



Annual Report

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2024/2025

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Message from the CEO

This year, 2024 to 2025, was defined by three commitments; empowerment, innovation, and global impact. Together with our staff, partners, employers, and job seekers, we advanced inclusion across Canada, strengthening services and relationships that help people with disabilities move into meaningful work. These themes frame this report and reflect how we are moving forward together, with practical results and stories that show progress in communities from coast to coast.

As we look to 2025 to 2026, we begin our new strategy with focus and momentum. Our 2025 to 2028 Strategic Plan commits us to be recognized for thought leadership, to build influence as a champion for workers with disabilities, to increase workforce participation, and to ensure strong organizational foundations. This means more community-based research, stronger advocacy with decision makers, optimized employment services, and the resources and partnerships to sustain our impact.

Our mission remains clear, to promote and support meaningful and equitable employment of persons with disabilities, by building partnerships, developing skills, sharing knowledge, and influencing attitudes. With your continued support, we will keep turning bold ideas into practical change, so more people with disabilities can find, keep, and advance in good jobs across Canada.

With gratitude,
Maureen Haan
President and CEO
Canadian Council on Rehabilitation and Work

CCRW's three pillars guide our mission: **Empowerment** equips job seekers to thrive, **Innovation** sparks solutions that remove barriers, and **Global Impact** extends our reach toward a more inclusive world.



Our Mission

To promote and support meaningful and equitable employment of persons with disabilities. As innovators and agents of change, we build partnerships, develop skills, share knowledge and influence attitudes.

Our Vision

The pre-eminent Canadian Centre of Excellence on the economic, social and psychological aspects of disability (be it one or more physical, sensory, medical, learning or mental health disability), as they impact people's ability to seek, acquire and retain productive employment.

Our Values

1

We recognize the capability of persons with disabilities and support their choices for equitable and meaningful participation in society.

2

We believe that we are responsible to those persons we serve, and hold accountability to our stakeholders, members, community at large and our benefactors.

3

Above all, we believe that CCRW exists to create an environment where persons with disabilities may attain equality of opportunity.

Our Board Members

Meet the Board and executive team that help guide growth and progress at CCRW. This year CCRW welcomed **5 new members**. Pictured from left to right, Naqsh Kochar (Chair), André Laperrière (Vice Chair), Jennifer Dinn (Treasurer), Wendy Braithwaite (Secretary), Ali Hamed (Director), Brandon Fenton (Director), Minh Huynh (Director), Stephanie Wood (Director), Tony Dolan (Director), Shanna Ramm (Director), and Paul Nixey (Director).



NEW



NEW



NEW



NEW



NEW



Empowerment

Advancing Inclusion Through Shared Strength

Empowerment means giving people the tools, support, and confidence they need to succeed. This year, CCRW helped hundreds of job seekers across Canada find employment, supported hundreds of employers in building disability confidence to hire and retain workers with disabilities, and worked with countless community organizations to help their clients with disabilities access the services they need.

We're proud to share the stories and results in this report that show how moving forward together starts with empowerment.

PILLAR ONE

01

Stories of Impact



“I could never have imagined the support and compassion I would receive – it was revelatory. **My job coach at CCRW, was the robin to my batman.** He was my rock, my mentor, my friend. Through funding support and my own diligent work to find employment I received accommodations to see a dietician, I got a brand-new laptop, and I found a job.”

-Alison Dunn,
Former Job Seeker



“Utilizing CCRW’s **Disability Confidence Toolkit has been an incredibly valuable experience for our organization.** The Toolkit offered clear, actionable guidance that helped us enhance inclusivity in our hiring process and create a more supportive environment for all candidates...We’re proud to be moving forward as a more inclusive employer...”

-eMonster Solutions,
Supported Employer



“In a time when life is often difficult for people with disabilities, CCRW helps make support possible for those who need it most. As a community partner, CCRW makes it simple for us to assist clients who come to us seeking accommodations. I truly appreciate the collaborative efforts that make it possible to better serve our clients.”

-YMCA of Greater Toronto,
Partner Organization

These stories highlight the impact of our work

showing how inclusion transforms lives, workplaces, and communities through the perspectives of a former job seeker, community partner, and an employer.

Providing Employment Services

This year, CCRW's Employment Services delivered measurable results, supporting youth and apprentices with disabilities across Canada.

