



Annual Report

Taproot Community Support Services

September, 2026

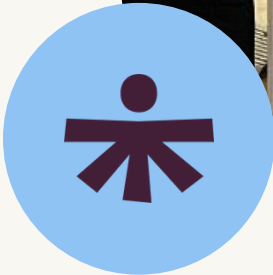


Strength in People.

Taproot Community Support Services
provides personalized, culturally responsive care
to children, youth, adults and families across
British Columbia, Alberta and Ontario.

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At Taproot, we acknowledge that our work takes place on the unceded territories of various Indigenous Peoples in British Columbia, on Treaty 6 and Treaty 8 territories in Alberta, as well as on the traditional territory of the Anishinaabe of Treaty #3 in Ontario and various Métis settlements.

We are committed to supporting their healing and self-determination through our work.

We are grateful for the opportunity to work on this land and are committed to advancing reconciliation in our practices.



Message from the CEO

One of the things I enjoy most about this job is getting out and seeing the incredible work happening across Taproot sites. Whether it's visiting a program, meeting with staff, hearing from the people we support or connecting with partners in the community, I'm constantly reminded that our greatest strength isn't our size, our structure or our growth. It's our people.

This was a big year for Taproot. We continued to grow across British Columbia, Alberta and Ontario, welcomed new programs and supported more people than ever before. That's something to be proud of, but what stands out to me most isn't how much we've grown. It's how we've grown.

Every day, I see employees building relationships, solving problems, supporting one another and showing up for people when it matters most. Those moments don't always make it into reports or presentations, but they're at the heart of who we are.

This year also marked an important step in our employee ownership journey. Becoming an Employee Ownership Trust was never just about changing an ownership structure. It was about recognizing something that has always been true: the people who help create our success should share in it. As we continue learning what employee ownership means for Taproot, I'm excited about the opportunities ahead and the role employees will play in shaping our future.

Most of all, this year reminded me how fortunate I am to work alongside some of the most committed people in the caring sector. Thank you to our employees, our community partners, our funders, the people we support and their families for being part of this journey with us.

I'm excited about what comes next.

Michael Fotheringham

CEO - Taproot



Robert MacDougall

Board Chair

A New Chapter in Governance

Becoming 100% employee-owned through an Employee Ownership Trust was one of the most significant changes in Taproot's history. It was also the right next step for an organization that has had employee ownership at its core for nearly two decades.

As Taproot grew, so did the number of employee shareholders, while many of our original shareholders began approaching retirement. We needed an ownership model that could carry Taproot forward, broaden the benefits of employee ownership and protect the organization for the long term. After considering a number of options, the EOT gave us that path.

The transition also brought an important evolution in governance. With distinct roles for the Trustees, Board and management, we now have greater clarity around responsibility and oversight as Taproot continues to grow. It is a new structure for us, and one we will continue to learn from and strengthen.

For the Board, our responsibility remains clear: to ask good questions, make thoughtful decisions and ensure Taproot is strong, sustainable and positioned for the future. Strong governance creates the conditions for strong services. Ultimately, that is what this work is about. The decisions made at the governance table must support the people delivering services every day and help ensure Taproot can continue to provide high-quality, responsive care in communities across Canada.

A tremendous amount of work went into this transition. I am grateful to our leadership team, Board, Trustees and employee-owners who helped make it possible.

We have entered an important new chapter for Taproot, with a governance structure built to support the organization for the long term. I am proud of what we have accomplished and confident in what comes next.

Year in Overview

2025–26 marked the first year of Taproot’s 2025–2028 Roadmap. By year-end, 98% of the Roadmap’s 48 actions were underway, with 50% complete or ongoing and 48% in progress.



It was a year of laying important foundations. We launched CARE and began training employees across the organization, giving teams a shared approach to building strong, supportive relationships.

We also implemented Inclusion, our new human resources information system, and revised our Health and Safety Management System. That work was reflected in stronger safety practices, with completion of occupational health and safety drills increasing from 69% to 82%.

Taproot also entered a new chapter as an employee-owned organization through an Employee Ownership Trust. At the same time, we continued to strengthen how we listen, learn, and create belonging across the organization. We launched the Justice, Equity, Diversity, and Inclusion Working Group and expanded our learning and resources on Truth and Reconciliation.

Listening to the people we support was another important focus. We introduced a new Person Served Survey and received 240 responses, providing an early baseline for understanding people’s experiences and identifying where we can continue to improve.

Quality, accountability and sustainable growth remained central to our work. CARF BC achieved a three-year accreditation cycle, and CAC achieved a four-year cycle. We also added 21 new programs, most of them in British Columbia, while strong financial performance supported continued service expansion.

Together, these milestones gave us strong momentum in Year 1 and a solid foundation for the work still ahead.

Employee Ownership & Governance

On September 2, 2025, Taproot announced its transition to 100% employee ownership through an Employee Ownership Trust, marking a significant new chapter in our history. In doing so, Taproot became the first EOT in Canada's social services sector and the largest EOT in the country.

The Trust holds Taproot on behalf of employees, helping to protect our independence, purpose and long-term future while ensuring that the value we create can be shared with the people who help create it. Employees are automatically included in the Trust, with no buy-in required from the first day of their employment.

The Honourable François-Philippe Champagne, Minister of Finance and National Revenue, joined Taproot's company-wide announcement to employees, recognizing the significance of the transition and Taproot's leadership in employee ownership in Canada.

Our new governance model creates clear, distinct roles:

Trustees oversee the Employee Ownership Trust and represent the interests of employee beneficiaries. They appoint members of the Board and make key decisions on behalf of the Trust.

The Board of Directors provides strategic oversight, sets policy, approves plans and budgets, and oversees the CEO. The CEO and management team continue to lead Taproot's day-to-day operations.



How Our EOT Governance Works

Taproot’s Employee Ownership Trust creates a clear relationship between employee-owners, Trustees, the Board and leadership.

How Trustees are selected

Taproot’s first three Trustees were appointed by the Board, with staggered one-, two- and three-year terms. Going forward, employee-owners elect one Trustee each year to serve a three-year term, giving employees a direct role in who represents their interests within the Trust.

What Trustees do

Trustees oversee the Trust on behalf of employee beneficiaries. They protect the purpose of the Trust, appoint members of the Board of Directors, approve certain major decisions and decide on profit distributions to employee-owners. They do not manage Taproot’s day-to-day operations.

