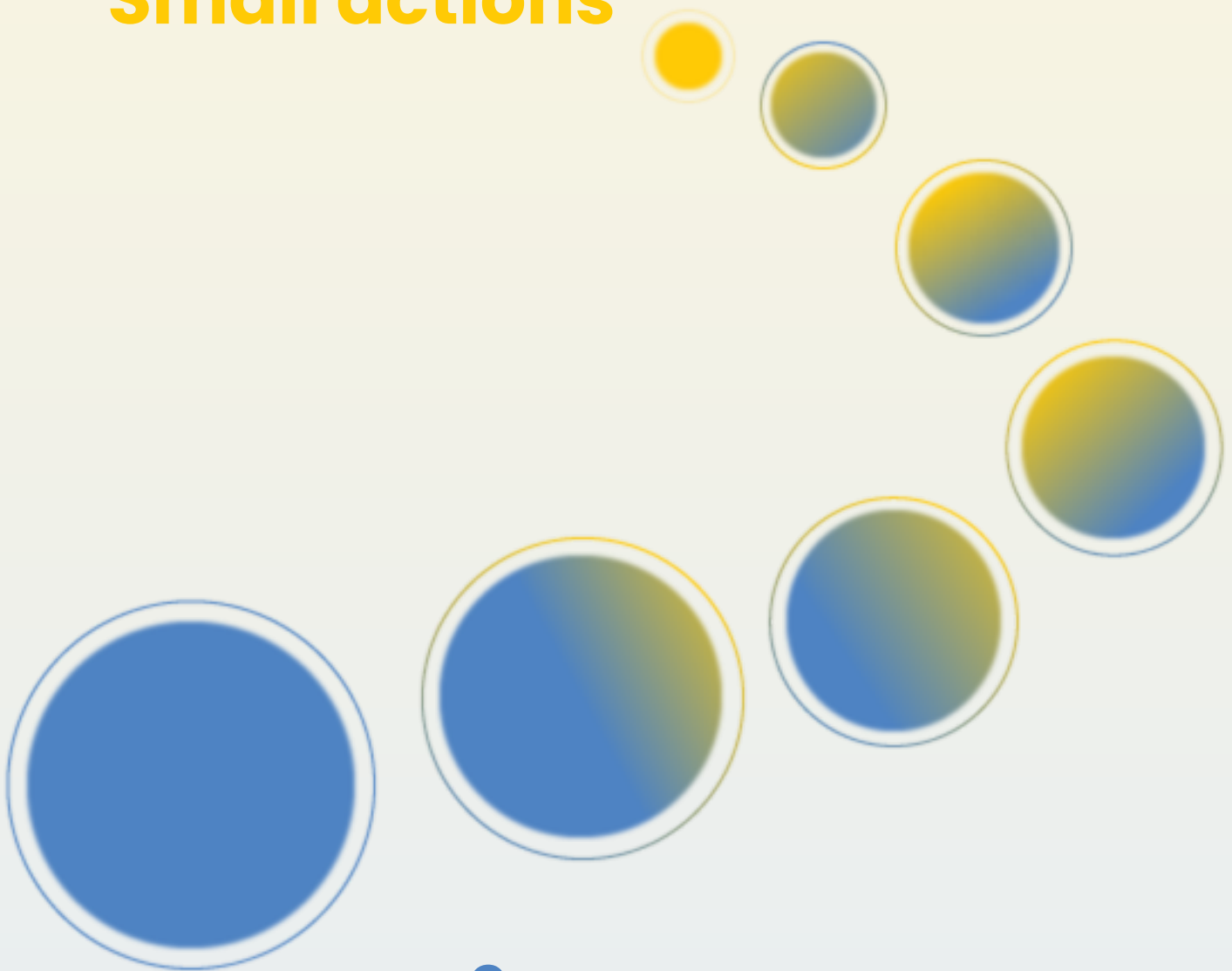




2025 / 2026 ANNUAL REPORT

Small actions



Big Impact

A Message from Abrigo's Board Chair

It is impossible to measure the full impact of the hundreds of small actions Abrigo counsellors take every day to support our clients. A phone call, help translating a letter, a referral to a community partner, or assistance registering for a pension may seem routine, but these moments often become turning points.

