonie de l'Ontario*



Participation in a royal reception honouring young leaders in Ontario

# A community in motion, **a centre in action**

The Francophone community in the GTA is growing and reinventing itself according to the life journeys, aspirations and realities of its members. Because needs evolve quickly, so too must our response.

That is what the Centre francophone du Grand Toronto has committed itself to. Not simply witnessing change, but playing a key role in this collective transformation. We keep in step with our community by enhancing our services and creating spaces in which everyone can find their place and thrive.

This 2025–2026 impact report shows this conviction in action. It recounts a year of adaptation, collaboration and commitment, a year in which we continued to find practical solutions to emerging needs, while keeping on track with our mission.

We are not just a presence. We move with and for the community.

### CENTRALIZED RECEPTION: A SINGLE ACCESS POINT FOR ALL OF OUR SERVICES

Since 2024, the centralized reception has been the Centre's first point of contact. A dedicated team notes each request, assesses the needs and directs the clients to the relevant service(s) in a single streamlined approach.

**24,320**

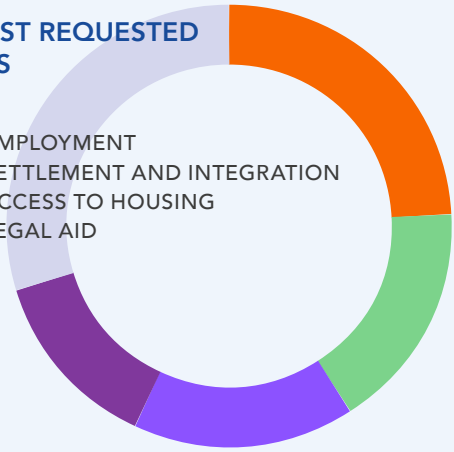
SERVICE REQUESTS PROCESSED, UP 26% FROM THE PREVIOUS YEAR




**6.5**

REQUESTS ON AVERAGE PER CLIENT, COMPARED TO 5.1 IN 2024–2025, SHOWING THAT PEOPLE WHO COME TO THE CENTRE FIND A COMPREHENSIVE SOLUTION TO SEVERAL OF THEIR NEEDS

## OUR MOST REQUESTED SERVICES



24.3% EMPLOYMENT
16.8% SETTLEMENT AND INTEGRATION
16.1% ACCESS TO HOUSING
13.2% LEGAL AID

## EXPANDING REACH

**40,266**

PEOPLE WELCOMED AT THE TORONTO PEARSON INTERNATIONAL AIRPORT, INCLUDING 8,718 FRANCOPHONES (362 MORE THAN IN 2024–2025)

APPROXIMATELY

**13,000**

CLIENTS SERVED IN LOCATIONS OTHER THAN THE AIRPORT, ACROSS THE GTA



## A GROWING ORGANIZATION

**207**

STAFF MEMBERS, UP FROM 183 THE PREVIOUS YEAR

**24**

ACTIVE PARTNERSHIP AGREEMENTS



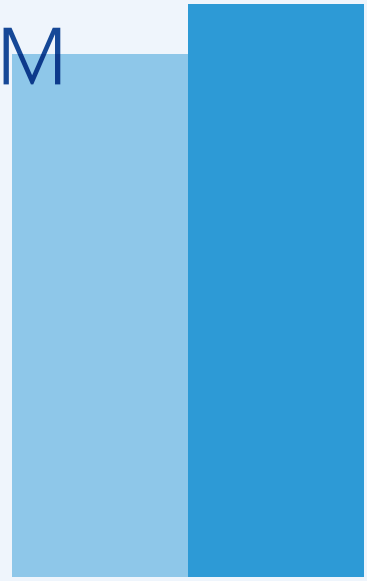
MORE THAN

**100**

COMMUNITY EVENTS, INCLUDING 14 WE ORGANIZED

REVENUE INCREASED FROM $19.8M TO

**$21.6M**



## RECOGNIZED SERVICE QUALITY

**4.24/5**

SATISFACTION RATE (AROUND 85%) COMPARED TO 3.97 IN 2024–2025

**86%**

STAFF SATISFACTION RATE, COMPARED TO 84% IN 2024–2025



## UNPRECEDENTED VISIBILITY

**585,931**

IMPRESSIONS GENERATED BY THE *VOIX FRANCOPHONES EN ACTIONS* (FRANCOPHONE VOICES IN ACTION) ADVERTISING CAMPAIGN IN PUBLIC SPACES

# Settlement and integration

## Welcoming, understanding and taking action



Each year, thousands of French-speaking immigrants opt to settle in the GTA. They have considerable settlement and integration needs, whether in terms of housing, employment, schooling or networking.

