

2021

# Annual Report

*The power to act decisively, even amid uncertainty*

CANES first began in 1982 as a Home Maintenance program, servicing seniors homes in Etobicoke and the Rexdale areas of Toronto. CANES Community Care has now grown to become a Not-For-Profit organization that assists clients while providing care services in the home, along with emotional and social support, while helping thousands of seniors to continue to take part in the life of their community.

## Featured in this Report



- 1 Our Audience, Vision, Mission and Values
- 2 Intro to our 2021 Annual Report Theme and Board of Directors
- 3 Message from the Chair of the Board, Louise Stratford
- 4,5 Message from the CEO, Gord Gunning
- 6 In the Headlines - Part 1, *CANES Adopts New Mission and New Partnership with VHA Home HealthCare*
- 7,8 2021 Annual Report Theme: *The Power To Act Decisively, Even Amid Uncertainty*
- 9 In the Headlines - Part 2, *New Partnership With Halton Healthcare and CANES@Home*
- 10 Programs and Services Delivered
- 11-13 Summary Financial Statements
- 14 Our Funders and Community Partners
- 15 Our Care Services and General Information

*Bringing Quality Care Home®*

# Our Audience

1

The **CANES 2021 Annual Report** provides key stakeholders, clients, and partners with a summary of our operational and financial performance during the fiscal year from April 1st 2020 to March 31st 2021.

It is a tool to assess how well we are performing, and how our outcomes for 2020-21 are measured against the targets set out in our Strategic Plan, which are detailed further in our CANES Playbook and our Vision 2025 Documents.



CANES Community Care staff who deliver programs and services to our clients



Support partners who provide services and assist our clients and their families

Our clients, assisted living residents and recipients of our care programs and services



Federal and Provincial Governments who support CANES Services



## Vision, Mission and Values Statements

CANES Board of Directors and Senior Management Team, have adopted a new Mission, Vision, and Values Statements to lead CANES Community Care through 2021 and beyond with a strong focus on Client and Family Centred Care.



### Our Vision

Live Well, Age Well  
- with CANES Community Care.

### Our Values

#### Reliable

CANES is committed to consistently providing high quality care that clients can trust.

#### Responsive

CANES builds meaningful collaborations with clients, families and partners focused on optimal outcomes for the individuals we serve.

### Our Mission

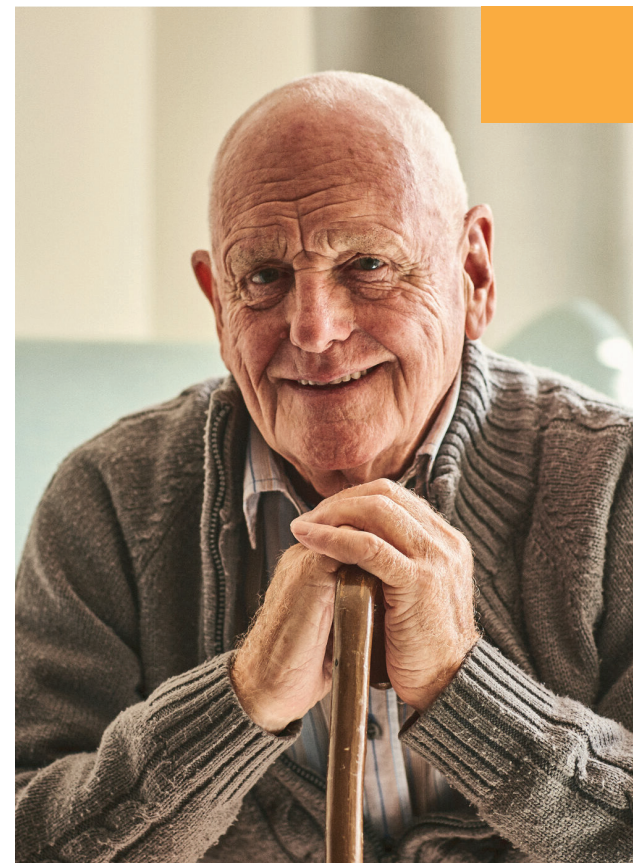
Provide outstanding support and care services that enhance the lives of our clients, enabling them to remain home and in their community.

