

Community Connector

Summer
2026

Keeping You Connected Since 1982

“Age is an issue of mind over matter. If you don’t mind, it doesn’t matter.”

- Mark Twain

Featured in this Issue:



Satisfaction Survey
Results Snapshot!



Tips on Preventing
Falls in your home!



Poems written by a
client on Dementia



Education Sessions
and a Seniors Fair



Listening to Clients
and Caregivers



Thank you for your feedback on our Client and Caregiver Satisfaction Survey- The results are in!

CANES recently conducted its Client and Caregiver Satisfaction and Experience Survey to gather meaningful feedback that will help strengthen the quality of care and enhance overall service delivery. The survey process was thoughtfully designed with a strong focus on inclusivity and accessibility, offering multiple methods of participation to ensure as many clients and caregivers as possible could share their experiences and perspectives. Special attention was given to questions surrounding client loneliness, as well as whether clients feel they are consistently treated with dignity and respect. The valuable feedback received will help guide future improvements and reinforce CANES' commitment to providing compassionate, person-centred care to the community.

Survey questions were carefully developed to reflect the most important aspects of the client and caregiver experience. Internal reviews and revisions were conducted to ensure the questions were clear, relevant, and easy to understand for all participants. The survey was thoughtfully designed to balance quantitative ratings with opportunities for qualitative feedback, allowing clients and caregivers to not only rate their experiences, but also share personal insights and comments. This approach provided CANES with valuable data and meaningful perspectives that will help guide ongoing improvements in care and service delivery. A total of **350 Clients and Caregivers** completed our survey, and below are just a few stats to share from our survey.

Data Compilation and Analysis

Areas of Strength at a Glance

Written Surveys

Amount of people who filled out the survey by hand or hard copy

108

On-Line or QR Code

Amount of people who responded to our QR Code Post Card mail-out

170

Cold Calls by Phone

Amount of people who answered the call and spoke with our surveyor

72

Clients

Amount of people who identified as CANES Clients that took our survey

275

Caregivers

Amount of people who identified as a Caregiver that took our survey

75

Strong Overall Experience

High trust and loyalty among clients and caregivers

88%

Courtesy & Respect

Clients were treated with courtesy and respect consistently

95%

Program Satisfaction

Overall top-performing care programs and Services

91%

Likelihood to Recommend

Clients and their Caregivers would recommend CANES services

89%

Psychological Safety

Clients and Caregivers felt safe speaking up about their care

86%

Mission Impact: CANES takes pride in the 88% overall effectiveness in helping maintain independence, staying true to our mission and the people we serve. We will conduct this survey annually to allow CANES to measure progress over time, respond to changing community needs, and ensure services remain client-centred, inclusive, and effective, while demonstrating a commitment to listening, and accountability.



Your Health and Safety

Preventing Falls in your Home



Falls prevention is an essential part of maintaining safety, independence, and quality of life for older adults at home. As we age, changes in balance, strength, vision, and mobility can increase the risk of falls, which may lead to serious injuries and loss of confidence. Simple safety measures such as removing tripping hazards, ensuring proper lighting, using mobility aids when needed, wearing supportive footwear, and staying physically active can greatly reduce the risk of falls. Creating a safe home environment not only helps prevent injuries, but also supports seniors in continuing to live comfortably and confidently in their own homes for as long as possible.

What Can be Done?



Exercise Regularly

A simple routine involving stretching, light weight-lifting and even just walking can improve balance and stability.



Get Vision and Hearing Checked

Both vision and hearing play a major roll in keeping your balance. Annual checks on both could prevent a major fall.



Review your Medication with your Doctor

Meds often contain side-effects that can put you off balance. Know which ones to take when you know you'll be moving about.



Wear Proper fitting Shoes

Just because a shoe or flip-flop is easy to put on, doesn't necessarily mean it's safe. Try velcro ones with a stable sole!



Improve Lighting in and around your home

Be sure the halls and stairwells are well lit. Try using motion LED's, especially on the way to the bathroom at night.



Install Handrails and Grab Bars

A grab bar or a handrail are often your last resorts to a fall. Installing them in tricky places around your home could save you.

Call the CANES Home Maintenance Dept.

While the responsibility of home safety primarily lies with the individual and their families, CANES is dedicated to senior care and plays a pivotal role in facilitating this process. We offer valuable services, from free home safety inspections to installing grab bars, while ensuring senior residences are not only safe, but practical for their specific needs.



Home Maintenance

Safety, Quality, Honesty.
416-743-3892 ext. 247



A Report from our CEO, James Meloche



Dear Friends and Partners,

It's hard to believe I have now been with CANES for 10 months. In many ways, it feels like a short time, yet so much has happened. It has been a time of learning, listening, and appreciation for the passionate, dedicated work our staff deliver every day. I am deeply grateful for the opportunity to contribute to the important role CANES plays in the lives of clients and in our community.

Over the past year, our focus has been on strengthening CANES so we can continue to provide excellent care and service, now and into the future. As the organization has grown, we have taken important steps to build on that growth in thoughtful and sustainable ways. I am proud of the progress we have made and excited about what it means for the people we serve.