*"I am very satisfied with the follow-up and professional pairing. The support is regular, reassuring and motivating. It is helping me build my confidence, reduce interview anxiety, better organize my ideas and feel better prepared."*

—Anonymous



Exploration of the Art Gallery of Ontario by French-speaking newcomers

## OUR RESPONSE TO COMMUNITY NEEDS

Working with partners, we support newcomers throughout their journey—from preparing to arrive to getting settled—through a wide range of services:

- **Pre-arrival** – Individual sessions to assess needs and clarify next steps; helpful webinars on settlement, employment and professional credential recognition; referral to Francophone partners suited to each situation; reliable and personalized information on housing, schools, health and local services.
- **Welcome and referral** – Support upon their arrival at the Toronto Pearson International Airport, rapid identification of priority needs, information on vital settlement steps, targeted referral to settlement services and organizations, multilingual support and practical tools that facilitate access to resources.
- **Services for newcomers in the Toronto and Peel areas** – Tailored support taking into account each person's language, culture and situation; referral to the right resources; information sessions; community outings; integration programs in Francophone schools; professional and entrepreneurship mentoring.

LEARN MORE ABOUT OUR SERVICES:

FUNDERS

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

Canada

Ontario

COSTI

## OUR ACTIONS OF NOTE IN 2025–2026

### PRE-ARRIVAL

For greater continuity throughout the Francophone immigrants' journey, we **developed the Arrivio digital platform**, which better coordinates referrals, centralizes important information and facilitates collaboration between the support workers and partners.

## IN THE FIELD

**2,177**
BENEFICIARIES

**96.8%**
SATISFACTION RATE

**61**
WEBINARS ON VARIOUS ASPECTS OF INTEGRATING IN ONTARIO

**17**
INFORMATIVE VIDEOS PRODUCED

### WELCOME AND REFERRAL

To ensure consistent service delivery that meets the requirements of Immigration, Refugees and Citizenship Canada, we **consolidated and standardized our information and referral service at the point of entry** by implementing modern tools and optimizing the client experience, which increased our ability to effectively meet newcomers' needs, thus reducing their stress and uncertainty upon landing in the country.

**40,266**
BENEFICIARIES

**9**
PARTNERS ACROSS CANADA




The Centre's welcome and referral booth at the Toronto Pearson International Airport

### SERVICES FOR NEWCOMERS – TORONTO

To help our clients put their business plans into action, we **successfully launched three cohorts of Cuisinepreneur**, a structured culinary entrepreneurship program given in French.

**2,046**
BENEFICIARIES

### SERVICES FOR NEWCOMERS – PEEL

To foster social and linguistic integration, we partnered with the City of Brampton to hold **a day of artistic activities and inspiring testimonials for the region's French-speaking Black community** during Black History Month.

**1,229**
BENEFICIARIES

**89%**
SATISFACTION RATE

**116**
FAMILIES VISITED EITHER THE MOHAWK INSTITUTE RESIDENTIAL SCHOOL IN BRANTFORD OR THE IROQUOIAN VILLAGE IN CRAWFORD LAKE

*"The welcome and explanations we received were very helpful after our long trip. They let us know exactly where to start."*

—Anonymous

*"Thanks to the Centre's help, I received more than just support. I found a true anchor point for my new life in Canada. When I arrived, everything felt uncertain, but the help I received enabled me to gradually adapt, find a home and get a job. Today, I feel more confident and fully engaged in my integration journey. Buoyed by this human-oriented and enriching experience, I now aspire to study at the University of Toronto, with hope and determination."*

—Ramcesse




Tour of Brampton City Hall






Tour of an Iroquoian village

*"While the process of getting my work permit was complex and stressful, the Centre's support person was very professional, patient and available. She helped me write the communications I needed to complete the process. Thanks to her invaluable support, I was able to secure an extended work permit until 2027. Thank you so much for your excellent service."*

—Felicienne




Handout of school supply kits

# Employment

## Strengthening our community's professional future



For Francophones who recently arrived in the country or are in professional transition, access to lasting employment is essential for integration, financial independence and participation in community life.

*"I would like to tell people about the quality of the support I received from you during my job search. From the start, I was listened to and was given professional support and advice tailored to my situation. Thanks to this, I was able to effectively target my job search and obtain a position matching my skills and objectives."*

—Anonymous



2025 job fair

## OUR RESPONSE TO COMMUNITY NEEDS

Our clients face various employment challenges, such as unfamiliarity with the job market and job search strategies, adapting to a new culture, stress due to financial obstacles and limited access to French-speaking employers. We support them through every step of their career path, whether they are entering the Canadian labour market for the first time, are changing careers or are looking to develop new skills.

Our services build their confidence and autonomy and facilitate their integration. They include tailored individual support; free activities, workshops and webinars; mentoring programs; financial aid; a job offer platform; and certification training.