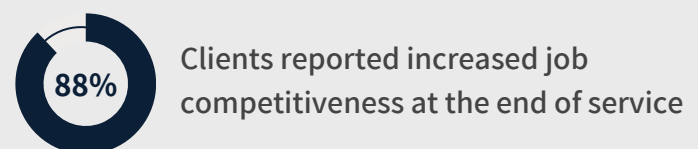
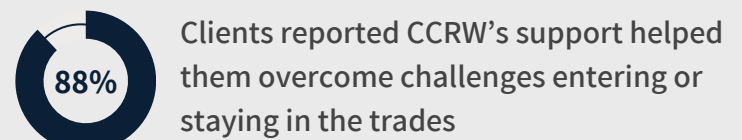
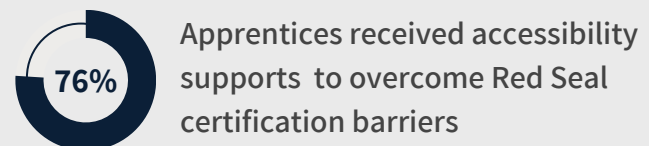
Supporting Youth Employment

CCRW delivered employment services tailored to youth with disabilities across Canada, advancing skill development, workplace integration, and long-term career growth.



Supporting the Red Seal Trades

CCRW supported apprentices with disabilities facing barriers to Red Seal certification, offering customized services for apprentices and employers throughout the certification process.



149 clients were employed at the end of services

Building New Connections

CCRW hosted the Untapped Talent Summit on January 13, 2025, bringing together employers to explore inclusive career development strategies for employees with disabilities.

Untapped Talent Summit

In the Press

In 2025, CCRW's work gained significant media attention, with 47 news stories featured across 136 outlets. These stories were reprinted 254 times, reaching an audience of over 292 million.

CityNews

CTV

yahoo/news

CBC

CP 24

msn

Global NEWS

During National Accessibility Week, CCRW was recognized at the House of Commons for its leadership in advancing disability inclusion, with our Disability Confidence Toolkit highlighted as a key resource for employers.

During NAAW

Innovation

Moving Disability and Work Forward with Bold Ideas

Innovation is how we transform bold ideas into meaningful change. At CCRW, we apply research, practical tools, and creative thinking to build more inclusive workplaces for people with disabilities. Over the past year, we embraced new technologies, introduced accessible platforms, and continued to amplify the national conversation on disability and work in Canada. Our commitment to innovation ensures that progress is not just imagined, but implemented.

PILLAR TWO

02

Virtual Reality

82% Success Rate

for participants who completed **4+ sessions** (compared to 57% after 1 session; success = securing work or returning to school/training).

■ **27% Confidence Boost**
average increase in participant scores

■ **6000 Minutes**
of VR engagement across 366 activities

■ **154 Participants**
Engaged from June 2024 - March 2025

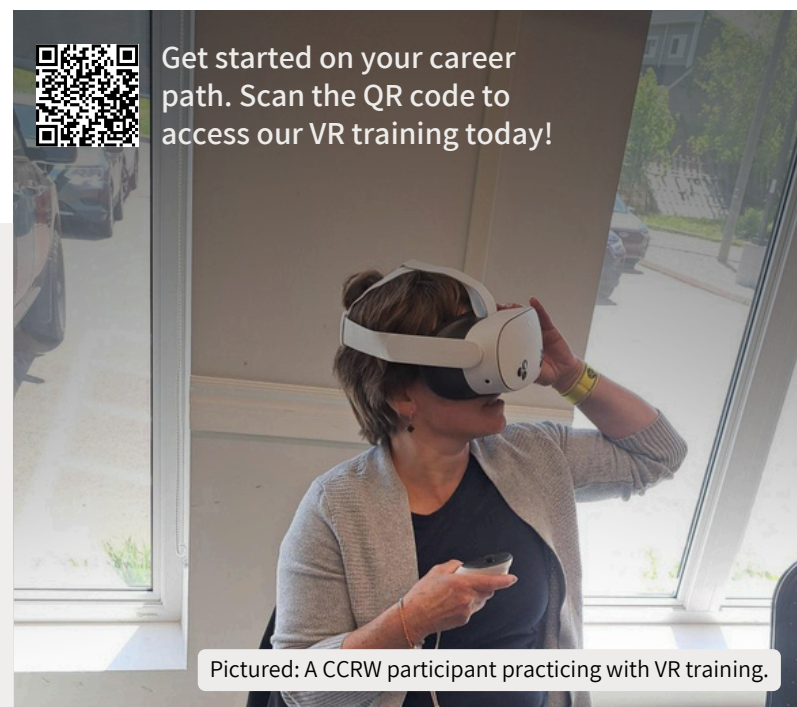
This year, CCRW expanded our innovative employment solutions through Virtual Reality (VR) services for job seekers and employers. These immersive scenarios provide a safe and accessible way to build real-world skills. Our VR services feature more than 70 scenarios, including:

- Disclosing a disability
- Conducting accommodation check-ins
- Navigating customer service interactions
- Managing difficult conversations

Participants reported up to a 20% increase in confidence. Customized modules on the VirtualSpeech platform delivered a 27-point boost in confidence scores, a Net Promoter Score of +70, and over 6,000 minutes of VR engagement across 366 activities.