For someone who has lost hope, feels alone, or has nowhere else to turn, a single act of kindness can change a life.

That belief inspired the theme of Abrigo's 2025/26 Annual Report: small actions that create lasting impact.

This year brought many reasons to celebrate. A generous Ontario Trillium Foundation grant strengthened our annual tax clinic, a remarkable planned gift from a local family launched a new counselling program, and community initiatives such as our United Way Day of Caring events and a food drive led by students at neighbouring Loretto College School helped improve the lives of countless clients. Together, these acts of generosity made a meaningful difference.

Our annual signature fundraising gala, Building the Fire Within, honoured the resilience of the women served through our Gender-based Violence program. **The event raised \$85,000 in support of this vital work.** My heartfelt thanks to the organizing committee, sponsors, donors, and guests whose generosity made this success possible.

Every day, individuals, businesses, and community organizations continue to invest in Abrigo's mission through their financial support. Their commitment strengthens our organization and provides hope and stability for the people we serve. Thank you for standing with us.

Abrigo also continued its charitable gaming activities at the Rama Scarborough and Delta Etobicoke locations. The revenue generated supports essential food, rent, and utility assistance for participants in our Life and Hope seniors' program. I extend my sincere gratitude to our 20 dedicated volunteers, as well as the Ontario Charitable Gaming Association and the City of Toronto for their ongoing support and leadership.

To my fellow Board members, thank you for your wisdom, commitment, and volunteer service throughout the year. As some of us conclude our terms, I am confident that Abrigo's future remains bright and in capable hands.

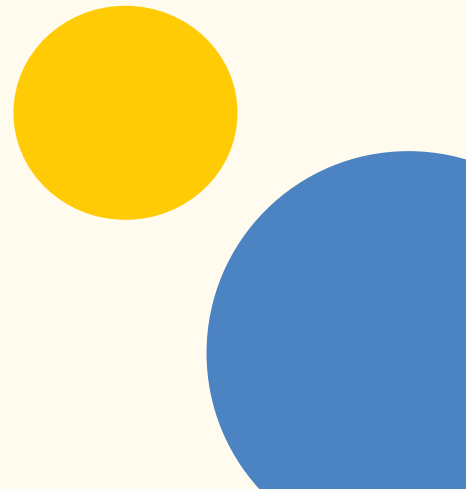
To our volunteers, your energy, compassion, and dedication leave a lasting impression on every person who walks through our doors. Thank you for helping make Abrigo a welcoming place of support and belonging.

And to the Abrigo staff, this was a demanding year. As increasing numbers of clients faced food, housing, and income insecurity alongside the challenges of gender-based violence, you met each day with compassion, resilience, and unwavering commitment. Your work changes lives, and you have my deepest gratitude.

Serving the Abrigo community over the past eight years has been an honour. I will always cherish the people I have met, the memories we have created, and the difference we have made together.

Sincerely

Lena Barreto
Board Chair



A Message from the Co-Executive Directors

Impact is rarely measured by the moments that make the headlines. It is measured in the quiet transformations that happen every day:

the senior who no longer feels isolated, the survivor who rediscovers safety and confidence, the family that moves from housing insecurity to stability, the young person who discovers their voice, and the newcomer who finds a place where they belong. These are the moments that strengthen the fabric of our community.

The world around us continues to present extraordinary challenges. We are witnessing the consequences of global conflict, the erosion of human rights, economic uncertainty, and a growing affordability crisis that has left many people wondering how they will make it through another month.

In times like these, it is easy to lose faith. Yet every day at the Abrigo Centre, we witness something that reminds us why hope endures. We see dedicated staff, volunteers, partners, and supporters who believe that every person deserves dignity, opportunity, and the chance to thrive.

This year, we expanded trauma-informed and culturally responsive counselling services, helping individuals navigate mental health challenges, addiction, violence, and loss. We strengthened holistic case management that supported people experiencing poverty and housing instability to achieve greater security and dignity.

We created meaningful opportunities for seniors to reconnect with their community, reducing isolation and improving well-being. Our men's programming applies a trauma-informed framework that recognize the complex realities of intergenerational trauma and cycles of violence. Our youth programs continued to inspire leadership, belonging, and possibility for the next generation.