LEARN MORE ABOUT OUR SERVICES:

FUNDERS

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

Canada

Ontario

wcg

## OUR ACTIONS OF NOTE IN 2025–2026

- To facilitate professional connections and hiring opportunities in the Francophone and bilingual communities, we **held our annual job fair**, which had record attendance in 2025.
- To meet labour market needs while improving employability and facilitating our clients' long-term integration, we gave the **Ontario Bridge Training Program on early childhood education** for the first time.
- To help newly arrived Francophones overcome barriers to professional integration, we **increased our personalized support and simplified access to adapted resources** in employability, mentoring and training.



Discovery walk (forest school), as part of the Ontario Bridge Training Program on early childhood education

## IN THE FIELD

NEARLY
**800**
BENEFICIARIES

**600+**
JOB FAIR ATTENDEES

**219%**
INCREASE IN NEW UNIQUE CLIENTS COMPARED TO THE PREVIOUS YEAR

**100%**
SATISFACTION RATE FOR THE EARLY CHILDHOOD EDUCATION TRAINING

# Legal aid

## Providing equitable access to justice



Understanding and being able to exercise one's rights in one's language is essential for the equity, dignity and protection of individuals and families.

*"Thank you from the bottom of my heart for your invaluable support. Thanks to you, I was able to overcome my difficulties before my hearing and to feel stronger and more confident. Your support, listening and professionalism made a big difference for me and I will never forget it."*

—Maguy



*Parlons Enfants Ensemble* (let's talk children together) conference




16 days of anti-violence activism

## OUR RESPONSE TO COMMUNITY NEEDS

We offer free and confidential legal services in French to people with low incomes who are dealing with complex immigration, housing, employment, family law or criminal law issues.

Beyond providing legal support, our team helps our clients understand the Canadian justice system and assists them with their administrative and legal processes. We also help increase knowledge and empower Francophone communities in the GTA through community legal education activities, workshops and awareness-raising initiatives.

LEARN MORE ABOUT OUR SERVICES:

FUNDERS

Ministère de la Justice Canada | Department of Justice Canada

Canada

Legal Aid Ontario
Aide juridique Ontario

*"My heartfelt thanks for helping me obtain refugee status. I will always be grateful for your work and the true moral support you gave me in this matter."*

—Aminata



Access to justice forum

## IN THE FIELD

**1,559**
BENEFICIARIES

**85%**
SATISFACTION RATE

**94.4%**
SUCCESS RATE (CASES WITH A FAVOURABLE OUTCOME)

**76**
OUTREACH ACTIVITIES

**37**
LEGAL INFORMATION WORKSHOPS (FOR LEGAL PROFESSIONALS, FRONTLINE WORKERS AND VULNERABLE OR MARGINALIZED PEOPLE)

**140**
BENEFICIARIES OF THE SUPPORT AND ASSISTANCE PROGRAM FOR SURVIVORS OF VIOLENCE AND ASSAULT

**800+**
STUDENTS RECEIVED AWARENESS-RAISING SESSIONS IN SCHOOL (ON FRAUD, THE ROLE OF THE VICTIM AND WITNESS, SHOPLIFTING)

## OUR ACTIONS OF NOTE IN 2025–2026

- In light of growing legal needs, we **supported a larger number of people in 2025–2026**.
- To improve access to justice in French and better inform Francophone communities, we **organized several workshops, forums and roundtables**, including on children's rights, parental responsibility, violence against women and the legal challenges faced by newcomers.
- To make it easier to understand various legal issues and raise awareness among different audiences, we **created videos** on several areas of law.




Launch of informative videos for young people

# Primary healthcare

## Opening the door to comprehensive care in French



# We believe that everyone is entitled to receive primary healthcare in French in Ontario.

## OUR RESPONSE TO COMMUNITY NEEDS

We meet Francophones' complex and evolving health needs by taking an interdisciplinary, collaborative, compassionate approach that is culturally adapted and focused on social determinants of health.

We offer accessible and integrated primary healthcare, disease prevention and health education in French to improve the long-term health and well-being of Francophone communities in the GTA. This includes family medicine; medical interpretation; specialized diabetes, nutrition and dietetic services; health promotion and HIV management programs; pediatrics; and geriatrics.

LEARN MORE ABOUT OUR SERVICES:



FUNDERS

Ontario Health / Santé Ontario

Financé par le gouvernement du Canada / Funded by the Government of Canada | Canada

Agence de la santé publique du Canada / Public Health Agency of Canada

Ontario
Ministère de la Santé

Alliance for Healthier Communities
Alliance pour des communautés en santé

*"I want to express my deep gratitude and share the exceptional impact the Navigation program has had on my personal and professional journey. I do not have the words to describe what a difference the help I received made at an especially difficult time in my life, when it was very complicated for me to move forward. Regaining self-confidence and finding the strength to keep going is never easy. However, thanks to the professional and compassionate support I received, I was able to regain hope."*