#### Reputable

CANES is an acknowledged leader, preferred partner and employer of choice.

#### Reaching

CANES is always evolving, innovating and embracing opportunities to ensure our clients get the best care.







**Uncertain times** can severely test (and reveal) the quality of an agency's overall success and survival. It is during these times that agency's like CANES will act - and act decisively. Through our actions, we set an example for everyone in the homecare industry and stand as the difference between thriving in the crisis of a pandemic or suffering irreparable damage. Indeed, COVID-19 has caused turbulent environments that can often increase the distance between the quality of care services and even the availability of service altogether. Those that outpace the indecisive are often defined by the effectiveness of their front line employees and leadership team.

So how does **CANES Community Care** cope with uncertainty? Read further on pages 7-8 about how CANES uses the power of Communication, Helping others lead, and how we planned for the long and short term of this Pandemic. CANES refocused our Vision, Mission and our Core Values while engaging the pandemic early and with purpose. As a homecare agency, we had to look beyond and outward from the lockdowns and isolation. We created order out of chaos by demonstrating true grit on the front lines. Through tough times, CANES needed to have the *power to act decisively, even amid uncertainty*.

## CANES 2021 Board of Directors

Janet Cadigan  
Joanne Campbell  
Amit Chalam  
(Treasurer)  
Carla Eisnor

Raveen Kalra  
Kais Lakhdar  
Joe McReynolds  
Kelly Stadelbauer

Louise Stratford  
(Board Chair)  
Doug Thomas  
(Vice Chair)  
Laurence Wolfson



# A Message From Louise Stratford

## Chair of the Board

3

As we look back on this very unusual year, which has been in turn both stressful and inspiring, we are reminded that despite all our pondering and planning we tread a very uncertain path in this life. One approach to handling uncertainty is to attempt to control it with worry and analysis; another is to simply seize the day and carry on. Here at CANES we subscribe to the second approach.

As our CEO Gord Gunning will outline in his report, when the pandemic struck our community full force in March of 2020, CANES was quick to implement our Business Continuity Plan and swiftly determine what adjustments were needed to confront the realities of life in a pandemic. It was necessary to decide what parts of our programs could carry on, how they must be modified, and what new services we could offer to respond to evolving client needs. All of this took place alongside a steadfast commitment to keep our clients and our staff as safe as possible.

The result was a year that saw not only the successful continuation of many of our services but significant growth as well. Of particular note was the enhancement of our Transitional Care program with added reach and capacity, and the launch of our new High Intensity Supports at Home programs. These service offerings provided meaningful assistance to our hospital and health care partners by enabling people to receive healthcare support in the community. This created more capacity in the system to help patients hit hard by COVID-19 and requiring hospitalization.

These achievements were only possible thanks to the diligence and dedication of our talented team of staff at CANES. From the senior leadership to the front lines, everyone has pulled together to adapt and serve our clients despite the many challenges that continued to arise as the year progressed. The Board of Directors is grateful to all of them, as well as to our clients and their families, our community partners and our funders.

While we are all optimistic that we have now turned the corner on this pandemic, we are very mindful of the lessons we have learned about the need for resilience and the requirement to remain vigilant. There is much to do in the coming year, and we at CANES are looking forward to continuing to pursue our Vision of helping our clients *"Live Well, Age Well with CANES Community Care"*.

Sincerely,

Louise Stratford  
Chair of the Board, CANES Community Care





# A Message From Gord Gunning

4

CEO

**First looking back** - I am extremely proud to report that 2020/21 was a formidable year for CANES Community Care. In spite of the COVID-19 pandemic that we all have faced since March 2020, the Board of Directors and the senior management team acted decisively on a number of fronts and as a result we accomplished many things over the past year.

