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# **DISABILITY SERVICES FAMILY RESOURCE CENTER ANNUAL REPORT**

COMPLETED BY  
**GATEWAY ASSOCIATION**  
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Gateway Association: Transformation of community through the lens of disability

REG. # 107420986RR0001



## A Parent's Journey: Navigating Support in Alberta for a Child with a Neurodevelopmental Disability

When a parent's five-year-old was diagnosed with a neurodevelopmental disability, they felt an overwhelming mix of emotions—relief at finally having answers, but also deep uncertainty about what came next. Referred to us by a community organization in British Columbia, they reached out to the FRC with a common question: What do I do now?

They had already applied for FSCD, but the wait for approval is too long, considering what we know and what the data shows: early intervention is critical. Without FSCD support, this lower-income family cannot afford the vital therapies and services that FSCD provides—services that are only accessible once a family is connected to a caseworker.

In the meantime, they are left trying to fill the gaps in their child's care. At school in BC, the child received speech therapy only twice a month, and even then, it was not one-on-one. In Alberta, SLP is no longer a common resource families can access in the education system. While verbal, the child struggles with conversational language, leaving the parent anxious about their child's ability to connect with others and express themselves.

The FRC discussed options beyond FSCD. While the family has some benefits that cover speech therapy, it's nowhere near enough. The FRC explored the DTC, a potential financial resource, but even that is a complicated process requiring time and guidance.

This parent's story is not unique. This family moved to Alberta specifically because of its reputation for supporting children with disabilities—only to find that the system is difficult to navigate, with critical delays that leave families struggling.

Every day, families across Alberta face these same challenges: long wait times, inadequate support, and financial barriers. Parents want to give their children the best possible start in life, but without timely access to services, they are left waiting—hoping for help that feels just out of reach.

This is a mere example of why systemic improvements matter. Families need better access to therapies, shorter wait times for assessments and funding approvals, and a system that truly supports them—not one that leaves them to figure it out alone.

## Key Impacts

Gateway Association opened its doors to the Family Resource Center (FRC) on May 14, 2021. The FRC saw an exponential positive impact on the community over the first 36 months of the contract which was celebrated and praised by families, caregivers, individuals living with disabilities, various professionals and clinicians and disability service caseworkers. In the last 12 months, the narrative shifted to encompass the fluctuating times of fiscal changes and decreased resources and funding. Despite this, the FRC has proudly maintained a standard of excellence for families and caregivers and those living with disabilities, maintaining high satisfaction rates and quality control measures. However, the limited funding available and decreased resources has also seen a negative impact on families and the community. This is reflected and backed by both quantitative and qualitative data that shows the direct impact these fiscal changes have made on families.

The FRC continues to provide the best resources, deliverables and support we can to all families who contact us regardless of our new reality. We also act with thoughtful intent to collaborate with the GoA to provide not only our deliverables but successful support to families in this new age in which families are struggling more than was seen in previous years at the FRC. We have a shared common interest and commitment to Albertans to support them in conjunction with the GoA to help alleviate the extraordinary stressors that marginalized individuals and communities face daily.

The FRC instills a methodology of Enhancing knowledge through learning opportunities, implementing knowledge through planning supports and Mentorship and Ongoing support through system navigation and community building. This holds the values of Gateway Association and allows a framework that empowers individuals and families alike. The FRC offers direct support to families across the lifespan and regardless of diagnosis or disability. The FRC proudly provides services with a pan disability lens.

To ensure continued success of the FRC, program evaluation processes are established and maintained to identify strengths, client satisfaction, measure deliverables and monitor feedback. Some key findings have resulted from this process which provide us with the opportunity to continually evolve and improve our deliverables.

Gateway is proud to celebrate its 50th anniversary this year. We have had a remarkable journey and continue to provide the community we all live in, with a future filled with connection, engagement, confidence and collaboration. We look forward to this future with families, our partners and the Government of Alberta.



The FRC sees direct impact that we have on families. We hear (formally and anecdotally) from the community that Gateway's FRC increases the capacity of families and FMS administrators accessing FSCD and PDD; increases caregiver capacity and builds access to natural supports for children, youth, adults and their families. We continue to enhance involvement of community and civil society organizations to create opportunities to maximize the inclusion and independence of children, youth, adults; promote individual and family leadership, mentoring, peer to peer support; utilize innovative approaches and support strategies to promote inclusive lives for children, youth and adults living with disabilities. In addition to direct impact, Gateway serves the community via partnerships such as GRIT, Metis Nation of Alberta and Multicultural Health Brokers Coop.