Our Trustees



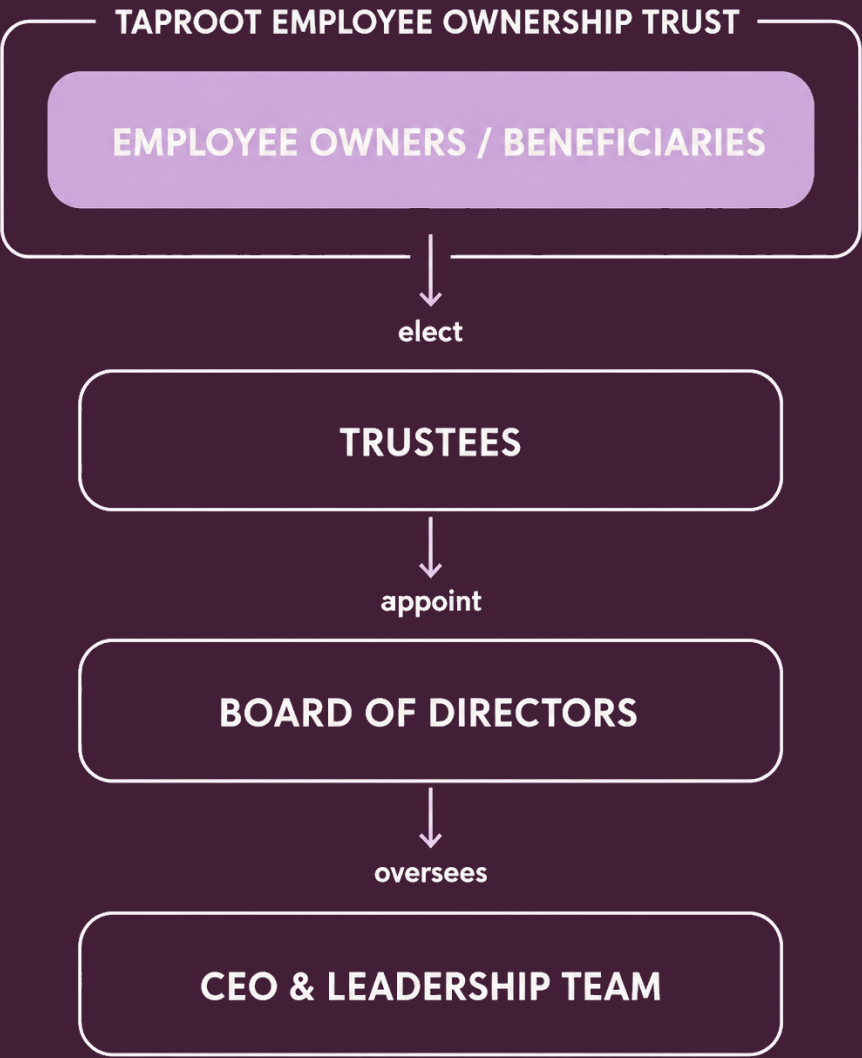
Marta Vargas
Trustee



Rudy Newbury
Trustee



Ndikum Tashi
Trustee



Impact Stories



Family & Community Supports

- The Children Went Home AB
- She's Got This AB
- A Safe Place to Return BC
- On Their Own Terms BC

Diverse Abilities

- Her Voice AB
- A Way Home AB
- Cole's Journey BC
- Bloom: Building Something New, Together BC

Youth Justice

- A Different Path ON

Spirit of Our Youth

- Ready for What Comes Next



The Children Went Home

Family & Community Supports AB

Almost two years in, things look very different from where we started.

Through a referral from Akiitemeg Child and Family Services, a dad and his three children came to the Strong Families Program. Dad was living with addiction, the children were not home, and the road to reunification looked long.

He drew on his inner strength and entered treatment with support from his Nation. We met him right there.

We got in the car, literally. Staff drove the children to weekly supervised visits and brought structure, intention and activities to help Dad and his children reconnect. Because rebuilding trust after it has been fractured is uncomfortable. It is slow. And it is absolutely worth it to watch.

Visits increased as the family made progress until one day, the file closed because the children went home with Dad.

That's the goal. That's the whole point.

But the support did not end there. During those visits, staff identified needs that could be related to FASD. Because trust was already there, the family transitioned into Taproot's FASD Program, continuing with support that included clinics, documentation, school advocacy and programming tailored to each child.

School attendance increased. Engagement improved. The children started showing up because someone showed up for them first.

That same work is changing how other agencies see Taproot.

We are now receiving service and training inquiries from organizations including Bent Arrow, Big Stone Child and Family Services, Akiitemeg Child and Family Services and group care providers around Slave Lake.

That matters. Families carrying intergenerational trauma have every reason to be cautious of systems that have historically failed them. When the agencies supporting those families already know and trust Taproot, it changes the whole dynamic.

And our role is reaching beyond direct support.

In another case involving Child and Family Services, Taproot staff advocated so consistently that they found themselves presenting directly to the Crown about FASD and what the justice system needs to understand.

Today, the Crown consults us. The RCMP calls when they suspect FASD may be a factor.

We are not outside the table anymore.

And we are just getting started.

● *Submitted by Mishka Facey, Program Manager, FASD*





She's Got This

Family & Community Supports AB

Our Vegreville Strong Families team first met AH seven years ago, when she was 15 and in care. At the time, we were supporting supervised family visits and helping her stay connected with her siblings.

We kept showing up as her life changed. At 18, AH transitioned into the TAP program and moved into her own apartment in Vegreville. Together, we worked through the everyday things that make independence possible: chores, home maintenance, bills, grocery shopping, meal planning and cooking. We supported her successful AISH application, helped her learn to budget and save, and worked with her on a resumé and job search.

She got a part-time job at Walmart. She is still there today, happily employed and excelling at her work. Over the past year, AH has continued to build a life that is increasingly her own. She attends adult learning and employment classes, volunteers through her church and at community events, and has built stronger connections in Vegreville. Her sister has now moved to the community as well, and it has been wonderful to watch their relationship grow as they support one another.

She also welcomed Echo, a black cat, into her home. Our team helped her learn everything from daily care to vet appointments and recovery after being spayed. Echo quickly became a huge source of joy for AH and, apparently, has complete confidence that if she launches herself at AH, she will always be caught.

There were hiccups too. A bank fraud scare became an opportunity to learn about cybersecurity and protecting her finances.

Most importantly, we helped AH transition fully to PDD supports. By then, she had the skills, natural relationships and professional supports she needed to continue moving forward independently.

After seven years together, at 21 years old, **we closed her file.**

Not because the support failed.

Because it worked.

● *Submitted by Anna Chudyk, Program Manager, Strong Families*





A Safe Place to Return

Family & Community Supports BC

Several years ago, Mystic briefly entered Taproot's Child in Care foster services while struggling with substance use. After a short period, she returned home to her mother.

Two years later, following multiple overdoses and increasing challenges at home, Mystic returned to our care needing intensive support and stability.

Those first months were difficult. Mystic often spent nights away from the home, frequently visiting areas associated with substance use and returning highly intoxicated. Caregivers worked alongside community partners to prioritize her safety, wellbeing and overdose prevention.

Just as important was making sure Mystic knew she always had somewhere safe to return to. Caregivers stayed connected. They continued showing up, building trust and meeting Mystic where she was, even when progress was difficult to see.

Over time, those relationships began to make a difference.

After eight months, Mystic made the decision to pursue treatment and was accepted into a treatment program. She chose to leave after only a few days, but taking that step still mattered. It showed a willingness to seek help and consider that something different might be possible.

When Mystic returned, the focus shifted toward strengthening her connection with family. With support from her caregivers, she began rebuilding her relationship with her mother and creating a stronger support network around herself.

Over the following months, Mystic's substance use decreased significantly. She increasingly made choices that supported her health, safety and future.

Then, exactly one year after returning to care, something that had once felt a long way off became possible.

After 90 days free from narcotic substance use and with stronger family relationships in place, Mystic transitioned home to her family.