## **Pandemic Planning**

When COVID-19 changed our world in March 2020 CANES immediately implemented our Business Continuity Plan. We formed Response Teams, announced that there would be no lay-offs and pivoted within two weeks to redeploy our workforce. We also guaranteed the continuation of all employee benefits. These actions - even amid the uncertainty - allowed CANES to maintain our workforce to continue to provide all essential services to our clients and to assist five Meals on Wheels agencies who were struggling to find volunteer drivers. We have continued to provide regular updates to the Board of Directors to ensure that CANES was managing all risks related to COVID-19.

In addition, we developed a telecommuting schedule for our staff to work remotely with some limited shifts at our Head Office. This was implemented to ensure proper social distancing. To keep our communication lines open we scheduled regular virtual Town Hall meetings with our front line PSWs, Drivers, Passenger Assistants, Supervisors and Management Team. We have followed all Public Health and Ministry of Health protocols for Personal Protective Equipment (PPE) and Infection Prevention and Control (IPAC) guidelines. These actions have resulted in CANES programs and services actually expanding significantly in 2020/21 and achieving 52% growth in our funding allocations to better serve our clients, their families and caregivers.

## **Programs and Services**

CANES, in partnership with VHA Home Healthcare, William Osler Health System, Halton Healthcare, Connected Care Halton Ontario Health Team (OHT), Brampton Etobicoke OHT, Nucleus Independent Living and fifteen subcontractors, we expanded our Transitional Care programs to support our hospital partners and we launched five High Intensity Supports at Home (HISH) programs during the past year.

CANES expanded our Behavioural Supports Ontario (BSO) program which includes a Psychogeriatric Resource Consultant (PRC) and four specially trained PSWs working within the Transitional Care program. All Assisted Living programs continued to run at full capacity and Congregate Dining settings were put on hold to ensure our client safety as the COVID-19 pandemic impacted our ability to provide safe transportation to these venues.

## **Infrastructure and Quality**

CANES' worked closely with Alayacare, our Client Relationship Management software partner, to test new virtual care software and we received funding from Ontario Health to pilot a new digital service for our clients to access from their own homes. CANES continued to upgrade its information systems and computer hardware to ensure that we keep current with all security protocols.

On the quality front our agency has been very busy reviewing and updating our policies and procedures related to medication management, enterprise risk and privacy. We are also reviewing the Home Care Standards of Accreditation Canada to ensure that we are in compliance and that we are well positioned for our Surveyor site visit currently scheduled for September 2022.

*(Continued)*

## Collaboration and Training

CANES expanded its partnerships with highly qualified providers in order to increase our capacity to meet the growing demand for services in our catchment areas. As a result, the number of referrals we received from hospitals, home and community care agencies, and our partners increased significantly.

On the training front, CANES added HR Downloads to our roster of applications and put all our mandatory training topics on line. All CANES staff were able to access their mandatory training remotely. In addition, CANES partnered with VHA Home Healthcare to offer some training on delegated acts to some of our partner agencies.

## Strategic Planning

Even though we were living through the pandemic the Board of Directors and senior management felt it was time to develop a new 2-Year Strategic Roadmap to support our longer term strategic plan titled "Vision 2025". After reviewing several proposals we selected the firm of Santis Health. Well known in the healthcare and community support sector, Santis Health worked closely with the Board and management to create a plan that will serve our agency well over the next few years as we all adjust to a transforming health system beyond the pandemic.

## Ontario Health, Ontario Health Teams and Home & Community Care Modernization

The integration of several provincial crown corporations continued during the pandemic and several planning and response tables were formed to address the capacity and service issues created by the pandemic. Many Ontario Health Teams struggled to maintain the momentum that they had created as the pandemic unfolded but they are now starting to reconvene on a regular basis to explore new opportunities to achieve integrated care. The Home and Community Care organizations are expected to have a new Board of Directors and CEO effective as of July 1, 2021 and begin its modernization process.