Gateway Association has offices on both Treaty 6 and Treaty 7 territories. Amiskwaciwâskahikan (Edmonton; on Treaty 6), Home of the Cree, Blackfoot, Métis, Nakota Sioux, Tsuu T'ina & Dene and Mohkinstsis (Calgary; on Treaty 7). Recognizing the land on which we live and work is a starting point in understanding and respecting the Indigenous communities that have been here for centuries. Reconciliation, to our organization, means prioritizing critical thinking about intersectionality and equity throughout all our work; continuous un-learning of oppressive thoughts/ideas/beliefs/actions; listening to (and believing) Indigenous peoples and their communities about their experiences; and making space for equity-seeking groups (of all kinds) to determine what is best for them.

Here are the members of the FRC team.

**Hello my name is Sahana Parameswara, a Dravidan queer woman and settler in [Amiskwaciwâskahikan](#). Reconciliation and land back are my guiding principles.**

**I, Betty (she/her) am a white settler, second generation Canadian. I was born and grew up on the land of the Mohawks in Kanien'kéha, and currently live on Treaty 6 land on**

**Amiskwaseewaskigun, the land of Cree, Saulteaux, Nakota Sioux, Blackfoot and the Métis Peoples. I acknowledge the seen and unseen privileges that have been afforded me, including use of the land, the education system, the health care system and the employment opportunities.**

**I, Yonique Ritch (she, her) I identify as a racialized Black Canadian woman. I am honored to live, work and play on Treaty 6 Territory – Amiskwacîwâskahikan - home of the Cree, Saulteaux, Blackfoot, Métis, Dene, and Nakota Sioux. I would like to continue to expand my knowledge on how I can support equity seeking groups in the community through my professional and personal life.**

**I, Miriam Ading (she/her) am a proud black Kenyan woman residing in the Treaty 6 region - Amiskwacîwâskahikan, a traditional meeting ground and home for many Indigenous peoples, including the Cree, Saulteaux, Blackfoot, Métis, and Nakota Sioux. I stand committed to respectfully acknowledging their history and presence on this land. Embracing a journey of ongoing learning and unlearning, I am dedicated to the vital work of reconciliation and the forging of pathways that honour the spirit of kinship and mutual respect.**

**I, Stacy (she/her) identify as a third generation German Canadian, racialized white settler. I was born on the beautiful land of Treaty 4 within the traditional territory of the Metis. I had the gift of growing up, living and experiencing Treaty 8 Territory; the ancestral and traditional territory of the Cree, Dene, as well as the Métis and Treaty 6; within the Métis homelands and Métis Nation of Alberta Region 4. I currently continue to reside on Amiskwacîwâskahikan and acknowledge the many privileges afforded to me and I continue in my journey in learning and unlearning of inequities.**

**I, Li (she/her), am an Asian by birth, raised in Germany, and for the past six years, I have proudly called Canada home, becoming a first-generation Canadian. I have embraced the land I reside on, which originally belonged to the Mohawk people in Kanien'kéha, and currently reside on Treaty 6 territory, known as Amiskwacîwâskahikan, home to the Cree, Saulteaux, Nakota Sioux, Blackfoot, and Métis Peoples. My cultural journey has instilled in me a deep sense of pride in my heritage. Through engaging with and respecting diverse cultures, I have come to prioritize diversity, inclusivity, and equitability. As a member of a multicultural society, I cherish traditions while championing for inclusivity and equitability, aiming to cultivate a community where diversity is celebrated, and every individual feels valued and included.**



I, Jacqueline, was raised as a white settler, both 16th and 1st generation Canadian. I was born and grew up in Fort McMurray, originally called Nistawâyâw, located on Treaty 8 territory, home of the Cree and Chipewan bands. I am the descendant of the Munsee Delaware tribe, also known as Lenni Lenape. Currently, I live, work, play, and raise my family on Treaty 6, Amiskwacî Wâskykan, territory of the Papaschase and homeland of the Métis, Region 4. I recognise the privilege I have had growing up as a white settler and while I acknowledge the land on which I reside rightfully belonging to those people who came before us, I am committed to doing the work of healing and DECOLONIZING by being a partner/ally, standing and speaking up, modeling this to my children, and by learning as much about my own ancestry as I can.

