



lumenus Community Services

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75% of parents give up waiting for help for their children with developmental challenges. 30% of new Canadians including children and youth experience mental health challenges after they arrive. They wait in a system they also don't understand. The average wait time in Toronto for mental health services can exceed 600 days. ***What needs to change is very clear.***

DATE
ADDRESS
ADDRESS
ADDRESS

Dear (NAME OR NAMES),

If you're like me, waiting in a long line for groceries or on hold for service can be a little frustrating. We've all been there. ***Now imagine waiting in a long line with the health and well-being of your child on hold.*** Feelings like despair, fear and isolation make our little frustrations pale by comparison.

Long, challenging waits for mental health services and access to developmental expertise are happening to thousands of children, parents, youth and young adults right now in Toronto. Gaps in the system, barriers to access, and growth in demand due to the impact of COVID are adding months to wait times that already exceeded a year or more prior to COVID.

Alone and waiting is no way to grow up. Waiting in isolation without answers is crushing parents all over the city.

The Mission of Lumenus Community Services is to create seamless, guided access to mental health and developmental expertise and services for Toronto's children, parents, youth and young adults transitioning into adult services. We need your help to build the capacity required to fulfill our Mission. Your gift will speed and ease system access for our most vulnerable neighbours.

More Lumenus capacity equals more expertise and programs, more system guides and more services integration, so that no child, youth or individual has to wait alone, navigate the system alone or give up trying to find help as so many do.

Your donation right now ensures everyone who seeks help can be seen, be heard and has the opportunity to be well. Your support will help us say those amazing words every parent, child and youth in Toronto needs to hear: ***"We can see you now - we can help you now - we'll guide your journey starting today."***

Lumenus is a team of 550 compassionate, expert mental health and developmental professionals. We offer over 120 programs across Toronto. We work with over 100 system partners to connect the dots and improve access.

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But it's still not enough. Not even close. I'm asking you to [join our team](#): To enable capacity building so we can replace despair and isolation with hope and access.

Thank you for taking the time to read this message and for your generosity especially at this time of year. I hope to hear from you, and wish you and yours a wonderful holiday season and better days ahead in 2022.



Lydia Sai-Chew
CEO, Lumenus Community Services

p.s. The first step in mental health and developmental services integration was to create Lumenus by amalgamating four Toronto agencies into one. Despite the challenges of the pandemic, **that work is complete and we are starting the next phase of our strategy to sustain and build capacity.** I encourage you to learn more by visiting [lumenus.ca](#), opt in to our email communications and, through your generous donation, [*join the Lumenus team to reduce the wait for children, youth and parents in need of help.*](#)

Charitable Registration #: 89035 8179 RR 0001