While these restructurings are happening across the province CANES is committed to ensure that we operate in a "business as usual" mindset.

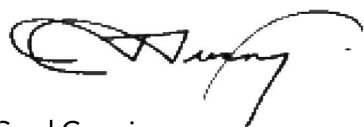
## What to Expect Going Forward

Looking ahead it is difficult to predict the future. A favourite quote of mine is "*The best way to predict the future is to invent it*". So I hope that you can tell from our collective actions this past year that CANES will work very hard to invent its own future. We have all heard in the news that the office will never be the same, we have heard of hybrid models of work and so on. I do know one thing for sure - CANES Community Care will emerge from the pandemic even stronger than when we went into the lockdown. Working remotely our team, supported by very strong partners, has met and exceeded all expectations. We are very well positioned to continue to expand many of our services to support our growing client list.

## Conclusion

In conclusion, I would like to extend my heartfelt appreciation to our front line staff, our clients, their families and caregivers, our community partners, our funders and our Board of Directors for your continued support. On behalf of the CANES senior management team it has been a real pleasure working with and for you during this past year. We are all looking forward to meeting you face to face soon so that we can work collaboratively and decisively to achieve fully integrated care and improve the health of all Ontarians.

Sincerely,



Gord Gunning,  
CEO, CANES Community Care





## CANES Adopts New Vision, Mission and Values Statements

The Board of Directors and Senior Management Team of CANES Community Care held a virtual Strategic Planning session on October 30th and October 31st, 2020. Following a thorough review of trends and opportunities in the external environment as well as the internal agency structure, the group worked with experienced Consultants at Santis Health to develop a CANES' Strategic Roadmap for 2021 and beyond.

Part of this process involved a review of the agency's Vision, Mission and Values statements to determine if they were still reflective of our current programming, service delivery structure and external environment. Once the agency's Strategic Roadmap was finalized, CANES' Board and Senior Management Team deemed it necessary to schedule another virtual planning session.

This next virtual planning session was entirely focused on updating the agency's Vision, Mission and Values to align with the assessments captured in the newly developed Strategic Roadmap, taking into consideration the agency's broadened scope of service, clientele and the constantly changing external environment. The results from this discussion are showcased at the beginning of this Annual Report staging the new Vision, Mission and Values statements.

## CANES and VHA Awarded Funding for New High Intensity Supports at Home (HISH)

VHA Home HealthCare and CANES Community Care are pleased to announce that their partnership has been awarded funding under the High Intensity Supports at Home (HISH) program effective from December 1, 2020. The Ministry of Health, and the Central Region of Ontario Health represented by the Mississauga Halton LHIN and the Central West LHIN recently approved two business cases to provide care for up to 40 high-risk seniors in the community who are on the wait list for Long Term Care placement.

Working closely with the LHIN Care Coordinators, VHA Home HealthCare and CANES Community Care will identify eligible patients and bring them onto service quickly in an effort to avoid unnecessary hospital admissions during the pandemic.



"As the Lead Agency for this initiative we are excited to strengthen our partnership with CANES Community Care and provide these new services in the communities we serve" stated Vicki MacCallum, Interim Regional Director, GTA West, VHA Home HealthCare. "VHA partnered with CANES to launch the Malton Integrated Care Clinic in 2019 and we fully expect that this new HISH initiative will be equally successful".


"The addition of rehabilitation services combined with nursing and personal support services will provide a comprehensive bundle of wrap around care for these patients" stated Richard Rementilla, Nursing Supervisor, VHA Home HealthCare. "I look forward to working with the CANES Team to enhance our partnership and expand our care services".



# The Power to Act Decisively, Even Amid Uncertainty.

7

## CANES' 2021 Annual Report Theme

A person wearing a backpack and winter gear stands on a vast, frozen lake. The lake's surface is like a mirror, reflecting the surrounding snow-covered mountains and the clear sky. The scene is serene and expansive, with the person standing in the middle ground, looking towards the distant peaks.