I, Fiona Wilson (she/her), am a white settler and a first-generation Kiwi-Canadian. I currently live in Treaty 6 territory in Amiskwaciwaskahikan (colonially known as Edmonton). The ancestral territory of the Cree, Saulteaux, Dene, Nakota and Metis homeland and Metis Nation of Alberta Region 4. I benefit from unearned privileges including the use of traditional land. I am grateful to all the Indigenous peoples, who presently live on this land, those who have spent time here, and like their ancestor's hunt, gather and protect the land known as Turtle Island.

I, Shelley, am a white settler, 4<sup>th</sup> generation Canadian. I was born in and have always resided in Treaty 6 territory, Amiskwacîwâskahikan, the land of Cree, Saulteaux, Nakota Sioux, Blackfoot and the Métis Peoples. I have become aware of the privileges I am afforded as a white woman and am committed to educating myself about indigenous people's experience by listening to and reading about their history and ongoing issues. I am working to support indigenous people in a way that is respectful and meaningful to them; challenging inequality wherever it exists.

## Key Deliverables

- ❖ Formal Program Evaluation Process is in place to track and collect data after **every** workshop that the FRC created, after **every** Individual Support Plan (ISP), and there is an Informal Process to gather anecdotal feedback on general inquiries and within the community.
- ❖ The FRC made a commitment to quality assurance by ensuring these measures have been taken. There were no questionnaires provided by the GoA for the workshops offered specifically to their created content; therefore, no formal data is collected allowing families to have a voice from those workshops. The FRC utilizes data from family support inquiries, our workshops, ISPs and anecdotal feedback to encapsulate our quality assurance.
- ❖ The FRC facilitated a variety of workshops under this revised contract; a total of **43** (last year there was a total of 50 workshops) were offered during the reporting year. This number may reflect the reality that there was a delay in the start of offering the workshops due to the GOA delays.
- ❖ Based on the FRC's quality assurance questionnaires, we are very pleased to report there was a **satisfaction rate of 95%**. This is the number of respondents that indicated satisfied to very satisfied with the workshop they attended which is consistent with past years (last report year; 95%, 2023/24; 94.7%, 2022/23; 94.1%, 2021/22; 94.6%)
- ❖ A positive growth over the years, the majority of respondents (**95%**; last report year; 95.5%, 2022/23; 94%, 2021/22; 92.3%) indicated they would **recommend** the workshop they attended to others.
- ❖ A significant number of the respondents (79%) indicated that they plan on attending other workshops that the FRC hosts and all but two of the respondents indicated that they **feel confident** implementing strategies learned in the workshop (**99%**; last report year 99%, 2022/23; 96.5%, 2021/22; 98.9%).
- ❖ Nearly all families (**92%**; last report year; 85.1%) also report that they have increased their confidence in **navigating community resources**, have increased ability to **enhance inclusion strategies (89%**; last report year; 91.2%), and feel they can **apply knowledge learned** from our FRC for planning for their family member (**95%**; last report year; 96.5%). This is a significant direct impact on Albertan families which speak to building families voices; their capacity and confidence and ability to help navigate the system(s).
- ❖ There were increases in families responses to if they **felt supported by their learning** at the FRC workshops (**98%**; last report year; 94.7%) and that their **voice was heard (97%**; past report year; 92.1%). *These are integrals components of families ability to build their capacity, their connections and their confidence in helping their loved ones.*
- ❖ There were **10** community presentations (last report 14) for resource fairs and various community organizations.
- ❖ In the past, we had designated RDSP Coordinators in which their impact was significant. Although there are no designated RDSP coordinators any longer, there were still many requests

for services for this as well as DTC support. Overall, there are lack of services and resources for families to access this type of support.