—Sahar

## IN THE FIELD

**3,444**
BENEFICIARIES, INCLUDING 487 IN THE HEALTH PROMOTION AND HIV MANAGEMENT PROGRAMS

AROUND
**2,300**
NEW PATIENTS

**15,040**
INTERVENTIONS CONDUCTED OR SERVICES RENDERED

**89.2%**
SATISFACTION RATE

**19.86%**
REDUCTION IN THE AVERAGE WAIT FOR ACCESS TO CARE

**4,980**
PARTICIPANTS IN 341 GROUP ACTIVITIES

## OUR ACTIONS OF NOTE IN 2025–2026




Official announcement of the expansion of primary healthcare at the Centre

On February 2, 2026, the Centre reached a milestone with the official announcement that it would be **expanding its primary healthcare services** thanks to an investment by the Government of Ontario. This major advance will connect around **2,300 new French-speaking patients** with interdisciplinary teams in our health clinics in Toronto. Attended by government representatives, healthcare system partners, community leaders and several media outlets, the announcement confirmed the Centre's role as a leader in ensuring access to free, quality public healthcare in French in the GTA.

To overcome a lack of information and increase health management autonomy, we **stepped up our awareness-raising activities** to inform and educate the population about health risks and good practices (through workshops, webinars, etc.), in addition to continuing our annual influenza vaccination campaign.



Vaccination day at the *Centres d'accueil Héritage*

To reduce isolation and encourage people to connect, we **enhanced our group outings**, which included visits to the sugar shack and a First Nations reserve.



Sugar shack outing



# Mental health and *La Passerelle*

## Providing significant support to restore balance



# Francophones in the GTA who are grappling with mental health challenges need adapted services, at all ages.




Cultural diversity workshop during summer camp 2025

*"My son and I were thrilled to discover a place that welcomes families and children in French, but even more importantly, does so with genuine kindness and compassion. We had weekly sessions with a therapist who took the time to really get to know my son, to help him better understand himself and to create a reassuring setting. Over time, this person became not only a professional my son trusted, but also a positive and meaningful presence in his life. We are very grateful for the support we received."*

—Anonymous

## OUR RESPONSE TO COMMUNITY NEEDS

We support Francophones in the GTA who are experiencing mental health struggles by coordinating and navigating the system and resources. This includes individual and group therapy; targeted prevention workshops and psychosocial support services; psychiatry; social and community intervention; *La Passerelle* specialized school program for students 6 to 17 years of age with special needs and their family.

We also help our clients develop concrete strategies for dealing with issues: relaxation techniques, emotion management, problem-solving, improving interpersonal relationships and more.

LEARN MORE ABOUT OUR SERVICES:

FUNDERS

Ontario Santé Health Ontario

Financé par le gouvernement du Canada | Funded by the Government of Canada | Canada

Fédération culturelle canadienne-française

FJCF Fédération de la jeunesse canadienne-française

LOFT COMMUNITY SERVICES Opening doors to hope

## OUR ACTIONS OF NOTE IN 2025–2026

- To better support and equip our professionals, and thereby strengthen the services we provide to the community, we **implemented the first phase of a training plan on well-being in the workplace**.
- To make students aware of the mental health issues their peers may be experiencing and to foster a more inclusive and caring atmosphere, we **shared resource videos** with the Viamonde and MonAvenir school boards.
- To help senior citizens better manage symptoms of anxiety, we **gave interactive discussion and information sessions and shared helpful strategies**, in collaboration with *Centres d'accueil Héritage*.

## IN THE FIELD

**1,473**
BENEFICIARIES

**92%**
SATISFACTION RATE

**942**
STUDENTS WHO WATCHED VIDEOS ON MENTAL HEALTH TOPICS

**4**
TWO-HOUR ANXIETY MANAGEMENT SESSIONS FOR SENIORS

**91**
PARTICIPANTS IN THE *ESPRIT AU TRAVAIL* (THE WORKING MIND, BETTER CONVERSATION, STRONGER TEAMS, HEALTHIER WORKPLACES) TRAINING

*"Since our son started attending La Passerelle, we've noticed a remarkable improvement, academically, socially and behaviourally. Enrolling him in this program was one of the best decisions we made for him. The team is outstanding. They are dedicated, attentive and work closely with families to meet the children's needs and help them succeed."*

—Anonymous





Our students' creations

# Childhood and family

## Fostering children's development and healthy, harmonious family bonds



Children and their family require considerable support and guidance in French to ensure their well-being and development.

*"My two children and I started attending the ON y va centre in Markham in 2023. My six-month-old quickly adapted to the new environment, while my two-year-old played in a thoughtfully designed setting. The facilitators demonstrated creativity and determination while implementing their programs. All three of us made friends with the other participants. My biggest surprise was how much French we learned just by being part of this community!"*

—Anonymous



5th Child Care Worker and Early Childhood Educator Appreciation Day

## OUR RESPONSE TO COMMUNITY NEEDS

Through an inclusive and caring approach, we provide free, confidential services in French to children 0–12 years of age and their parents. These include educational and socialization activities; prenatal and postnatal services; individualized early intervention counselling in the home and in daycares; prenatal and postnatal nutrition programs for women; and workshops and webinars for families and childcare staff on child development issues.