“It felt so real — and that’s what made it so effective. Truly game-changing.”

— Teyo Yacela Soler, Surrey

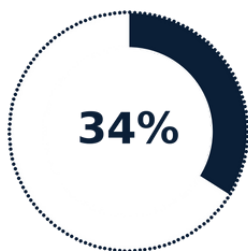


Pictured: A CCRW participant practicing with VR training.

Trends Report

CCRW's Trends Report series, "Shaping Tomorrow" examines emerging issues and opportunities in disability and employment, drawing on research, lived experience, and sector expertise.

Article 1: Career Advancement Pathways



34% → Higher staff disclosure when leaders disclose

— This article contains insights on accessible career development and practical guidance on workplace accommodations.

Article 2: Awareness To Action



35.6% → Paid accommodations cost less than \$100

— This article tackles bridging the inclusive hiring gap and debunks myths about workers with disabilities, and accommodation costs.

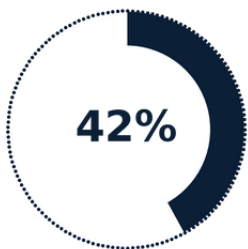
Article 3: Maximizing Impact



15% → People with disabilities worldwide

— This article shows that accessibility and inclusion are not only ethical imperatives but also drivers of business success.

Article 4: New Horizons



42% → Adults with disabilities able to work but unemployed

— This article highlights transformative changes in disability and work in Canada and considers what they mean for the future.

Skills Development

Research in STEAM (Skilled Talent Employment Advantage Method) was an evaluative project on how transferable skills—adaptability, collaboration, creativity and innovation, and problem solving—help job seekers with disabilities succeed. Through surveys and focus groups with employers, service staff, and clients using CCRW’s eLearning platform (30+ courses), we explored how these skills are perceived in the workforce. Key insights included:

- The critical role of strong communication skills.
- Employers often under-recognize creativity and innovation.
- Job seekers with disabilities build transferable skills inside and outside work, plus ways to convey them to employers.

We also identified strategies for service providers:

- Implementing accessible skills training.
- Educating and advocating to employers to challenge misconceptions.
- Supporting job seekers to recognize and show the strengths they already have.

Our resource, [Strong Foundations](#), published in February 2025 share these insights and more with service providers and job coaches.

At the end of service delivery, jobseekers rated their confidence using their transferable skills in the workplace **from 1 (very low) to 5 (very high)**.



Additional Insights

68% of participants updated their resumes to reflect what they learned from skills training.

85% of job seekers said they believed communication skills were important/very important to employers.

56% of our job seekers thought employers valued creativity, and some believed employers actively discouraged it.

Untapped Talent

In 2024 we unveiled our inclusive job board, Untapped Talent. Untapped Talent is CCRW's online job board that connects job seekers with disabilities to meaningful employment opportunities from disability-confident employers across Canada.

Job seekers receive free access to inclusive job postings plus exclusive job search resources, and employers gain a new channel to connect with qualified candidates and showcase their dedication to creating an inclusive workplace.

180 Companies

2939 Job Seekers

DWC 2024: Strengthening the Movement for Inclusive Work for All



410 Registrants

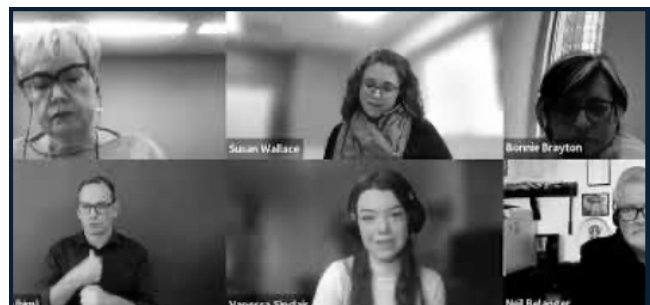


110 Speakers



44 Presentations

The Disability and Work in Canada 2024 (DWC 2024) Conference took place virtually over four days. The event centered on renewing the Pan-Canadian Strategy for Disability and Work, including a review of progress made since its launch at our 2019 conference.



Global Impact

Moving Forward Together on the World Stage

CCRW is proud to be part of global conversations about disability rights and inclusion. This year, we represented Canada in international forums, shared our expertise, and built connections with leaders around the world. From Vienna to Italy to the Asia-Pacific, our work helped shape policies and raise awareness about the importance of accessibility and equity. These efforts show that moving forward together means making sure Canada's voice is part of building a more inclusive world.