Her journey was not straightforward. There were setbacks, difficult days and moments when the outcome was uncertain. What remained consistent was the support around her and the belief that change was possible. Mystic did the hard work. Her caregivers gave her the time, relationships and safe place she needed while she found her way there.

One year after coming into care, she returned home.

- *Submitted by Serena Kirton, Program Manager, BC Contracted Resilient Homes*





On Their Own Terms

Family & Community Supports BC

BW first came into Taproot's care in Port Alberni in 2022.

They were slow to trust and fiercely independent. BW cooked for themselves, kept their own social circle and planned their own activities.

During their time at Holly House, that independence continued to grow.

BW expanded their social connections and began running local Dungeons & Dragons campaigns for friends. They managed their own finances and even built their own computer, ordering the parts to the home and reaching out for guidance when they needed it.

Staff were there to support BW without taking over the things they were capable of doing for themselves. As BW aged out of care, they transitioned into one of Taproot's CLBC independent living programs.

Today, BW has a space where they can continue exploring who they are, make their own decisions and live independently, with support available when they choose to access it.

For BW, success has never been about doing things someone else's way.

It has been about having the opportunity and support to do them on their own terms.

- *Submitted by Shane Meyer, Program Manager, Community Housing and Shelters*



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VANCOUVER CANUCKS
VS
LOS ANGELES KINGS
ROGERS ARENA
TUE, APR. 14, 2026 @ 7:00 PM

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Her Voice

Diverse Abilities AB

Impact Stories | Taproot Community Support Services

When MN arrived four years ago, she was a young woman in her early twenties carrying an immense amount of trauma. She had lost both parents, her four daughters were in foster care, she had survived an abusive relationship, and she lives with FASD.

MN had withdrawn almost completely. She stayed in her room and rarely communicated. In fact, staff initially believed she was mute. I still remember the surprise when a staff member shared that they had heard MN speak for the first time. It quietly marked the beginning of hope.

MN also needed significant support with everyday routines. Personal hygiene had to be relearned from the beginning, and she was unable to swallow medication in tablet form.

Over four years, our team met MN where she was. There was no rushing her. Just patience, consistency, encouragement and a belief in what she was capable of.

Slowly, things began to change.

Today, MN communicates openly and confidently. She takes pride in caring for herself and now takes her medication independently in tablet form. She speaks directly with her doctor and pharmacist. Staff no longer need to be her voice.

She works part-time in the laundry department at a job she truly loves. She manages her income, bought her own cell phone and makes sure the bill is paid each month. She has joined the library and rediscovered her love of reading. Her weeks include work, CrossFit, walks, social events and time with friends.

Some of the most meaningful changes have been with family. MN has returned to her home community for Treaty Days and other gatherings, spent time with her daughters and reconnected with her aunt, uncle, sisters, nieces and nephews. She now stays in regular contact with the people who matter to her.

Four years ago, MN lived largely in silence and isolation.

Today, she works, makes her own decisions, advocates for herself, stays connected to her family and participates fully in her community.

MN has reclaimed her voice. And with it, her future.

● *Submitted by Chelcia Broad, Team Leader, Diverse Abilities*





A Way Home

Diverse Abilities AB

When she moved from Vegreville to Westlock in 2018, it was for a simple but important reason: she wanted to be closer to her mother and children.

What followed was anything but simple.

Living with schizophrenia, FASD and significant childhood trauma, she needed far more support than the 12 hours a week she was receiving through PDD. Her needs were often masked by how calmly she presented, and repeated attempts to secure guardianship and more appropriate supports were unsuccessful.

As her mental health declined, she experienced homelessness, exploitation, repeated police and hospital involvement and periods of incarceration. At one point, she was considered too complex to serve.

In 2023, PDD determined she could no longer return to Westlock and stopped funding her Taproot supports.

But the advocacy did not stop.

Hope, a Westlock Taproot Program Manager who has been with the organization for 23 years, stayed connected. She continued advocating, coordinating and working alongside other systems, even when Taproot was no longer funded to do so.

A psychiatric admission in June 2024 became a turning point. A physician familiar with her history was determined that she would not fall through the cracks again. Through sustained collaboration among AHS social work, Grey Nuns Hospital, Alberta Hospital, RCMP and community supports, a guardianship and trusteeship order was finally secured.

In December 2024, she transferred to Alberta Hospital.

Then, on April 9, 2026, came the news people had been working toward for years: **she was approved for 24-hour PDD residential supports.**

The team can now begin planning her transition back to community living in Westlock, closer to the people and community that matter to her.

This success story is still in progress. But after years of systems saying no, meaningful and life-changing supports are finally in place.

Sometimes success means staying when it would be easier to step away.

● *Submitted by Lisa La Forge, Program Director, Diverse Abilities*





Cole's Journey

Diverse Abilities BC

Cole first connected with Taproot in 2016, accessing respite services at Cornerstone two nights each month while living with his mother. He enjoyed helping at home, grocery shopping, cooking and staying busy. As his mother's health changed, she wanted Cole to have more opportunities to build independence while continuing to receive the support he needed. In February 2023, Cole moved into Our Place in Vancouver as a permanent resident.

The transition came with challenges. At first, Cole relied heavily on staff for support with personal care, health routines and household responsibilities. The team focused on doing things **with** Cole rather than for him, helping him build the skills and confidence to take greater control of his daily life.

Cole has always been willing to learn, and over time that willingness has translated into real independence. He has worked at Superstore for approximately five years and now travels independently by public transit to work and his regular day program. He manages his own routes and schedules, pays his monthly cell phone bill, keeps track of his belongings and takes an active role in planning his monthly calendar.

Cole has also made his health and wellness a priority. He began preparing his own lunches and snacks, making healthier food choices, swapping sugary drinks for sparkling water and adding regular exercise to his routine. These are now choices he takes ownership of and feels proud of.

Perhaps the biggest change has been in his confidence. Cole continues to set goals, try new things and enjoy new experiences, including travelling with his mother to destinations across British Columbia.

The team at Our Place has supported Cole along the way, encouraging him to make his own choices and build a life that reflects what matters to him.

Today, Cole is more independent, more confident and proud of how far he has come. His journey is a reminder of what can happen when people are supported to direct their own lives and pursue goals that are meaningful to them.

● *Submitted by Jatinder Aujla, Executive Director, Diverse Abilities*





Bloom: Building Something New, Together

Diverse Abilities BC

Over the past year, Taproot has been part of many successes within the Community Living sector. From supporting individuals in achieving their goals and supporting nearly 100 Home Shares to opening new programs and celebrating the accomplishments of our staff, there is much to be proud of. One success story that stands out is Bloom, a progressive Day Program for adults with diverse abilities in Surrey.

In December 2025, Taproot was informed by Community Living BC (CLBC) that we were the successful proponent for a new Day Program. The program was funded to support 25 to 30 adults and employ a team of eight full-time Community Support Workers and one manager. There was one challenge: the program needed to be operational within a matter of weeks.

Our teams immediately sprang into action. Through tireless efforts, including work over the Christmas holidays, a site was secured, and renovations began quickly to create an accessible and welcoming space. An innovative manager was hired, followed by a dedicated team of Community Support Workers who were ready to help bring the vision to life.

On January 18, 2026, Bloom welcomed its first participants.