So how does CANES Community Care cope with uncertainty, and be sure to make the right steps forward during such turbulent times in our field of work? Here are 8 enduring practices that CANES focused on while continuing to deliver high quality care services to our clients during the COVID-19 pandemic.

### 1. Clear and Precise Communication

Uncertainty can produce anxiety throughout the workforce and among our clients, and their families. Silence will be interpreted as (very) bad news. It is essential to communicate (and reinforce) a clear perspective on what is happening and what this pandemic means for the agency. CANES continued to communicate its voice through newsletters, social media, virtual meetings and even in person while fully protected by PPE.

### 2. We Planned for the Long, and Short Term

CANES had the ability to devote the appropriate resources to the immediate needs of the agency such as providing our staff with PPE, following health and safety protocols, implementing our Business Continuity Plan, all while maintaining a focus on long-term strategic goals. CANES didn't hesitate to make the hard choices to address short-term priorities; we demonstrated the courage to preserve the investments that are essential to the long-term health of the agency. This included not laying off any of our employees or discontinuing any essential care services to our clients throughout the COVID-19 Pandemic.

### 3. Helping Others Lead

One person alone cannot lead in turbulent times. CANES has many leaders in times of such rapid, constant and unpredictable change. Our best leaders step up at this time and help others lead - they do not retreat behind an understandable level of stress and information overload. CANES' Management Team enabled and promoted other leaders within the agency that are catalysts for widespread change during this pandemic.

### 4. We Refocused our Core Values

CANES' vision, mission, values and culture were put to the test in these turbulent times. We needed to communicate and amplify the agency's mission to reassure and galvanize those around us. So we revamped our Vision, Mission and Core Values in the midst of this pandemic. We identified our "culture carriers" such as our front line PSWs and Drivers who set a visible example by reinforcing the culture and values to our clients that would push CANES through the difficult periods. Our new statements will convey (in word and deed) that the organization's enduring values are the best tool for navigating any challenges that may arise.



## 5. Engage Early, with Purpose and Humility

Even when under pressure, CANES engaged purposefully with those around us to marshal the energy of the broader workforce. We created a sense of togetherness by having the humility to listen to a wide range of opinions - not just those of our leadership team - but focusing on asking questions to everyone rather than attempting to serve as the universal source of answers. In addition to assisting our Meals On Wheels partners CANES increased its grocery shopping and delivery to isolated seniors. We served over 1000 seniors during this time, and continue to do so throughout the pandemic.

## 6. Looking Outward

A natural reaction to a sudden shock is to withdraw inward. CANES actively resisted this instinct. We looked outward to employees, suppliers, clients, boards and investors, gathering the insight required to enable better decision making. This should be a two-way channel at all levels, with insights flowing to and from all key stakeholders. This strategy allowed us to ensure that we would have a full supply of PPE and proper sanitization equipment during the high demand.

## 7. Create Order Out of Chaos

In the early days of the pandemic, CANES cut through the clutter of conflicting data and opinions, identifying the areas that needed attention and allocating resources accordingly. We focused on homecare services, transportation and client and employee safety, quickly developing and communicating a point of view on the best path forward. We provided a welcoming sense of direction to our Management Team by implementing our Business Continuity Plan that might otherwise be paralyzed by indecision.

## 8. Demonstrating Grit

Grit is the mental toughness, perseverance and unwavering focus with which CANES front line staff approach challenges. This means seeing tasks through to completion, while maintaining the highest performance standards. In serving as an example of these qualities, our front line PSWs can lift the collective resilience and tenacity of the entire agency. Our social media platforms have been sharing such examples from our workers with what we call Fearless Fridays. Where each Friday we share with all staff, our stories of perseverance and bravery to keep on going, to serve those who are frail and are in great need of our care services.



*We're going places*

ride  
connect



## CANES Helps to Reduce Over Crowded Hospitals

The New CANES@Home program provides augmented in-home personal support worker services for up to 60 days to help patients who no longer require hospital care to receive the care they need in the community.