These achievements are not an act of charity. They are investments in equity, belonging, and community resilience. When people have the opportunity to heal, participate, and contribute, the entire community benefits. Strong communities are built by removing barriers, expanding opportunity, and recognizing the inherent value and potential of every individual.

To our Board of Directors, staff, volunteers, donors, funders, partners, and the individuals and families who trust us with their journeys, thank you!

Gila Raposo

Co-Executive Director
Community Engagement
& Resource Development

Paula DeJesus

Co-Executive Director
Programs & Operations

Building a Stronger Response to Gender-based Violence

Abrigo is working like never before to address Gender-based violence (GBV) at a city-wide level. With the support of the Ministry of Children, Community and Social Services (MCCSS) Abrigo is driving service excellence by strengthening sector training, improving service coordination, and building the capacity of our community to respond effectively to GBV.

As part of this commitment, Abrigo has two new positions dedicated to supporting coordination, advocacy, and collaboration across the GBV sector. We continue to support individuals and families affected by violence while expanding prevention initiatives that engage men, boys as allies and youth in meaningful work. Together, we are challenging social norms, toxic gender roles, and the normalization of violence that allows these patterns to continue across generations.

Creating safer communities requires everyone's involvement. Join us in becoming an ally in the movement to end gender-based violence and build a future where all individuals can live with safety, dignity, and respect.

Community Impact and Engagement

OUR MISSION

Empowering lives. Strengthening communities. Connecting people to possibilities.

OUR VISION

A community where every individual and family feel safe, connected, and able to thrive.