Bloom has become a shining example of what can be accomplished through perseverance, creativity, teamwork and a shared belief in what is possible. In just a short time, the program has successfully achieved CARF accreditation, hosted two open houses and grown to nearly full capacity.

The CLS team is incredibly proud of what Bloom has accomplished, and Taproot is proud of the impact the program continues to make. Bloom's success reflects the dedication of the people who helped build it and the individuals who continue to bring it to life every day.

- *Submitted by Marissa Taylor, Program Director, Diverse Abilities*





A Different Path

Youth Justice ON

NS was referred by Probation to the Attendance Centre to participate in the SNAP (Stop Now and Plan) Program. This is his first involvement with the criminal justice system, and he has had to learn how to navigate a system that can come with its own challenges and barriers.

From the beginning, NS took the program seriously. He has attended every scheduled session and consistently shown effort, accountability and a willingness to learn.

NS often shares that SNAP has helped him understand how to manage challenging situations differently. Before the program, he says he did not always recognize when he needed support or know what strategies he could use when things became difficult.

Now, he is learning to stop, think and make different choices.

NS is participating under an extrajudicial sanction. If he continues to meet the requirements set by Probation, he will complete the process without a criminal record. That is his goal, and he is getting very close.

His commitment has continued even while working in a summer program within his First Nation community. Rather than miss his appointments, NS attends virtually. That consistency speaks to both his determination to complete the program and the trust he has built with staff.

NS is expected to complete his required programming at the end of August.

For someone navigating the justice system for the first time, this has been about much more than completing a program. NS is learning how to recognize difficult moments, ask for support, take responsibility for his choices and make decisions that can lead him somewhere different.

And he is choosing a different path.

● *Submitted by Karry Benard, Program Director, Youth Justice*





Ready for What Comes Next

Spirit of Our Youth

When the older of two brothers arrived at Spirit just over three years ago, he required significant support in many areas of his development. About a year later, his younger brother joined him.

Both brothers had very limited verbal communication and relied mainly on “yes” or “no” responses. The younger brother had even greater difficulty expressing his basic needs, wants and emotions.

Both also experienced frequent periods of dysregulation and needed significant support with boundaries, daily routines, personal care, emotional regulation and safety.

The Spirit staffing team responded with patience, encouragement and consistency. Staff established predictable daily routines, provided close supervision and used clear expectations, simple cues, calm redirection and positive reinforcement to create a safe and supportive environment.

Communication became an important area of focus. Staff taught the brothers new words by connecting them with objects, actions and emotions. They modelled appropriate language, repeated words when needed and encouraged the brothers to practise speaking during everyday activities.

They also helped the brothers learn to recognize and express feelings such as anger, sadness, frustration and worry, and to tell staff when they needed help.

Over time, both brothers made significant progress. They are now better able to use words to express their needs, choices and feelings. They have become more responsive to staff guidance, more familiar with their daily routines and increasingly able to accept redirection and support during challenging moments.

The older brother has made meaningful progress with dressing, communication, emotional regulation and medication administration. He is now able to swallow his medication and is more willing to try unfamiliar foods. His younger brother has made considerable progress with communication, personal care, toileting, following routines and maintaining his safety.

Both brothers have expanded the variety of foods they are willing to eat and developed greater independence in their daily lives.

They continue to require guidance, but the progress they have made since arriving at Spirit has been significant. Now, both brothers are preparing to transition into a regular foster-care placement.

For the brothers and the Spirit staffing team, it is an important milestone and reflects the patience, consistency and support that have been part of their journey.

● *Submitted by Verna Longmore, Program Manager, Spirit of Our Youth*





Our People

815 employees
as of March 31, 2026

Taproot’s strength comes from the people who show up every day for the individuals, families and communities we serve. In 2025–26, our workforce grew to 815 employees as we expanded programs and services across British Columbia, Alberta and Ontario.

Our team includes full-time, part-time and casual employees working across frontline programs, operations and organizational support.

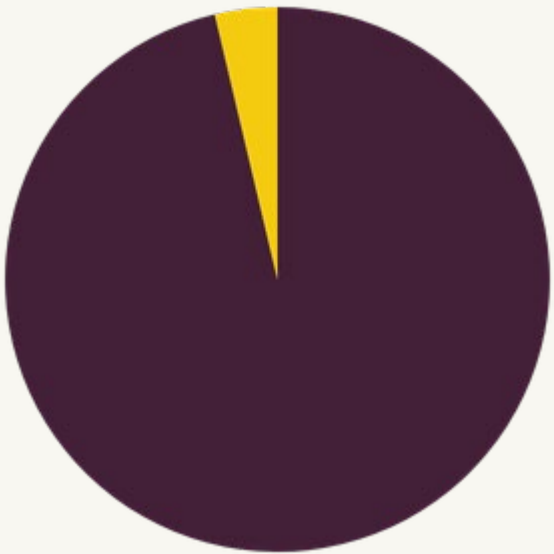
WHERE OUR PEOPLE WORK

453
BRITISH
COLUMBIA

357
ALBERTA
Includes Spirit of Our
Youth

5
ONTARIO

PROGRAM VS. SUPPORT STAFF



96.3%
Program Staff

3.7%
Support Staff



Our People

Our workforce includes people at different stages of their careers and in a mix of full-time, part-time and casual roles. This flexibility helps us meet the needs of programs and communities across Taproot.

Across every age group, our employees bring experience, perspective and knowledge that strengthen our teams and the support we provide.