- ❖ Program impact is shown not only quantitatively above; however also from numerous qualitative comments; feedback and anecdotally. This past year has felt differently for families as mentioned at the beginning of this report. Each month, the FRC has provided “Trends and Issues” to the Government of Alberta (GoA) with what we are hearing directly from families. This includes challenges, delays, urgent family needs, navigating FSCD agreements, Caseworker experiences, accessibility, understanding and variability, encouraging and campaigning in education, in health care, overall frustration with communication, enhanced support structures as families navigate and transitioning to PDD services. Each month the FRC also provides potential solutions and strategies. Families may be feeling heard from the FRC, however, they are not feeling heard by the ministries in which they are trying to reach out to, to see direct change for their loved ones that they care for with a disability. Continued collaborative meetings with the GoA is needed and these discussions need to be had with decision makers as well to improve care for all Albertans living with a disability. Open communication with both the FRCs and the GoA on an ongoing basis is imperative for positive communication and relationship building with families so that all voices are being heard.
- ❖ Families have diverse needs and diverse stages of needs as they move through the FSS/FSCD/PDD world as well as education, health care and other ministries. The constant dynamic is that change is static and families continue to need increased supports to navigate the disability area that has become more ambiguous with less direction. Increased communication between ministries would also better serve the families that are marginalized and have intersectionality’s across the various ministries they must maneuver.
- ❖ Specific to our FRC, Families have continued to indicate that they are heard and seen. They still feel supported (albeit with less). They continue to be grateful and appreciative of the growth they experienced personally after taking a workshops and the impact that this growth had on their families journey and development.
- ❖ Here are a few qualitative comments on the impact that Gateway had with families across the lifespan:
  - “I felt incredibly comfortable and would like to thank you for creating a welcoming environment.”
  - “It was so good. I really needed the help.”
  - “You tackle everything in the workshop!”
  - “I felt the personal attachment the presenter had was extremely relatable and genuine.”
- ❖ Family support calls re: FSCD agreements/OCR assistance & inquiries/PDD agreements. In total, the FRC received **952** inquiries.
- ❖ The FRC received over 729 (2022/23; 574) inquiries in the 2023/24 year (an incredible increase from the past year). Inquiries came through social media (PDD/FSCD Facebook group, Gateway to Living Supports Facebook Group, Gateway Association Facebook Page, Instagram), our website.



- ❖ The FRC continued to collaborate with many organizations, partners and community members throughout the year.

<b>Partnerships &amp; Collaborations</b>				
Glenrose Rehabilitation Hospital	Edmonton Food Bank	Children's Link	Ethiopian and Eritrean (Autism Parent Group)	Edmonton Region Candora Society
GRIT (Getty Ready for Inclusion Today)	Stollery Children's Hospital	Regional Provincial Advisory Committee (RPAC)	Autism Alberta FRC	Childrens Autism Collab Team (CACT); Under 18 Interagency HUB
Metis Nation of Alberta (MNA)	Medically Complex Fragility Inclusive Support Parent Working Group	Canadian Mental Health Association	CHIMO Youth Retreat Center	Norquest College
Multicultural Health Brokers (MCHB)	St. Albert Mental Health Youth HUB	Edmonton Public Library	CASA Mental Health	IG Wealth Management
Africa Center	Centre for Autism Services	Bissell Centre	EISA (Edmonton Immigration Services Association)	ASSIST Community Services
Alberta Center for Sexuality	Society for Autism Support & Services	Cerebral Palsy Alberta	Under 18 Interagency HUB	Edmonton Mennonite Center for Newcomers
Family Futures Family and Community Support Services Fort Saskatchewan	Ron Burrows Accounting	Good will Industries of Alberta	Jasper Place FRC	Two Pillars Financial Solutions Inc

Multilingual Abilities	Prosper Place- CMHA Edmonton Region	Parkland & West Family Resource Network	Voices of Albertans with Disabilities (VAD)	Speech Matters
Self Advocacy Federation (SAF)	Slinntax	Skills Society	IG Wealth Management Sheldon Pickering (Financial Advisor)	Action for Healthy Communities (A4HC)
Team CarePal				