Through our ON y va centres (EarlyON Child and Family Centres for Francophone families) and our Chaque enfant a sa place (every child has their place) program, we support families, caregivers and educational environments to promote the inclusion of children with special needs and build parental and professional skills. Our actions also help break the social isolation of Francophones, guide them to specialized resources and promote equity and the participation of all families, regardless of their origin or situation.

LEARN MORE ABOUT OUR SERVICES:

FUNDERS

Ontario

Ministère des Services à l'enfance et des Services sociaux et communautaires

Toronto

York Region

## OUR ACTIONS OF NOTE IN 2025–2026

- Faced with the growing need for inclusion and child development support, we **consolidated our interactive in-person and virtual training platform** to share effective and neuropositive practices with educational childcare staff and families.
- To make it easier for Francophone families to access services, community spaces and specialized resources, we **continued to develop agreements** with the City of Toronto, community partners and Anglophone organizations.
- To raise the awareness of health professionals and families about neurodiversity and signs starting in early childhood, we **offered several educational activities**, including the fifth *Parlons Enfants Ensemble* (let's talk children together) conference.



5th Child Care Worker and Early Childhood Educator Appreciation Day



Celebrating the Francophonie at the ON y va centre

## IN THE FIELD

**1,822**
CHILDREN AND
**2,099**
FAMILIES BENEFITED

**10,946**
ON Y VA CENTRE VISITS BY CHILDREN AND ADULTS

**379**
PARTICIPANTS IN 28 WORKSHOPS ON THE INCLUSION OF CHILDREN WITH SPECIAL NEEDS, GIVEN IN DAYCARES

**105**
CHILDREN AND FAMILIES RECEIVED EARLY INTERVENTION IN THE HOME AS PART OF THE INFANT AND CHILD STIMULATION PROGRAM

**95%**
SATISFACTION RATE FOR THE SERVICES AND THE ATMOSPHERE IN THE PROGRAMS

**98%**
INCREASE IN THE NUMBER OF FAMILIES PARTICIPATING IN ACTIVITIES IN THE ON Y VA CENTRES



End-of-year party at the ON y va centre




Get-together for families



Fun parent-child interaction



Black History Month at the Gabrielle-Roy ON y va centre

*"I want to express my deep gratitude to you for the ten in-home early intervention sessions you held with my son. From the start, he felt very comfortable with you, and that day marked the beginning of a great learning experience for him and for me as his mom. Thanks to you, we learned very helpful new techniques and were able to see significant progress in his motor, social and language development. We were also able to build a real support network for him, which led to very positive and significant changes. Thank you from the bottom of my heart for your dedication, professionalism and kindness."*

—Anonymous

# Access to housing

## Helping people find living conditions that offer dignity and well-being



In the current situation of high costs, lack of housing, too-small housing units, rising homelessness and prohibitive rental criteria, the plural Francophone community in the GTA needs access to stable, safe and affordable housing.

*"I was the single mother of an 11-year-old boy and living in a women's shelter in Toronto. Thanks to an agreement with the City and with real estate developers, I obtained subsidized housing. However, communication with the shelter team was difficult, especially because of the language barrier, and the apartment had only one bedroom. With the Centre's support, I learned that the City's occupancy standards do not allow a child to share a parent's room. The Centre's team mediated, leading me to obtain a subsidized two-bedroom unit."*

—Anonymous

## OUR RESPONSE TO COMMUNITY NEEDS

Working closely with community and institutional partners, we help Francophones who are unhoused, are at risk of losing their home or are encountering significant barriers to finding a home.

Our case management approach allows us to assess every person's overall situation in order to offer tailored and lasting support. Our services include searching for housing; providing useful information and assistance in communicating with property owners; legal mediation and advocacy; providing financial support and meeting urgent needs; referring clients to relevant services; and helping with administrative and legal processes.

LEARN MORE ABOUT OUR SERVICES:

FUNDERS

Canada

Toronto

Region of Peel
working with you

## OUR ACTIONS OF NOTE IN 2025–2026

- To significantly expand the services we offer Francophones in terms of finding and securing housing and helping people keep their housing, we **signed a new funding agreement with the City of Toronto**, making us a Housing Hub, a title given to only 12 community organizations.
- Through this agreement, we **began Rent Bank activities**, giving financial support to eligible individuals and families so that they can pay the security deposit and rent arrears, to keep them from losing their housing. We also provide low-income households with funds to purchase essential household items when moving into their home.
- To increase our support for the most vulnerable, we **created a community outreach position** whose role is to develop partnerships with property owners, look for new rental opportunities and advocate for our Francophone clients.