Listening to clients and caregivers has been one of our highest priorities. Along with revitalizing our Client, Family and Advisory Committee, we launched a new annual survey to better understand your experience with CANES. We were encouraged by the response: 88% of clients and care partners said they were satisfied with our services, 95% said they were treated with courtesy and respect, and 88% said CANES is helping them maintain their independence in the community. These results are meaningful to us, and they remind us of the importance of continuing to listen, learn, and improve.

We have also renewed our focus on the quality and safety of client care. With new leaders and resources in place, we have introduced additional training, tools, and systems to support high standards across the organization. Most importantly, these efforts are helping us strengthen the care and support we provide to clients. One example is the addition of a Recreational Therapist to our team, helping clients reconnect with others through meaningful and enriching activities that support well-being and reduce isolation.

Behind the scenes, we have also been working to strengthen the organization in ways that support better service for clients and families. This includes improving how we coordinate scheduling, modernizing our technology, strengthening risk oversight, and more effectively measuring our progress and outcomes. All of this work is helping prepare CANES for our Accreditation Survey this September and positioning us well for strategic planning in the months ahead.

At CANES, our mission is to provide outstanding support and care services that enhance the lives of our clients and help them remain in the community. I am proud to share that we are living that mission every day. Thank you for the trust you place in CANES. We remain committed to listening, improving, and working together to ensure our clients receive the support they need to live well and with dignity in the community.

Sincerely,

James Meloche, CEO,
CANES Community Care



CANES would like to Recognize and Celebrate our Team of Social Workers

At CANES Community Care, our Social Workers play a vital role in supporting the health, well-being, and independence of the clients we serve across the community. The first week of March recognizes our social workers, however, every day, they provide compassionate guidance to individuals and families as they navigate complex life transitions, health challenges, and care needs.



Our Social Workers work closely with clients and their family members to assess needs, connect them with appropriate community resources, and help develop care plans that support safety, dignity, and quality of life at home. CANES programs such as **Caregiver Support and Counselling**, **Behavioural Supports**, and the **Intensive Seniors Community Team** are supported by our skilled Social Workers who are compassionate advocates, problem-solvers, and trusted supporters who help families navigate difficult conversations, coordinate essential services, and access programs that make a meaningful difference in daily living.

Beyond coordination of care, CANES Social Workers provide emotional support and counselling to help clients and caregivers cope with change, stress, and uncertainty. Their work reduces isolation, empowers families with knowledge and resources, and ensures that clients feel heard, respected, and supported.

We extend our sincere appreciation to our Social Workers for their dedication, professionalism, and compassion. Their commitment to helping people live well in their homes and communities reflects the core values of CANES Community Care and strengthens the support network available to those we serve every day. If you or someone you know are in need of any support from our Social Worker team, don't hesitate to contact us at:

✉ information@canes.on.ca ☎ **416-743-3892 x 275**



Client and Family Advisory Committee

**3 Meetings held already
1 in November,
January and May!**



CANES is pleased to relaunch the Client and Family Advisory Committee (CFAC), an important initiative designed to provide ongoing, meaningful input from clients and caregivers with lived experience. The CFAC will play a key role in informing organizational planning, enhancing service design, and supporting quality improvement initiatives across the agency. This relaunch reflects CANES' continued commitment to client-centred care and aligns with the organization's Quality Improvement Framework, while also supporting preparation efforts for the upcoming Accreditation Canada review scheduled for September 2026.

For more information on our next meeting date or **how to become a member of our Client and Family Advisory Committee** please contact Geeta Grewal at:

✉ geeta.grewal@canes.on.ca

☎ **905-514-4570**



At one of our long-term care buildings supported by our BSO (Behavioural Supports Ontario) team, a meaningful and unexpected outcome has emerged from ongoing education sessions, one that highlights the profound impact of learning, empathy, and shared understanding.

In 2025, a resident wrote a poem following an education session on dementia that was delivered to the home's Resident Council. This council is made up of engaged residents who actively contribute to their community by organizing fundraisers, social events, and outings. During this time, there were varying perspectives among council members regarding residents living with dementia. In response, the BSO team facilitated an educational session to build awareness, deepen understanding, and promote a more inclusive and compassionate environment.

The session had a lasting effect. One resident, in particular, was so moved that he expressed his thoughts and reflections through poetry by capturing the importance of empathy and education in a powerful and personal way.

Inspired by this experience, the same resident later advocated for staff to participate in education that would help them better understand the lived experience of those in long-term care. This led to the recent Dementia Experience Simulation held at the home.

With his permission, these poems are being shared to inspire others. He has expressed a wish for it to be shared with you. The resident is also an aspiring author currently working on a book about life in long-term care and is proud to have you read his work.