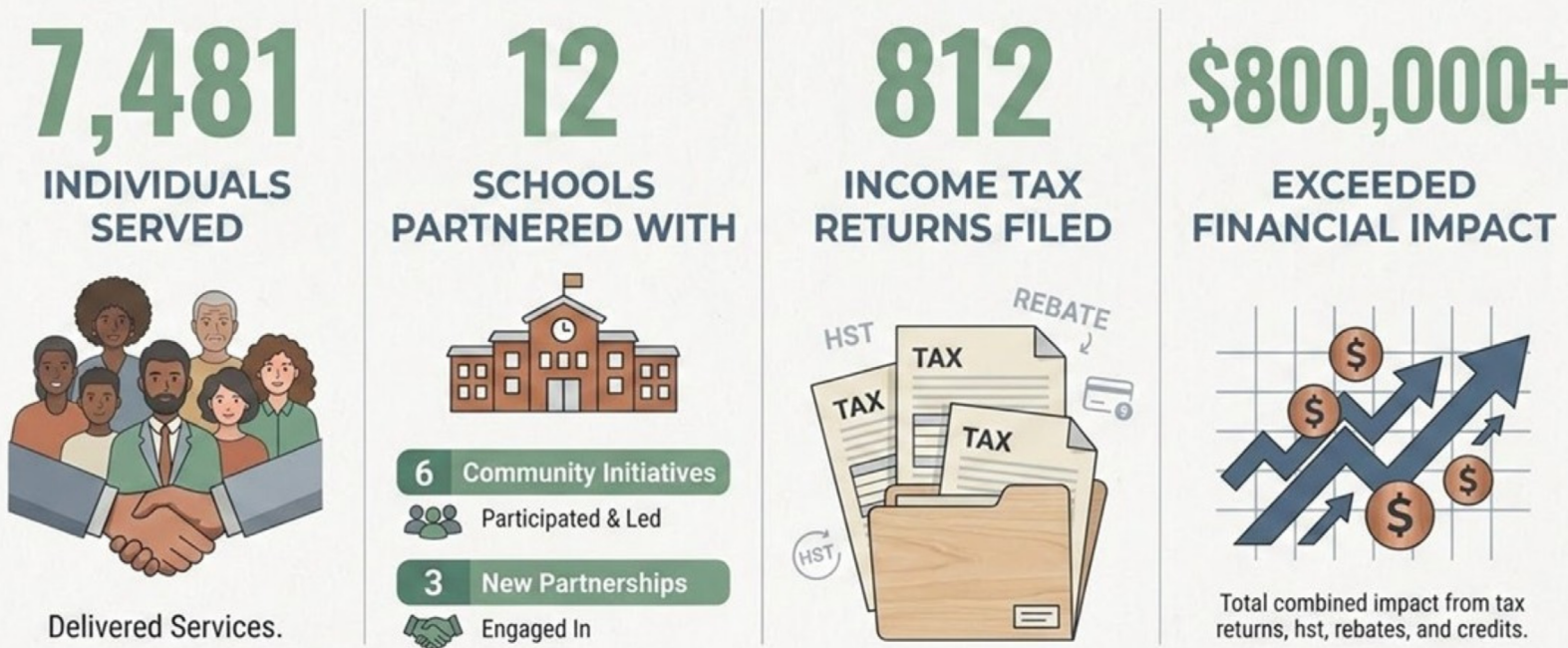
OUR PURPOSE STATEMENT

To create pathways to safety, belonging, and opportunity through inclusive, community-based services that empower people to thrive.

2025/2026 Program Spotlight: Intake (first point of client contact)

- 3,199 Total number of clients served
- 1,405 Total referrals for additional services
- 1,100 Clients supported with pensions and CRA-related concerns
- 590 Clients assisted with Employment Insurance and Ontario Works programs
- 118 New Gender-based Violence clients (first-time contacts)

OUR COMMUNITY IMPACT



Abrigo Staff Profile: Cidalia Pereira

Cidalia Pereira understands the power of being heard.

When her family immigrated from Portugal to Canada, she was just four years old. Like many children of newcomers, she quickly became an interpreter for her parents, helping them navigate English letters, phone calls, and systems they did not yet understand. Looking back, she sees those early experiences as her first introduction to helping others.

Today, more than 26 years after joining Abrigo, Cidalia is the agency's longest-serving Gender-based Violence counsellor. Her path to the role was not one she planned. After volunteering and later working at COSTI Immigrant Services, she built a reputation for connecting with people facing difficult circumstances. When Abrigo's leadership encouraged her to apply for a position in its Violence Against Women program in 2000, she was hesitant.

"I had never worked directly with gender-based violence clients before," she recalls. "I wasn't sure if it was a good fit." **What followed was the discovery of a life's calling.**

For Cidalia, effective counselling begins with listening. "First, I try to understand where my clients are coming from in their life and what their needs are," she says. "What are they asking for and how can I respond to this need?"

That approach has guided thousands of women through some of the most difficult moments of their lives. It is also what helps Cidalia challenge one of the greatest obstacles many survivors face: recognizing abuse for what it is.

Many people think gender-based violence only involves physical assaults but abuse can take many forms, including emotional, verbal, financial, and coercive control. Often, survivors minimize or excuse abusive behaviour because it mirrors what they witnessed growing up or because they believe harmful actions are somehow expressions of love.

"Loving people don't hit each other," Cidalia says. "Verbally abusing you or putting you down is not a demonstration of love. It's a demonstration of power and control." In recent years, she has seen a troubling increase in financial abuse. Some partners control access to money, conceal financial information, or leave debts entirely in a woman's name, creating devastating consequences when a relationship ends.



Through counselling, safety planning, advocacy, education, and supportive services, Abrigo helps survivors understand their options and move toward safer, healthier lives. The agency provides more than immediate support. It creates a space where people can rebuild confidence, regain control, and begin healing from trauma.

"You have to actively listen and not be judgmental whether they stay with their partner or leave," Cidalia explains. "It's important to create a safe space for clients." While the work is challenging, the rewards are profound. Some former clients return years later, not because they are still in crisis, but because they want to share their successes. Those moments remind Cidalia that meaningful change often happens one step at a time.

"Sometimes I can't help the situation. I don't have that power or a magic wand," she says. "But I have to try to empower people to do things for themselves and support their journey to get there." For Cidalia, that journey is about more than helping individual women. It is about strengthening families, protecting children, and creating a community where abuse is never accepted. "If I can be part of a movement that helps reduce harm to women and children and brings awareness," she says, "then I know I'm making a difference."

Donor Profile: Manuel DaCosta

Most success stories begin with opportunity. Manuel DaCosta's began with hardship.

Today, Manuel is recognized as one of Toronto's most successful Portuguese-Canadian entrepreneurs, a respected community leader, and one of Abrigo's most dedicated supporters. Yet his journey started in a small village in northern Portugal, where survival itself was often uncertain.