EMPLOYMENT TYPE



54.4%

Full-time Staff

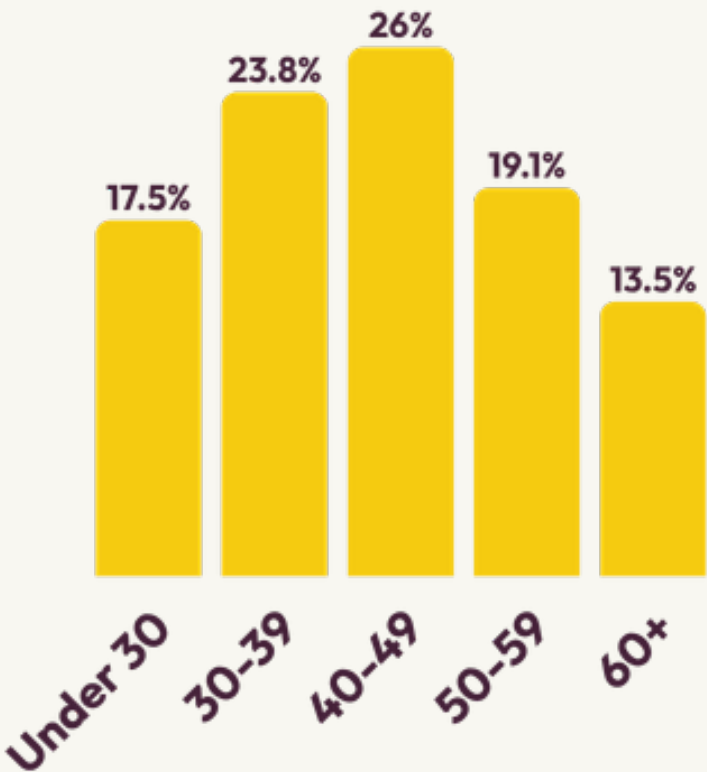
16.7%

Part-time Staff

29%

Casual Staff

WORKFORCE BY AGE



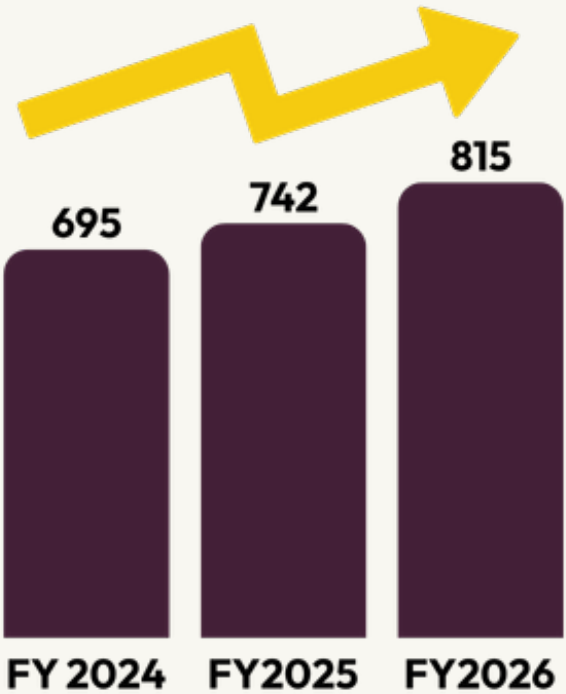


Our People: Growth & Stability

Taproot’s strength comes from the people who show up every day for the individuals, families and communities we serve. In 2025–26, our workforce grew to 815 employees as we expanded programs and services across British Columbia, Alberta and Ontario.

Our team includes full-time, part-time and casual employees working across frontline programs, operations and organizational support. As our workforce grew, **retention improved to 84.1%, up from 81.5%, while turnover decreased to 22.2% from 24.7%.**

WORKFORCE GROWTH



84.1%

EMPLOYEE RETENTION

Up from 81.5%



22.2%

EMPLOYEE TURNOVER

Down from 24.7%

Employee Engagement

Employee feedback in 2025–26 shows stronger advocacy for Taproot as a place to work and a clear connection between employee ownership and long-term commitment. More employees are willing to recommend Taproot, while training satisfaction remains an area where we know there is more work to do.

- 41.1

Employee Recommendation Score
Up from 34.8
“Would you recommend a friend to work at Taproot?”
- 72%

Employee Ownership encourages me to stay
Agree or strongly agree that the EOT motivates them to stay with Taproot in the long term.
- 

Where we are focusing next
Training Experience
Employee feedback identified training satisfaction as an area for improvement.



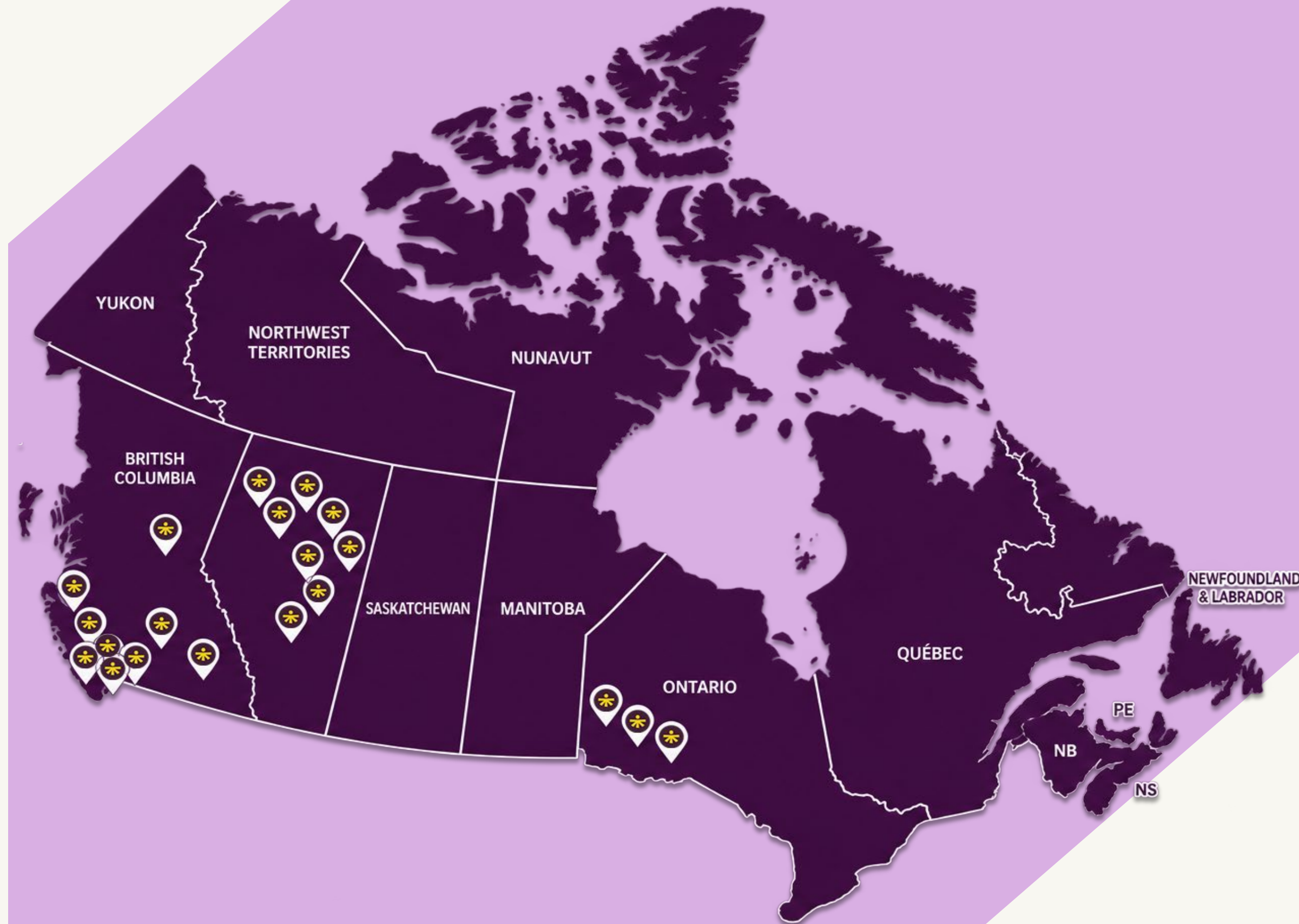


Programs & Reach

Across British Columbia, Alberta and Ontario, Taproot provides personalized, community-based supports to children, youth, adults and families. In 2025–26, we supported 2,401 people while continuing to grow our reach in communities across all three provinces.