- ❖ FRC staff held **3** Understanding Disability sessions (last report year; 7; 2022/23; 12) over the year both at MCHB. This decrease is a reflection on the out of scope nature that this series provided from our revised contract. There was no data collected this past year, due to this change. In the past, the satisfaction rate for these sessions was 96.2% (last report year; 94.5%) with 96.2% (last report year; 89%) of the respondents indicating they plan on attending future Gateway Association workshops and 100% (2022/23; 89%) recommending these sessions to others. Participants at the time continued to express their gratitude for these sessions.
- ❖ We **hosted 8** (last report year; 23 past) Families Forward (FF) meetings and events were held and brought various families together monthly across the lifespan. In the past, we held various FF meetings specific to age range or interest including under 18 years; FF over 18 years; FF Financial Resources. This year, we changed our delivery and offered 1 FF meeting a month for all ages to attend various discussion and guest speakers. We also changed the format in response to the overwhelming questions by families regarding their FSS/FSCD contracts. We **hosted 3 sessions** that provided families a space to come together to talk about their contracts and the revised delivery of FSCD services and for us to answer as best we can, questions families may have. There was also a **summer picnic** in collaboration with our Employment team including 20 (last report year; 60) individuals and families as well as a **Christmas dinner** with 70 (last report year; 75) individuals and families.
- ❖ In the Fall of 2023, a new event called “Empower” was developed to meet the needs of families in a condensed 1 or 2 day in person setting held at Gateway. It was developed to equip families with tools for a future that exceeds expectations and enriches lives specifically for families with children with disabilities ages 15-18. Empower was held in the Spring of 2024 and the Fall of 2024. Both events provided the ability for families to come together and for the FRC to meet families where they were at and complete an ISP with them simultaneously. It also provided the opportunity for families to meet other families and connect over similar life transitions, challenges and celebrations with their families. It equipped families with tools to build a plan that reflected family members dreams, strengths and their future.
- ❖ In the past year, over **46** ISPs (last report year; 76) were done for over 18 years old, and **69** ISPs (last report; 72) were done with under 18 years old as well as **12** (last report year; 9) FMS ISP renewals were completed.

- ❖ We continued to survey families and gather information from them regarding their ISP experience. Families indicated that they found the process of the preparation for the ISP helpful with respect to their introduction to Gateway, the questionnaire the family is asked to complete, the follow up call and intake call along with setting up the meeting, the accessibility specifics and having the ability to ask questions ahead of the meeting.
- ❖ Families indicated that the ISP meeting itself (along with the goal setting) reinforced what they wanted as a family, offered new ideas and was very helpful as they were not thinking this way. Some specific comments included:
  - “It has really helped us view alternative options for support such as day programs and additional recourses to help us as caregivers.”
  - “[ISP] will be a source of information to review and look at as it has lots of good recommendations.”
  - “[ISP] gives us and his workers a road map of sorts. Its something tangible to refer back to in case we forget or need ideas.”
  - “The ISP helps us set a goal that we want to achieve.”
- ❖ When families were asked if they felt they received adequate support from the FRC team member with their ISP, most respondents (**2024=82%**; 2023=86.4%; 2022=79%; 2021/22=92%) indicated they agreed to strongly agreed with this statement.
- ❖ When families were asked to provide qualitative feedback with how the ISP will help their family going forward, families indicated how the ISP will help them. Some specific examples include:
  - “I and our caregivers really appreciate the support with [the] ISP. We are grateful such resources are available for....and we thank everyone involved in help us set up ISP goals each year.”
  - “We have an excellent experience working with the whole Family Support team.”
  - “We appreciate all of you from Gateway.....We are so new to this and with all your help, it makes things less complicated and we were able to set our main goal for....Thank you very much and I truly appreciate all that you guys do for us.”
- ❖ Consistently, most respondents (**2024=83%**; 2023=95.2%; 2022=78.6%; 2021/22; 92%) also indicated that they were satisfied to very satisfied with the overall ISP experience.
- ❖ The FRC began asking families during workshops and presentations what was the most common language their family chose to speak at home. The majority of participants/families indicated English, however, many families indicated a variety of other languages: Amharic, Somali, Spanish, Urdu, Punjabi, Telugu, Mandarin, Gujarati, Vietnamese, Arabic, French, Tagalog, ASL and “Chinese”. This speaks to the necessity for a diverse team as well as a diversity in what is offered by Gateway Association and how it is offered. Funding for interpreters, translators and cultural brokers are necessary and non negotiable to ensure that Gateway is not only providing supports to families but is also impacting capacity of organizations that serve diverse families. Through collaboration with MCHB, there are currently translations of Gateway workshops in a few languages as well as a cultural understanding of Gateway’s role. Collectively the two

organizations have jointly assisted families access FSCD and PDD, thus exemplifying the bridging of a very big gap that currently exists within the DS system.