Born in Castelo do Neiva, Manuel was raised in a family struggling with extreme poverty. Life was not easy. With his father off in France in search of regular employment, Manuel rarely saw him during his childhood. By the age of six, Manuel was helping care for the household, cleaning and preparing meals while his mother worked in the fields. The loss of his two sisters during childhood shaped him forever. Their deaths, linked to the harsh realities of poverty and lack of resources, became a defining moment. "I suddenly realized we were really poor," Manuel says. "If you can't save your family members then what are you in the whole scheme of things?"

Those experiences did not break his spirit. Instead, they became fuel for a determination that would guide him throughout his life.

At 14 years old, Manuel arrived in Canada with his family. He enrolled at Central Technical School without speaking a word of English. It ranked among the toughest years of his life. To support himself and his family, he balanced school with multiple jobs while adapting to a new country and culture. The experience strengthened a belief that someday he would build something of his own.



Manuel started working at an engineering firm while attending what was then Ryerson University at night for five years to earn an architectural degree. Armed with an education, experience, and an unshakable work ethic, he purchased Viana Roofing and Sheet Metal. Forty years later under his leadership, the company has become a leader in its field and serves as the foundation for several other business ventures and start-ups he has since helped build.

Humility lies at the heart of his philanthropy. For Manuel, giving back is not about recognition. It is about compassion and helping others overcome challenges that may seem impossible in the moment. "Philanthropy is simply an act of you wanting to give back to make someone else's life a little bit better or to facilitate change," he explains. "When people think it's all about money, it's not. It's about a feeling or a kindness that you can give to other people."

That philosophy is one of the reasons Abrigo holds such a special place in his heart. Over the years, Manuel has become one of the organization's most loyal supporters because he sees firsthand how Abrigo changes lives.

Its Life and Hope seniors's program resonates particularly deeply with him. Having witnessed the loneliness and isolation many seniors experience, including his own late 95-year-old mother, Manuel understands how important connection, dignity, and support can be later in life.

For Manuel, philanthropy is ultimately about people. It is about helping someone feel less alone, giving them hope, and creating opportunities for a better future. "I've always said that if you can make one life better, it's already worth something," he reflects. "If you can help a hundred or a thousand people, even better, you can't give up."

From a childhood marked by poverty to a lifetime of business success, Manuel DaCosta's story is a powerful reminder that the greatest measure of achievement is not what we accumulate, but what we give back. Through his generosity, leadership, and unwavering support of Abrigo, he continues to help build something far more important than a business. He builds hope.

Volunteer Profile: Lena Barreto

What makes a volunteer dedicate thousands of hours over a lifetime to helping others? **For Lena Barreto, the answer is simple: giving back has always been part of who she is.** Her eight years of service on Abrigo's Board of Directors, including her time as Board Chair, are just one chapter in a lifelong commitment to community, compassion, and helping people thrive.

Born in Portugal, Lena's father worked for the post office and her mother was a seamstress and together they built a comfortable life. Yet, the family immigrated to Canada in 1970. Like many newcomers, her parents left behind everything they knew in search of greater opportunities for their daughters. "The courage it took to move to an unknown country was immense," Lena reflects.

Growing up in the heart of Toronto's Portuguese community, Lena balanced two worlds. She attended both English and Portuguese school for nine years, often spending her evenings in the classroom after a full day of regular school. Looking back, she credits those experiences with shaping the person she would become. "Portuguese school taught me to work hard, think differently, and understand the challenges of immigration."

After beginning a career that would ultimately span 39 years in banking, including 36 years with RBC, Lena continued looking for ways to contribute beyond her professional life. Community involvement became a constant thread woven through every stage of her journey.

"Volunteering is who I am," she says. "As a child I was the kid that brought home the wounded animal, the stray cat, befriended the kids in school who were struggling." Her volunteer work has included cultural organizations, fundraising campaigns, charitable foundations, and community leadership roles. Along the way, she helped organize events, raise funds, build awareness, and connect people to important causes. What kept her coming back was the opportunity to meet people, learn their stories, and make a difference. "I like people, I like

meeting new people, I like learning about and from people. And volunteering gives me that chance".



Lena's relationship with Abrigo began nearly two decades ago when she joined a fundraising committee supporting youth outreach initiatives. Years later, encouraged by a friend and fellow volunteer, she joined Abrigo's Board of Directors. What drew her in was not only the organization's work but also a desire to help tell its story.