### IN THE FIELD

**766**
BENEFICIARIES IN THE PEEL AND TORONTO AREAS

**174**
PARTICIPANTS IN

**14**
WORKSHOPS

**12+**
PROMISING NEW PARTNERSHIPS




Welcoming representatives from the City of Toronto's Housing Secretariat



Subsidized housing workshop in Toronto




Meeting of the housing assistance program team in Mississauga




Workshop on housing during the Afro-Caribbean supper organized by the Centre

*"Two refugee families sponsored by the Canadian government and living in Mississauga were quickly racking up back rent that threatened their housing. They had not been informed of some essential resources, such as the Canada Child Benefit, and had spent their settlement funds on new furniture. The Centre stepped in and mediated with the funder, supporting the payment of part of the arrears and helping the families budget and apply for financial assistance. They were able to keep their home and become more financially stable."*

—Anonymous

# Essential Levers

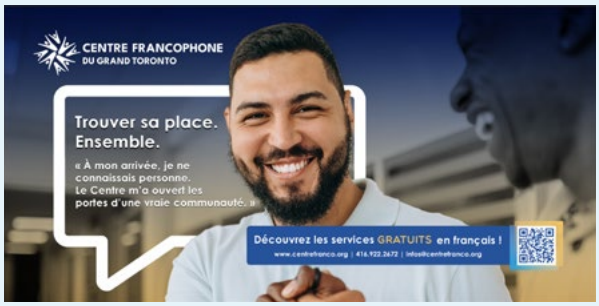
Motion does not come about on its own. It is created by combining efforts and strengths. The following levers support our action and help us do more.

## Communications

The year 2025–2026 was a historic turning point for the Centre's communications, with the launch of our first large-scale advertising campaign in the GTA. The campaign, "Voix francophones en actions" (Francophone voices in action), featured ads in areas frequented daily by the Francophones we are looking to reach. Made possible through PATTISON Outdoor's Elevating Voices grant, a national program dedicated to diversity, equity and inclusion, the campaign was launched on June 2, 2025, and bore the slogan "Trouver sa place. Ensemble." (finding one's place, together) and a main message of "Découvrez les services GRATUITS en français!" (discover the FREE services in French!).

Featuring testimonials from people who have used our services, the campaign put faces and voices to what it means to find one's place in Toronto: a woman building a future with the Centre's help, a family finally receiving answers in French, and more.

The campaign gave the Centre unprecedented geographic reach: from Mississauga to Scarborough, including Etobicoke, North York, York, East York, Toronto and Union. More than **2,000 promotional materials** were disseminated simultaneously: digital advertising at strategic intersections along highways and on Toronto Transit Commission (TTC) bus shelters and signs; posters in the network's busiest transit stations; and advertisements in subway cars and buses.










Ad campaign made possible by a grant from PATTISON Outdoor

## CONCRETE AND MEASURABLE RESULTS

The impacts were measured through a number of converging indicators. With the $100,000 grant from PATTISON Outdoor, the Centre francophone du Grand Toronto was able to carry out one of its largest visibility campaigns to date. The ads disseminated in the region's public transit generated 585,931 impressions, significantly increasing the notoriety of the Centre and its services.

During the intensive rollout phase, in **October 2025**, the Centre's website saw a record **4,600 sessions**, nearly triple the usual monthly volume recorded between May and September that same year. The number of calls answered also reached a record in October, with **16,475 calls answered** compared to 14,451 in September.

Patronage patterns also changed significantly. Data for the same period over two consecutive years showed that not only were more people reached, there was also an increase in the ratio of services per client, **from 1.91 to 2.19**. This shows that the people who discovered the Centre found a comprehensive solution to several of their needs, rather than just one.

Beyond these figures, the campaign made it possible to spread an important message in public spaces: that accessible services in French exist, and that everyone has the right to be welcomed, understood and supported in their language.




Event held as part of the advertising campaign



2025 partner brunch

# Community relations and partnerships

In 2025–2026, the Centre francophone du Grand Toronto significantly increased its presence in the community. Our teams attended or organized more than 100 community events throughout the region, reaching Francophones where they live, work and gather. These efforts allowed us to interact directly with over 800 people and to identify those who needed one or more of our services.