 **21**
New Programs

 **125+**
Community-based services



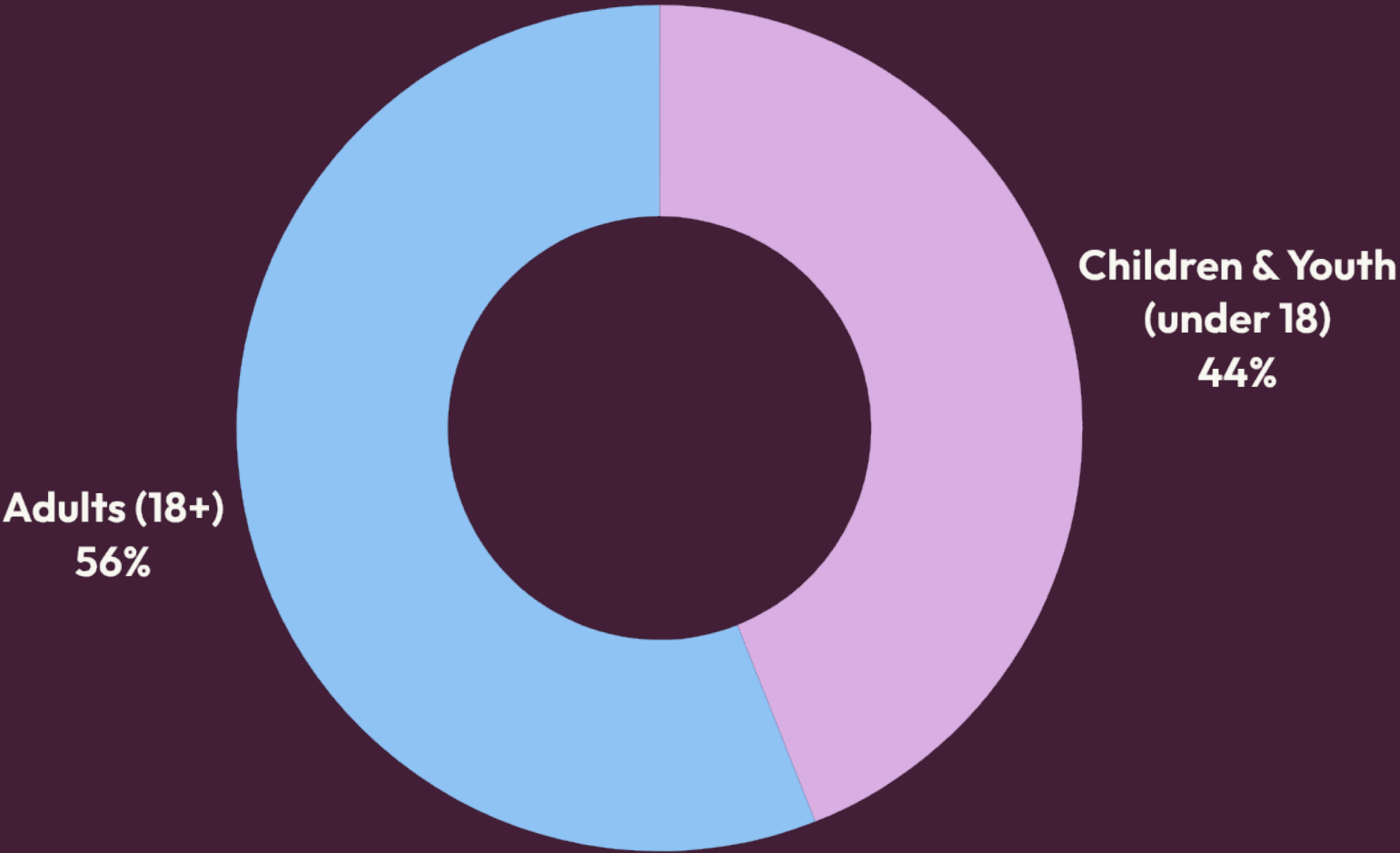


Who We Serve

Taproot supported 2,401 people in 2025–26, providing personalized supports across different ages, circumstances and stages of life. From children and youth to adults and families, our work is shaped around each person’s strengths, needs and goals.



2,401 People Supported in 2025-26



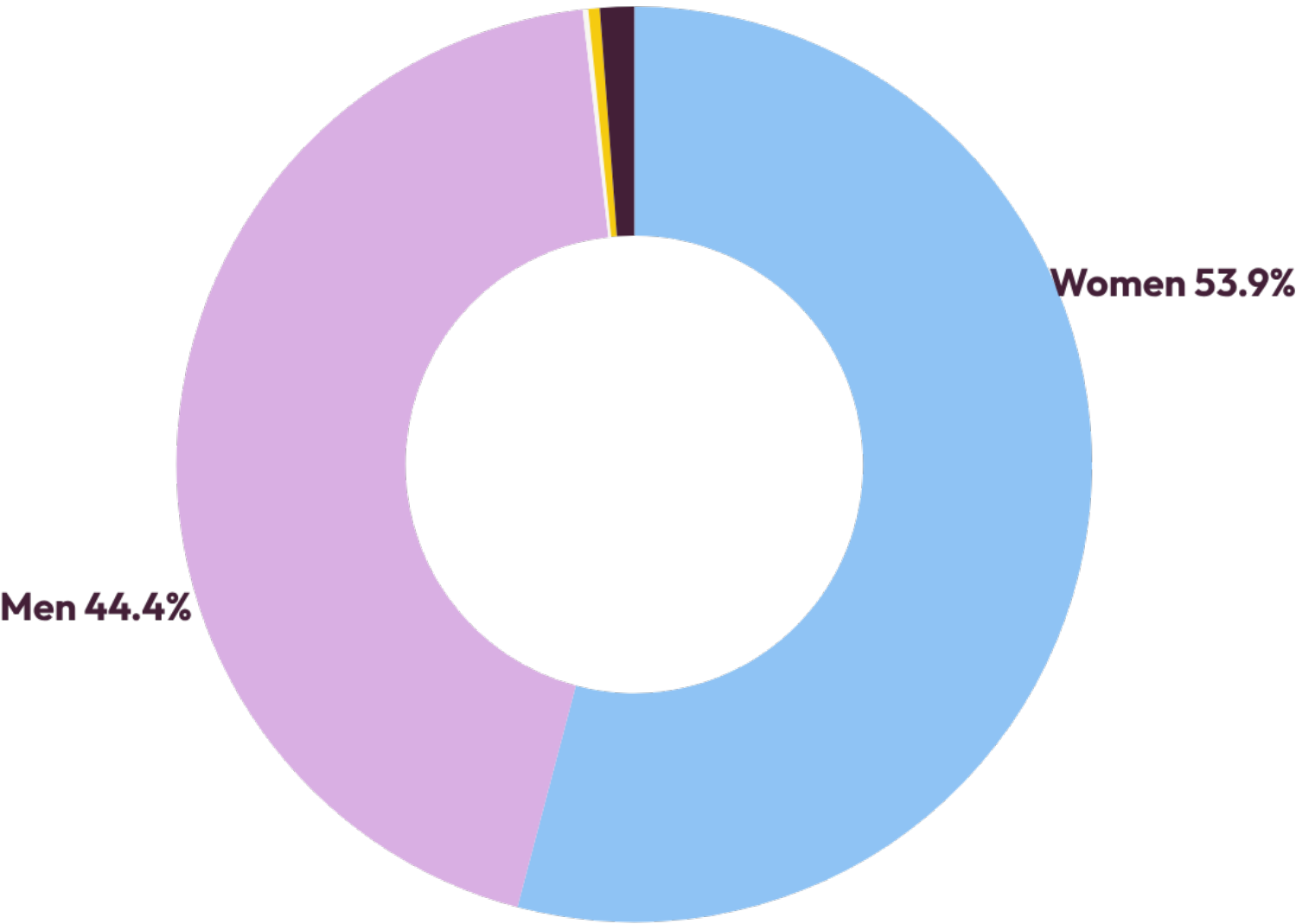
Who We Serve

The people we support represent a range of gender identities.