"The real reason I joined the Abrigo Board, I knew all the great work they did, but I felt they didn't give themselves enough credit for what they were doing."

Her time at Abrigo also deepened her understanding of the complex realities many clients face. "Abrigo has taught me compassion, but compassion at a higher level," she says. "It's also taught me to be humble, care differently, and understand the full circle of care that people need."

As her Board service comes to an end, Lena leaves with countless memories and an even stronger belief in the power of volunteerism.

"Whenever you get the chance to give back, you should do it," she says. "If you have the ability to give back in any capacity, be it time, money or a skill, life will shine on you differently." Her message to future volunteers is equally clear. Small actions can lead to extraordinary outcomes. Whether serving on a board, helping at an event, or sharing professional expertise, every contribution matters.

For Lena Barreto, that impact has made every volunteer hour worthwhile. And for the countless people whose lives have been touched by her generosity, leadership, and compassion, her legacy of service will continue long after.

Celebrating our Donor Community

For more than three decades, the generosity of our donors has helped ignite a solution for every one of our clients. By championing the social service experience, investing in our programs, services, counsellors and the welfare of our clients, you bring never-ending hope and optimism to those who turn to Abrigo for assistance. Every contribution, no matter the size, is valued by our Board, staff, and volunteers because your support empowers us to deliver outstanding programs and services to those who need them most in our community. Thank you to all our donors, funders and supporters.

Funding Partners

Ministry of Children, Community and Social Services
 United Way Greater Toronto
 Ministry of Attorney General
 City of Toronto – Community Service Partnerships
 Employment and Social Development Canada
 Government of Canada – New Horizons Seniors Program
 Catholic Children's Aid Society of Toronto
 Ontario Charitable Gaming Association
 Ontario Trillium Foundation
 Regiao Autonoma Dos Acores

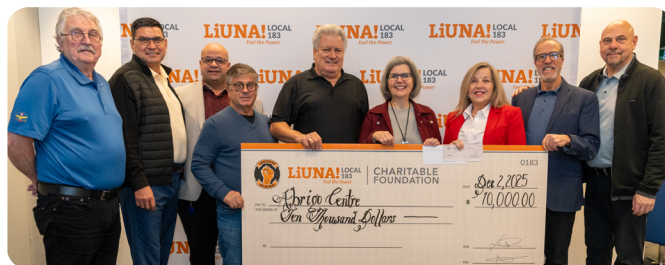
Corporate and Community Partners and Foundations

1986085 Ontario Ltd.	GJF Realty Management Inc.
2470501 Ontario Ltd.	Hallmark Housekeeping Services Inc.
Allwood Industries Ltd.	International Association of Bridge Structural, Ornamental and Reinforcing Iron Workers Local 721
Blockwall Masonry 18 Inc.	Kambo Energy Group Inc.
BMO Bank of Montreal	LiUNA Local 183
CanadaHelps	LiUNA Ontario Provincial District Council
Canadian Council of Construction Unions	LusoGolf Fundraising Inc.
Cardinal Funeral Homes Ltd.	Maple Concrete Pumping
Charities Aid Foundation Canada	Marinasol Travel & Consultants Inc.
Carpenters and Allied Workers Union – Local 27	Mortgages Clarified Inc.
Casa Comfort Home Care	Multitech Contracting 2000 Inc.
CHUM Charitable Foundation	North Haven Motorcycle Riders
Churrasqueira Carlos Martins Inc.	Royal Bank of Canada
Clifford Group	Scotiabank
College Concrete Supplies Ltd.	Senso Group Building Supplies Inc.
Dixon Gordon LLP	Strategic Charitable Giving Foundation
DMP Professional Corporation	Target Drywall & Acoustics
Do Couto Enterprises Limited	Toronto Civic Employees & Union Local 416
Drywall Acoustic Lathing & Insulation Local 675	Viana Roofing & Sheet Metal Limited
Ferma Food Products	
Ferreira Professional Corporation	
Fletcher Wright Associates Inc.	