Here are a few of the year's highlights:

- The third edition of UNIFRANCO, our flagship event celebrating Francophone diversity
- Mental Health Week, during which we visited several Francophone schools to raise young people's awareness
- The Countries of Africa Pavilion at the Carassauga Festival of Cultures, which generated nearly 300 interactions
- Official handout of school supply kits to children from the most vulnerable families newly arrived in Canada, made possible by a donation from the *Association des enseignantes et enseignants francophones de l'Ontario*
- Our annual celebration of our partners, an unmissable, unifying and friendly event that is very important to us
- Our participation in the 50th anniversary commemorations of the Franco-Ontarian flag, a historic moment for our community
- The *Semaine de la francophonie de Toronto* (SFT; Toronto's Francophonie Week), co-organized by Collège Boréal and our teams, in collaboration with several other key players from Toronto's Francophone community



Cocktail party to launch the 2026 SFT



2025 annual conference of the *Assemblée de la francophonie de l'Ontario*



UNIFRANCO 2026

## A NETWORK OF STRATEGIC PARTNERSHIPS BENEFITTING THE COMMUNITY

Our strength lies in our ability to rally a vast network of partners to better support Francophones. This year, we maintained 24 active agreements with key organizations in the community, education and health sectors, such as SickKids – The Garry Hurvitz Centre for Community Mental Health, Collège Boréal and the MonAvenir and Viamonde school boards.

In addition to strengthening our childhood and family service ties through agreements with several ON y va centres, we supported more than 30 partners through sponsorships, financial contributions or donations in kind for events as varied as the *Oasis Centre des femmes* 30th anniversary gala, the Club canadien de Toronto's RelèveON awards gala, the annual conference of the Assemblée de la francophonie de l'Ontario, Franco Fierté 2025 organized by FrancoQueer, and the celebrations of National Francophone Immigration Week led by the Centre-Sud-Ouest de l'Ontario's Réseau en immigration francophone.

## GROWING OUTREACH, LASTING IMPACT

Our teams also make sure to share their expertise with the community. To do so, we participated in panels, workshops and webinars held by several organizations, in addition to more than 50 high-visibility events, including galas, provincial forums, conferences and official ceremonies, to make our community's voice heard by decision-makers, institutions and the general public. Our team also proudly represented Toronto's Francophone population at events such as the Lieutenant Governor of Ontario's roundtable, the Forum franco-ontarien des affaires, the Assemblée de la francophonie de l'Ontario conference and the Forum provincial des réseaux en immigration francophone de l'Ontario.

These partnerships, which include both established Francophone organizations as well as emerging ethnocultural associations, show our desire to build a Francophonie that is inclusive and united and that reflects our region's diversity.



Radio-Canada interview – SFT 2026




Family Day – SFT 2026

### IN THE FIELD

**1,300**
INFORMATION DOCUMENTS AND PROMOTIONAL ITEMS DISTRIBUTED

CENTRE REPRESENTATION AT
**94**
COMMUNITY EVENTS

**24**
ACTIVE AGREEMENTS

**14**
EVENTS ORGANIZED

# Thank you to our funders!

Behind every service we provide and every person we support, there are forces driving us forward. Our funders are vital to our work. Through their commitment and support, we are able to meet quickly changing needs, adapt our services and develop concrete solutions for the Francophone community in the GTA.

By investing in our mission, they make forward motion possible. We want to express our sincere appreciation for their renewed trust and contribution to a stronger, forward-looking community.

Ontario

Ministère des Affaires civiques et du Multiculturalisme
Ministère de la Santé
Ministère des Services à l'enfance et des Services sociaux et communautaires
Ministère du Travail, de l'Immigration et du Développement des compétences

Ontario Santé
Health Ontario

Legal Aid Ontario
Aide juridique Ontario

Emploi Ontario

Ontario Trillium Foundation
Fondation Trillium de l'Ontario

Canada

Government of Canada
Gouvernement du Canada

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

Ministère de la Justice Canada
Department of Justice Canada

Agence de la santé publique du Canada
Public Health Agency of Canada

Fédération culturelle canadienne-française

Toronto

Region of Peel
working with you

York Region

United Way
Greater Toronto
FUNDED AGENCY

wcg

fhc Flemingdon Health Centre

Parkdale Queen West Community Health Centre

WCHH Women's College Hospital
Healthcare | REVOLUTIONIZED

FJCF

Loft Community Services
Opening doors to hope

Alliance for Healthier Communities
Alliance pour des communautés en santé

COSTI

PATTISON

# Thank you to our partners, volunteers and community members!

Through their expertise, collaboration and dedication, these three key groups amplify our impact. Together, we create more robust, coherent and long-lasting solutions to the problems faced by members of our community. Thank you for being by our side, sharing our vision and helping move the GTA's Francophone population forward each day.

# Financial statements

To be able to take action, adapt and innovate, we need a solid foundation. Our 2025–2026 financial results show our careful management of the resources entrusted to us. The numbers reflect our desire to maximize every investment to increase our ability to act and meet the needs of an ever-evolving clientele.