Gender Identity

Non-binary 0.2% | Transgender 0.4% | Undisclosed 1.7%

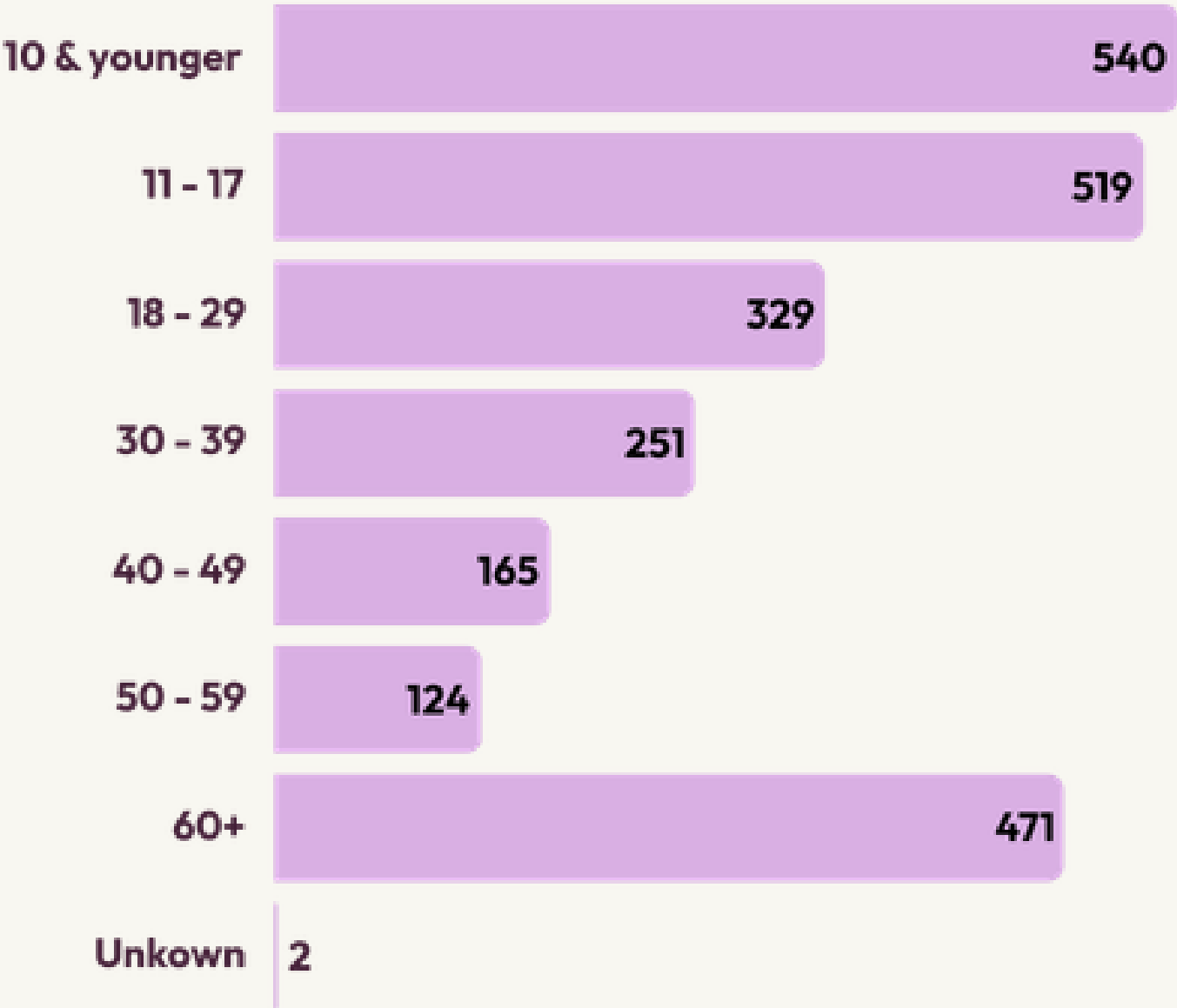


Who We Serve

We support people across every stage of life, with children, youth and older adults representing the largest age groups.



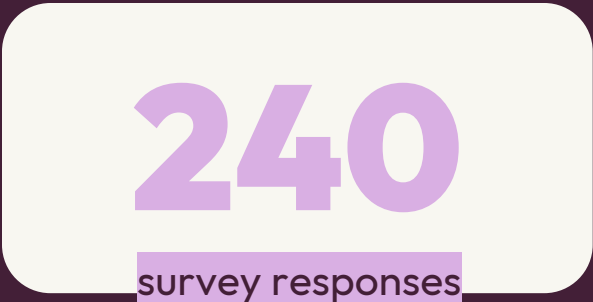
Age





What People Told Us

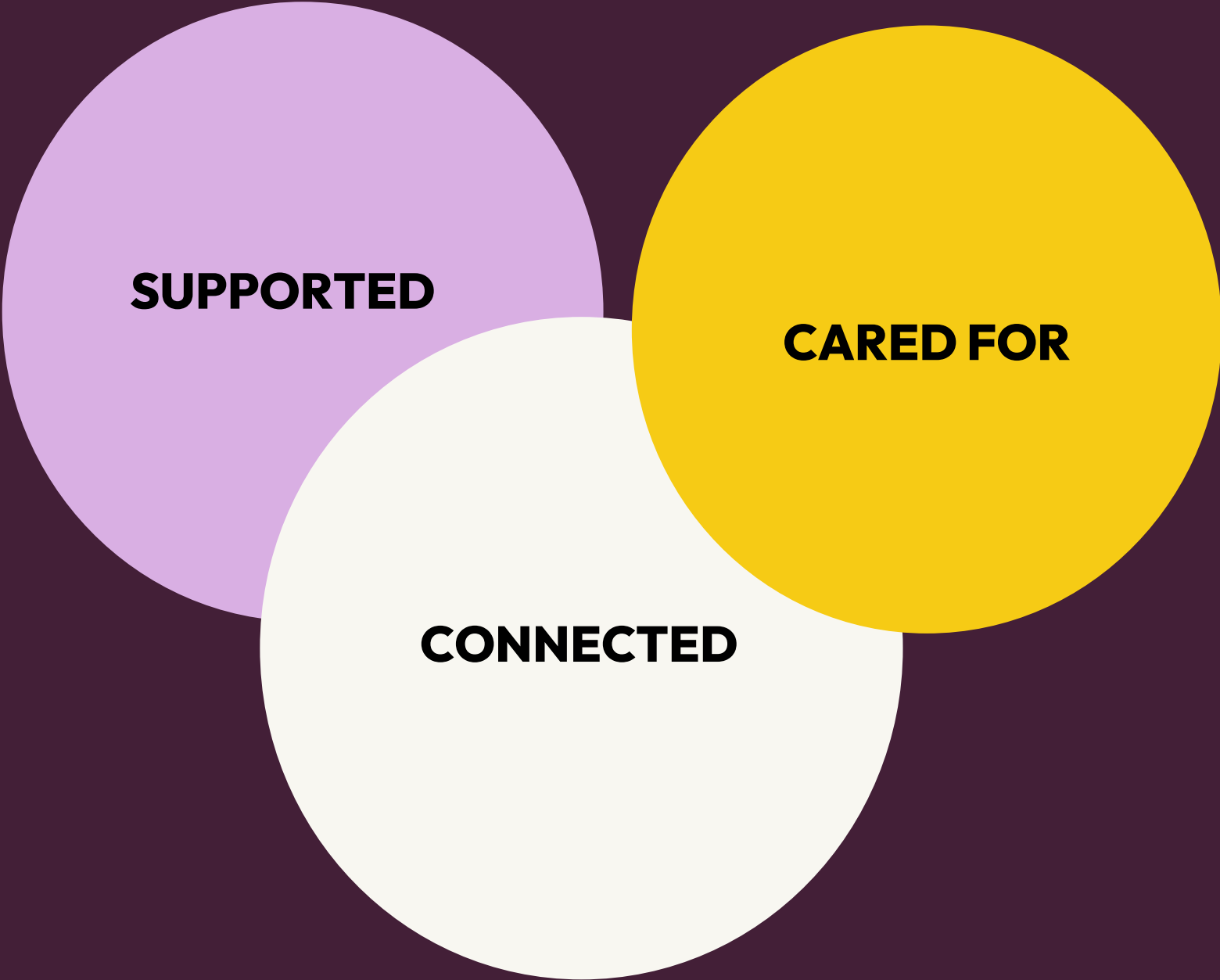
We received 240 responses to our 2025–26 Person Served Survey, representing about 12% of the people we serve.