- ❖ The FRC also asked workshop participants if there was anything that the FRC could have done to help them feel more comfortable and included with respect to race, disability, culture, gender, religion, age and/or sexual orientation. Respondents that chose to answer this question mainly included that they felt welcomed, respected, accepted, things were “great”; “good”; “informative” and “very professionally respecting and engaging”. Understood and comfortable. Apocopes included “The organization has done a great job in creating awareness and inclusivity.” And “I felt very comfortable and respected in all ways.”. There was one comment in which a participant indicated that they felt the “workbooks need a rework; they are very ableist-focused and could be supportive, updated, inclusive and interdependent focused. The facilitator was great at letting us be heard and acknowledging our struggles in a supportive way.”. This comment was taken seriously and the subsequent workbook was reviewed and revised.
- ❖ Continuing with Gateway Association’s strategic planning moving forward with AROC, there was continued growth in 2023. A new role was developed for a Family Support, Anti-Racism and Equity Strategist.
- ❖ In 2023, Gateway Association's journey through Anti-Racism Organizational Change (AROC) has taken strides of significant growth and strengthened commitment, especially within the Family Resource Centre programs. Our strategy has been marked by integrating anti-racism and equity principles underpinned by the Cultural Humility framework. Through dynamic weekly discussions, the team has not only engaged with these principles intellectually but continues to put them into action, fostering profound collaboration with families and community organizations.
- ❖ Our continued collaborations with community organizations such as Multicultural Health Brokers, Metis Nation of Alberta, ASSIST Community Services Centre, Multilingual Abilities, and Edmonton Mennonite Centre for Newcomers have been pivotal. These alliances have broadened our understanding, enabling us to customize our services to meet the nuanced needs of our community and build enduring inclusive support networks.
- ❖ We have witnessed substantial development in several key areas:
  - **Enhanced Capacity Building:** Our investment in developing a shared language and understanding has cultivated a team that is not only increasingly informed but also united in its resolve to meet the unique challenges faced by marginalized communities.
  - **Amplifying Equity-Seeking Voices:** By bringing the voices of those impacted by intersectionalities such as race, sexuality, and disability (among other identities) to the forefront, we ensure that our initiatives are not only responsive but also driven by the lived experiences and expertise of those we serve.
  - **Transformative Power Dynamics:** We're committed to examining and adjusting the power structures within our team and community engagements, striving to provide equitable access to resources and support for all community members.

- ❖ As we move forward, these critical areas of growth will not only guide our ongoing AROC work but also reflect our resolve to serve with intentionality, inclusivity, and respect for every individual's journey.
- ❖ In addition to organizations, the FRC team collaborates with various professionals and professional bodies and schools across the regions.
- ❖ In response to our continued collaborative efforts with ERAPs (now known as RAPs), RAPs did not seem available or willing to collaborate. Perhaps due to the changed scope of service that is now being offered.

The ultimate goal of our Family Resource Centre is to enhance each family's expertise on their own children and provide concrete resources that can ease the journey as the family navigates the next steps. Our FRC team is made up of families, neurodiverse individuals, and multiple ethnicities that have varied experiences. The team partners with various organizations to continually increase our diversity of thought and capacity to work with all families.



Hello, I am a Father, and I'm reaching out to introduce my son to you. My son is a delightful 4-year-old who faces the challenges of spastic quadriplegic cerebral palsy with remarkable resilience and intelligence.

His journey with cerebral palsy primarily manifests in difficulties with his legs and walking. He relies on Ankle-Foot Orthoses (AFOs) for mobility assistance. Despite these physical obstacles, his cognitive abilities shine through, painting a picture of his sharp intellect and unwavering determination.

In our quest to provide the best support for him, we were referred to you by... the GRIT Program. They spoke highly of your expertise and compassionate approach to working with children facing similar challenges. We are eager to connect with you, learn from your experiences, and explore how we can best support our son's development and well-being.

We believe that sharing insights and collaborating with professionals like you is instrumental in enhancing our son's quality of life and unlocking his full potential. We would greatly appreciate the opportunity to discuss how we can work together to support him on his journey. We are keen to initiate this conversation and are grateful for your consideration of our request.

Best Regards,  
A passionate and devoted Father





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In closing, the impact of the FRC can be summarized by words from a Professional Clinician that commented in an email: “....We wanted to send a big thank you your way! Its been a pleasure collaborating with you, and we truly appreciate the time you’ve dedicated to meeting with you’re your commitment to supporting individuals transitioning to adulthood is so valuable, and I’m sure many families find comfort in knowing they have the Gateway and your team to guide them through that transition. Thank you again for your partnership!....”

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