Individuals

Albertina Matos	Jorge Ramos
Almerinda Amaral	Jose Antonio Domingues Milheiro
Amanda Prestige	Jose Ernesto Cabral
Antonieta Tantaló	Jose Manuel Simoes
Arnold Santos	Jose Silva
Bella Stroh	Karen Criger
Carmina Pereira	Estate of Larry Jones
Cidalia Pereira	Lazaro Ramos
Claire Pettinati	Louise Yearwood
Craig Metcalfe	Luciana Pache de Faria
Cristina Jordao	Manuela Marujo
Diana Da Silva	Margarida Pedro
Douglas Macfarlane	Maria Joao
Ed Graca	Maria Melo
Elisio Jordao	Maria Odete Cerqueira
Elizabeth Mourao	Mary-Lou Dejesus
Enir Bassani	Nadia Machado
Erson Goncalves	Nicolas Crook
Felismina Pires	Odette Medeiros
Fernando Couto	Ofelia Isabel
Filipe Ferreira	Palmira Da Costa
Francisco Leite	Paula De Jesus
Francisco Silva	Ricardina Nogueira
Francisco Varela	Sandra Gamboias
Gail Luciano	Sandra Mascarenhas
Gerald Luciano	Suzy Pereira
Gilda Capraro	Teresa Costa
Gisel Bettencourt	Tracy Blyth
Humberto Carolo	Valeria Sales
Irene Regalado Graca	Vitor Fonseca
Iria Barcelos	William Etzkorn
Joao Trota	Zelia Creador
Joe Vicente	
John Armstrong	

If we have inadvertently missed you on this list please accept our apologies and let our office know.



Thank You To Our Volunteers

The Abrigo Centre acknowledges and thanks our exceptional community volunteers for their outstanding contributions to the life and work of our agency. This dedicated group of volunteers provides thousands of hours of service and support each year. They can be found in every program and service we provide. We are grateful for all they contribute to making each day a successful one for both our clients and staff.

In fiscal year 2025/26, 98 fabulous volunteers, including both adults and students, generously gave an incredible **11,954 hours** of service to Abrigo clients. Thank you for your wonderful contributions, you are the life force that gives back every day.

Adelaide Gomes
Alda Silva
Alice de Rezende
Alice Hoefel Nunes
Almerinda Amaral
Amelia Moreira
Ana Maria Dias
Anthony Harker
Arlete Pamplona
Arminda Boucinha
Beatriz Santos
Ben de Rezende
Bianca Schwalbe Mascolo
Camila Dias
Carlos Bastos
Carmina Pereira
Carolina Veloso
Cassius Vieira Rocha
Delminda Pereira
Doug Household
Dyara Horvath
Elisabete Dias
Emma de Sousa
Emma Pereira
Erica Manuel
Fabiana Bacelar
Fabiana Camara
Fabiano Sales
Fatima Louro
Fatima Silva
Fernanda Medeiros
Fernanda Gamboias
Fernanda Medeiros
Firat Yuksel
Francisco Gamboias
Gabriela Rabelo
Georgina Macedo
Giovana Leite
Illyanna Costa

Ines Ferreira
Iria Barcelos
Isabel Bastos
Isabel Patricio
Jessica Raposo
Joao Pires
Jorge Palhao
Karina Rita Galvao Souza
Kasey Silva
Laisa Pires
Leah Pons
Leila Duarte
Leonilde Marques
Ligia Sardo
Liz Sucharov
Manuel Ferreira
Marcus Da Costa
Maria da Luz Ferreira
Maria de Jesus Gomes
Maria de Lourdes Jesus
Maria dos Santos
Maria Fatima Louro
Maria Isabel Pereira
Maria Melo
Maria Ortiz
Maria Rebelo
Maria Silva
Maria Teresa Moura
Maria Vau
Mariana Maltez
Marielle Anselm-Reyes
Marilia Dos Santos
Melody Pavao
Mirelly Gontijo
Natalia Medeiros
Nathalie Da Silva
Nicole Alves
Orlanda Avelar
Patricia Custodi

Paulina Onilla
Paulo Luis
Perfeita Pereira de Sousa
Perpetua Borges
Raquel Alencar
Regina Jordao
Rosa Marchao
Samantha Moura Novais de
Quadros
Sarah Jmila
Sergio Sarmento

Sofia Rosa
Stephanie Okereke
Teresa de Sousa
Teresa Soares
Thais Reigel
Theo Sucharov
Urania Silveira
Vanelsa Nascimento
Vanessa Alvim
Vanusa Godim