PILLAR THREE

03



G7 Solfagnano Charter

In October 2024, Canada and the other G7 nations signed the Solfagnano Charter, which commits to integrating the rights of persons with disabilities across political agendas by addressing accessibility, inclusive education, decent employment, independent living, new technologies, cultural life, community services, and emergency preparedness. CCRW spotlighted this milestone as the first G7 declaration dedicated to disability inclusion. The Charter's eight priorities, especially Priority 4, which champions talent development and workplace inclusion, deeply resonate with CCRW's mission and Article 27 of the UN CRPD.

APEC Economic Leaders' Week

CCRW represented Canada at APEC's (Asia-Pacific Economic Cooperation) Economic Leaders' Week in Lima, Peru. The theme "Empower. Include. Grow." highlighted a shared commitment to advancing inclusive economic development across the Asia-Pacific region. CCRW CEO Maureen Haan joined international disability employment dialogues, reinforcing our expertise in accessibility and inclusive employment. This presence elevated CCRW's role as a global champion for inclusion and ensured disability perspectives were integrated into high-level discussions on equitable growth. Our engagement also contributed to shaping APEC's vision of empowering individuals facing structural barriers to realize their economic potential.





Convention on the Rights of Persons with Disabilities

CCRW proudly contributed to Canada's Shadow Report for the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD). Through this work, we ensured that the voices, perspectives, and employment experiences of persons with disabilities in Canada were meaningfully represented at the international level. By highlighting the systemic barriers and opportunities within employment, CCRW played a key role in shaping recommendations that advocate for stronger protections, inclusive practices, and equitable access to work for persons with disabilities.

Shortlisted at the Zero Project Awards

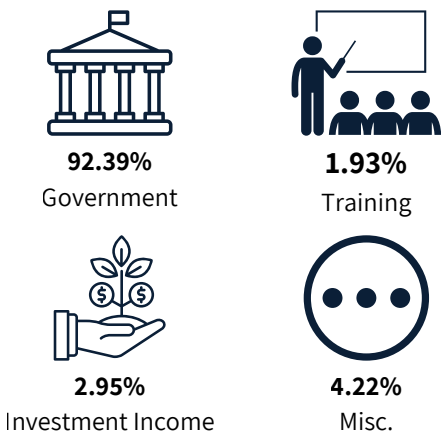
In 2024, CCRW was honoured to be shortlisted among 160 groundbreaking initiatives from 61 countries for our innovative work in inclusive employment and information and communication technology. Selected from over 500 nominations, this recognition underscores the impact and scalability of our programs. CCRW CEO, Maureen Haan, attended the Zero Project Conference in Vienna in March 2025 to represent CCRW on the global stage.



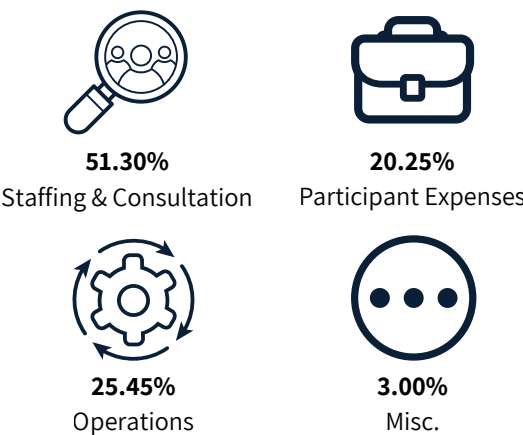
Financial Report

CCRW is committed to transparency and accountability in how we manage our resources. Our financial report reflects the ongoing support of our partners and the strategic investments that allow us to expand our impact, strengthen our programs, and advance employment inclusion for persons with disabilities across Canada.

Revenues



Expenses



Thank you to our funders

We extend our sincere gratitude to our funding partners for their unwavering support and commitment to our mission. Your investment in our work makes it possible for CCRW to deliver innovative programs, foster inclusive workplaces, and create meaningful opportunities for job seekers with disabilities across Canada.



Thank You.

Our mission is to promote and support meaningful and equitable employment of persons with disabilities. As innovators and agents of change, we build partnerships, develop skills, share knowledge and influence attitudes.

CCRW looks forward to the year ahead and continuing to provide thought leadership on disability and employment across Canada. As our country works toward unity and a barrier-free workforce we must guarantee full participation for people with disabilities.



Phone Number
1-800-664-0925



Website
www.ccrw.org

Our Job Board
www.untappedtalent.ca



Stay Connected