People consistently told us they feel supported, cared for and connected by the staff who walk alongside them every day. They also shared where we can continue to grow, including communication, consistency, privacy and respect, accessibility and opportunities for meaningful engagement.

Feedback also helps us understand where we can continue to strengthen the experience of the people we support.

Relationships Matter



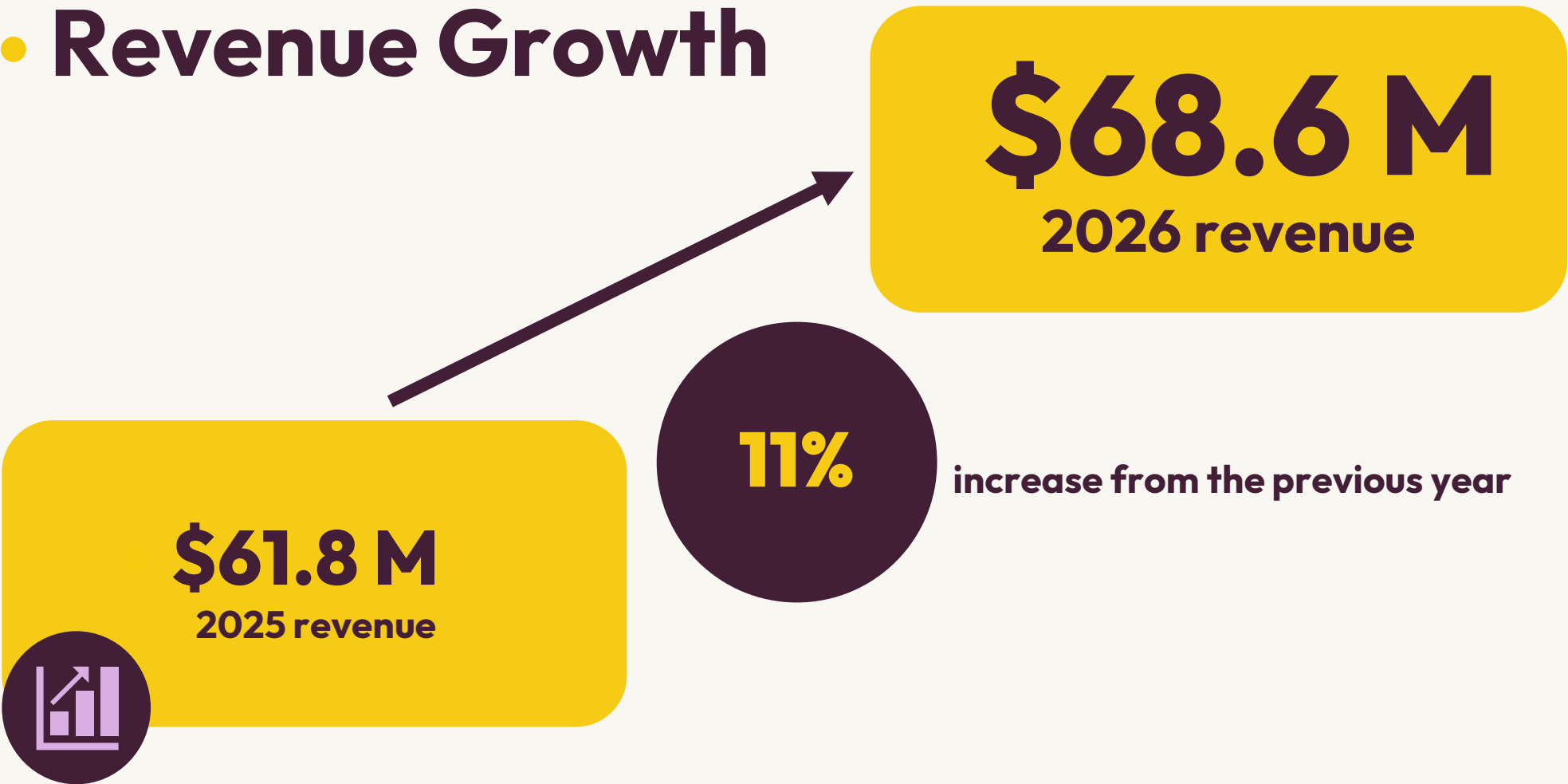


Financial Highlights

Taproot continued to grow in 2025–26, reaching \$68.6 million in revenue.



- Revenue Growth



Funding Contributions by Region

Funding from government ministries, agencies and community partners **helps Taproot deliver essential services across British Columbia, Alberta and Ontario.**



British Columbia

\$41,516,249

TOTAL FUNDING

Community Living BC | \$18,259,251

MCFD | \$18,337,010

Indigenous Family and Child Services
Agencies (Usma, Xyólheméylh, Ayas Men
Men, VACFSS) | \$4,919,988



Alberta

\$26,196,043

TOTAL FUNDING

Child and Family Services | \$7,915,123

Spirit of Our Youth (SOOY) | \$3,787,501

Persons with Developmental Disabilities
| \$14,493,419



Ontario

\$852,143

TOTAL FUNDING

Government of Ontario | \$852,143



Key Funders

We are grateful to the funders and partners whose support helps us strengthen services, invest in our people and respond to the needs of communities across British Columbia, Alberta and Ontario.



And many more valued funding and community partners.



Thank You

Thank you to the people and families who place their trust in us, the partners who work alongside us and the employee-owners who bring care, skill and commitment to every community we serve.

Together, we will continue nurturing change, creating belonging and helping people build on their strengths.

We look forward to what we can accomplish together in the year ahead.