Dementia

Let's talk about Dementia
And Alzheimer's too
A disease affecting the brain
And what we can do for you
Once we recognize symptoms
There are steps we can take
That help the cognitive abilities
To keep us much more awake
Some have a poor attention span
While others have orientation
And quite simply don't understand
It's all about behaviour
And the things that we can do
Improving the quality of life
Including me and you
We are here in this process
To give a helping hand
As we continue with the research
For everyone throughout the land

Dementia

Are you having a good day
Do you know what's going on
Have you tried walking a mile in other's shoes
Do you know right from wrong

Are you deaf or are you blind
Or do your legs hurt with pain
Or do you assume everything is alright
With nothing much to gain

Do you understand direction
From a different point of view
Or is care a task driven job
With so many things to do

This job focuses with compassion
With observance as a key
And residents need a helping hand
To face the world that they see

Anxieties are common place
Resident's worlds are upside down
Please try to understand
When we wear our facial frown

Some of us are ambulatory
But our brains are not working well
That's why we look up to you
We can speak yet cannot tell

All we ask for is understanding
Show us that you care
Walk a mile in our shoes
Try and do it if you dare

We still have lives to live
It's another phase of life
All aligned in God's waiting room
No more need for stress and strife

Thank you for your understanding of Dementia by **Art J. Thompson**

This story is a powerful reminder that education doesn't just inform, it transforms. Through listening, learning, and engaging with one another, we can foster a culture of empathy, respect, and truly person-centered care.

If you are a client of CANES and would like to have a piece of writing or artwork featured in an upcoming CANES Community Connector feel free to reach out to me, Joel Duncan. As always, thanks again for reading.

✉ joel.duncan@canes.on.ca

> CANES hosts Falls Prevention Education Sessions at our Assisted Living Buildings

We are pleased to share that our CANES recently hosted a series of Falls Prevention Education Sessions for residents living in our Assisted Living buildings. These interactive sessions were designed to empower our elderly clients with practical tools and knowledge to reduce their risk of falls and maintain their independence. The sessions were well attended and provided a welcoming environment for residents to learn, ask questions, and share their own experiences.

Throughout the sessions, participants explored common causes of falls, including balance challenges, muscle weakness, vision changes, and environmental hazards within the home. Our facilitators highlighted simple yet effective strategies such as improving home safety (removing loose rugs, ensuring adequate lighting, and installing grab bars), engaging in regular strength and balance exercises, and reviewing medications with healthcare providers. Residents also learned about the importance of proper footwear and the role it plays in maintaining stability and preventing slips.

Falls prevention is a critical topic for older adults, as falls are one of the leading causes of injury and loss of independence among seniors. Even a minor fall can have a significant impact on a person's confidence and overall well-being. By increasing awareness and offering practical solutions, these sessions aimed to help residents feel more confident in their daily activities and reduce the likelihood of fall-related injuries.



Keep your eyes and ears peeled for the next CANES Education session near you. Maybe we'll see you there.

> Connecting with Seniors at the Malton Seniors Fair

On a warm Monday in June, hundreds of community members gathered at the Malton Community Centre for Seniors Month, and CANES was proud to wave our flag and be part of the celebration.

The air-conditioned facility buzzed with energy as visitors explored information booths from agencies across the Central West area. CANES staff spoke with participants and shared resources on how seniors can maintain their dignity and independence while continuing to live at home.



One happy CANES client stopped by to chat and ended up posing for a photo with two of our social workers. **"I'm not sure where I'd be if I hadn't learned about CANES,"** she said, before picking up brochures on our Ride Connect Transportation program to share with friends in her building. It was a wonderful opportunity to connect with the community and spread the word about the services that help older adults thrive.



CANES Welcomes New Recreation Therapist, Yashpreet Kaur



"I am delighted to join the CANES Community. With over six years of experience in Recreation Therapy and Gerontology, I am dedicated to enhancing your quality of life through meaningful engagement and person-centered care."

"My goal is to foster social connection and emotional well-being across our Assisted Living and Transitional Care programs. I look forward to meeting you!"

Yashpreet will play a vital role in supporting clients in the home and community care sector who are experiencing loneliness and a lack of connection. Through purposeful, individualized activities, she will help clients re-engage with their interests, build social connections, and find new meaning in their daily lives.

Whether it's facilitating community involvement, encouraging hobbies, or creating opportunities for social interaction, Yashpreet hopes to address not only emotional well-being but also overall quality of life. Her work will help to reduce isolation, support mental health, and foster a sense of belonging ensuring clients feel seen, valued, and connected within their communities. To find out more about this new initiative, or to set up a session near you, you can email Yashpreet at: yashpreet.kaur@canes.on.ca



10 Carlson Court Suite. 200
Etobicoke, ON M9W 6L2

416-743-3892

Fax: 416.743.7654

Email: information@canes.on.ca

www.canes.on.ca

Visit our website to download an electronic version of our Newsletter.

40
years

Bringing Quality Care Home®

CANES Community Care is a not-for-profit organization providing excellent support services for seniors, to enable them to live in their community environment in safety and dignity.

Privacy Statement:

CANES Community Care values your privacy, and the protection of your personal information is very important to us. We do not sell nor trade our mailing lists. For further information, or to have your name removed from our list, or place a complaint, please contact the CANES Privacy Officer at **905-299-4396** or by email at darinka.opacic@canes.on.ca

CANES Community Care is an Equal Opportunity Employer

CANES Community Care will make every effort to accommodate any needs of candidates under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA). Please inform us if you require any accommodations.