Abrigo's Board and Staff

Membership of Abrigo's Board of Directors

April 1, 2025 to March 31, 2026

Arnon Melo

David Pereira, Secretary

Deyan Kostovski, Vice Chair

Frederica Gomes

Jessica Raposo

Joyce Contreiras dos Santos

Lena Barreto, Chair

Ofelia Isabel

Susy C. Henriques



Abrigo Staff Members

Alice Nunes

Ana Machado

Anderson Salvador

Cidalia Pereira

Gerald Luciano

Gila Raposo

Liliana da Cunha

Luciana Pache de Faria

Maria Teresa de Sousa

Marilia dos Santos

Nicole Alves

Paula De Jesus

Rosana de Rezende

Rosane Fernandes

Rui Oliveira

Teresa Emmanuel

Valeria Sales

Part-Time PAR Staff Members

Chanise Austin

Glenda Diaz

John Telfer

Murilo Salvador

Our Services

Comprehensive Needs Assessment

Counselling Program

Gender-based Violence (GBV) Program

Government form filling

Individual Counselling

Information and Referral Services

Mindful Fathering Program

Newcomer Services

Partner Assault Response (PAR) Program

Pathway to Income Empowerment (PIE) Program

Seniors Life and Hope Educational & Recreational Group

Success by Six Parenting Group (for Mothers)

Volunteer Opportunities

Women's Group

Youth Outreach Services



ABRIGO CENTRE

Statement of Operations

For the year ended March 31, 2026, with comparatives for 2025

	2026	2025
Revenue		
Funding from governments	\$1,045,000	\$983,680
Fundraising and donations	\$604,683	\$420,726
Contributions from charitable organizations	\$288,816	\$270,616
Fees and other	\$189,435	\$226,389
	\$2,127,934	\$1,901,411
Expenses		
Salaries	\$1,150,611	\$1,102,692
Employee benefits	\$182,154	\$168,371
Rent	\$230,179	\$228,847
Program delivery	\$85,823	\$82,436
Amortization	\$71,367	\$71,367
Interpretation costs	\$41,138	\$52,214
Donations and fundraising	\$31,989	\$34,460
Repairs and maintenance	\$23,523	\$25,421
Purchased services	\$21,759	\$12,579
Professional fees	\$18,879	\$17,046
Insurance	\$7,083	\$17,316
Utilities	\$15,377	\$15,024
Promotion	\$13,400	\$13,916
Staff training and travel	\$2,344	\$9,093
Telecommunications	\$8,627	\$5,916
Information technology	\$8,419	\$8,419
Office and general	\$4,988	\$8,091
Direct supplies	\$4,940	\$6,209
	\$1,922,600	\$1,889,417

Excess of (expenses over revenue) revenue over expenses

\$205,344

\$11,994

Excerpted from Abrigo Centre's audited financial statements prepared by Dixon, Gordon & Co. LLP, Chartered Professional Accountants with an Auditor's Report dated July 23, 2026. Full audited financial statements available on request.

During the year ended March 31, 2026, the Centre is reporting an excess of revenue over expenses of \$205,334 driven substantially from significantly higher unrestricted donation revenue. The Centre has designated certain programs for the years ended March 31, 2027 and 2028 to be funded from the additional donation revenue. Accordingly, the financial results for these two fiscal years have the prospect of reflecting a higher proportion of program and service delivery expenses relative to revenue.



1645 Dufferin Street, Toronto, ON M6H 3L9

(416) 534-3434

info@abrigo.ca

www.abrigo.ca

X: @abrigocentre

Facebook & Instagram: /abrigocentre



Land Acknowledgement

Abrigo recognizes that our work takes place on lands that have been cared for by Indigenous Peoples for generations. We acknowledge the traditional territory of the Mississaugas of the Credit, the Anishinaabeg, the Haudenosaunee, the Chippewa, and the Wendat Peoples, and we honour their enduring relationship with this land. We recognize the lived experiences of the many communities that shape this land, including the ongoing contributions of Indigenous, Black, and migrant communities who strengthen the city with their resilience. Our work is grounded in Anti-Oppressive practice that understands the histories and lived realities of those we serve. We will continue to approach our work with sensitivity, humility, and respect.



Registered Charitable Number
129515284 RR0001