Since a community in motion requires a centre in action, sound financial management remains one of the cornerstones that allows us to move forward with confidence.

| Revenues | 2026 | 2025 |
|---|---|---|
| Grants and contributions | **$ 20,897,342** | $ 18,970,809 |
| Amortization of deferred grants and contributions related to capital assets | **90,405** | 90,405 |
| | **20,987,747** | 19,061,214 |
| In-kind contribution – rent and related expenses | **247,460** | 247,460 |
| Interest | **130,074** | 218,702 |
| Other | **220,578** | 310,127 |
| | **21,585,859** | 19,837,503 |
| **Expenses** | | |
| Salaries and benefits | **16,110,915** | 14,414,486 |
| Rent, property taxes and related expenses | **1,772,777** | 1,713,395 |
| Computer systems | **548,249** | 510,513 |
| Purchase of services | **480,521** | 940,671 |
| Programming | **426,520** | 493,255 |
| Maintenance and repairs | **199,188** | 110,916 |
| Office supplies and materials | **164,231** | 260,337 |
| Telecommunications | **134,371** | 129,819 |
| Travel and conferences | **128,336** | 102,806 |
| Advertising and promotion | **111,751** | 113,178 |
| Photocopies and printing | **97,099** | 24,950 |
| Meetings | **81,531** | 146,673 |
| Professional development | **80,370** | 64,435 |
| Annual dues | **67,882** | 66,366 |
| General and medical insurance | **60,860** | 59,056 |
| Medical supplies | **35,291** | 36,804 |
| Workshops | **21,172** | 55,073 |
| Recruitment | **5,147** | 62,126 |
| Board of directors and committees | **396** | 1,822 |
| Professional fees | **68,250** | 83,830 |
| Interest and service charges | **3,931** | 5,907 |
| Amortization of capital assets | **121,193** | 121,193 |
| | **20,719,981** | 19,517,611 |
| **Excess of revenues over expenses before amounts refundable to funders** | **865,878** | 319,892 |
| Amounts refundable to funders | **(516,291)** | (89,458) |
| **Excess of revenues over expenses** | **$ 349,587** | $ 230,434 |

# Looking to the future

The year 2025–2026 confirmed what we have noticed for several years now: the GTA's Francophone community is expanding and diversifying, and its needs keep growing, in an economic and political context that requires agility, attentiveness and determination.

Guided by our 2025–2030 strategic plan, we are moving into the year ahead with clear priorities: to pursue the excellence and integration of our services (symbolized by our centralized reception), to act on conditions that improve access to services in French throughout the region and to continue building a strong organization, in keeping with the aspirations of our members.

The challenges our clients face are real: access to employment in a difficult economic context, growing demand, pressure on housing, rising health and mental health needs and more. But our community has shown us again this year that movement is its strength. And we are ready to move with it. Because a community in motion deserves a centre in action.





# Our points of service
## At the heart of all we do

The Centre francophone du Grand Toronto is the gateway for Francophones in the Greater Toronto Area, with its 11 points of service and head office, staffed by a dedicated team more than 200 strong.

### Toronto – Head office

555 Richmond Street West, 3rd Floor, Suite 303
Toronto, ON  M5V 3B1

416-922-2672

### Toronto – ON y va centre

**École élémentaire Gabrielle-Roy**
14 Pembroke Street
Toronto, ON  M5A 2N7

### Toronto – Lower Spadina

**Centre Jean-Luc Bernard**
20 Lower Spadina Avenue
Toronto, ON  M5Y 2Z1

416-203-1220

### Toronto Pearson International Airport

International arrivals, terminals 1 and 3

### Brampton

60 Queen Street East, Suite L12
Brampton, ON  L6V 1A9

416-922-2672, ext. 111

### Mississauga

3660 Hurontario Street, 6th Floor, Suite 601
Mississauga, ON  L5B 3C4

437-317-5648 / 1-877-480-5540

### North York

5 Fairview Mall Drive, Suite 280
North York, ON  M2J 2Z1

416-492-2672

### North York – Settlement services

**Centerpoint Language and Skill**
6464 Yonge Street
North York, ON  M2M 3X4

416-221-4442

### York Region – ON y va centres

**École élémentaire Sainte-Marguerite-Bourgeoys**
111 John Button Boulevard
Markham, ON  L3R 9C1

**École élémentaire La Fontaine**
10110 Islington Avenue
Kleinburg, ON  L0L 1C0

### Scarborough

2202 Eglinton Avenue East, Suite 116
Scarborough, ON  M1L 2N3

416-849-8258

### Centre ON y va

**École élémentaire Alexandre-Dumas**
255 Coronation Drive
Scarborough, ON  M1E 2J3

Access our services:

**Centre francophone du Grand Toronto – Head office**

555 Richmond Street West, Suite 303
Toronto, ON  M5V 3B1

416-922-2672
infos@centrefranco.org

**centrefranco.org**

CENTRE FRANCOPHONE DU GRAND TORONTO

*Accredited by* Canadian Centre for Accreditation

*Agréé par* Centre canadien de l'agrément