This Halton Healthcare led initiative, through CANES Community Care and supported by the Mississauga Halton LHIN (Local Health Integration Network) Home and Community Care, offers a solution to enable patients to return home to await their long-term destination. This may include a long-term care home, retirement home, alternate care setting or a home with Home and Community Care supports.

The CANES@Home program is a specific, time-limited, program. Patients will, based on assessed care needs, have access to enhanced PSW supports in the home, provided exclusively by CANES Community Care. Service levels will vary for each patient, depending on customized care plans developed by a Mississauga Halton LHIN Home and Community Care Coordinator.



The Community Care Coordinator will work with patients and families to tailor services to ensure that all care needs are met through existing programs and services after the 60 days has ended. This may include additional choices for long-term care homes, entering into an agreement with a retirement home, or support at home by a Community Care Coordinator with existing LHIN Home and Community Care services and programs. The benefits to patients and families include:

1.

A Community Coordinator will support the transition from hospital to home

2.

Close communication among patients, families and providers in the circle of care

3.

Patients will be able to await their long-term destination within the comfort of home

4.

Customized and flexible care planning that is adjusted to meet the needs of patients and their families



# Programs and Services Delivered

10

CANES Community Care offered thirteen different care services to over 4,535 clients living in Brampton, Malton, Etobicoke, and Woodbridge as well as providing accessible transportation services throughout Mississauga, Oakville, Milton and Halton Hills this past year. Statistics included are from the CW-LHIN area, unless stated otherwise including the MH-LHIN.

PROGRAMS and CARE SERVICES	NUMBER OF INDIVIDUALS			UNITS OF SERVICE		
	2018 2019	2019 2020	2020 2021	2018 2019	2019 2020	2020 2021
● Homemaking/Respite/Cluster/Personal	387	451	<b>492</b>	35,439	34,491	<b>51,274</b>
● Caregiver Support and Counselling	468	402	<b>424</b>	3,757	3,661	<b>4,590</b>
● Assisted Living	366	359	<b>345</b>	103,299	106,727	<b>97,131</b>
🏠 City of Toronto HFA (Homes For the Aged)	59	59	<b>59</b>	11,680	11,680	<b>11,689</b>
● Home Maintenance	1,020	1,016	<b>798</b>	10,122	3,623	<b>5,165</b>
● Congregate Dining	334	451	<b>626</b>	2,002	663	<b>626</b>
● Friendly Visiting	64	72	<b>76</b>	5,165	2,887	<b>4,288</b>
● Ride Connect Transportation <small>*(Stats include MH-LHIN, CW-LHIN and rides to Malton Care Clinic)</small>	965	1,029	<b>1,135</b>	49,503	58,841	<b>47,079</b>
● Home@Last	283	278	<b>250</b>	657	668	<b>682</b>
● High Intensity Supports at Home (HISH) <small>*(Stats include both MH-LHIN, CW-LHIN areas)</small>	N/A	N/A	<b>142</b>	N/A	N/A	<b>52,443</b>
● Intensive Seniors Community Team	30	30	<b>39</b>	1,087	1,530	<b>1,950</b>
● Psychogeriatric Resource Consultant	N/A	N/A	N/A	N/A	N/A	<b>952</b>
● Transitional Care <small>*(Stats include both MH-LHIN, CW-LHIN areas)</small>	200	<b>125</b>	<b>149</b>	N/A	96,340	<b>189,720</b>
<b>TOTAL Cumulative total*</b>	<b>4,370</b>	<b>4,705</b>	<b>4,535</b>	<b>231,898</b>	<b>337,616</b>	<b>467,589</b>
<b>Volunteer Activities <small>*(Cumulative total)</small></b>	<b>48</b>	<b>56</b>	<b>37</b>	<b>1,495</b>	<b>1,666</b>	<b>2,966</b>

CANES continues to serve clients inside their own homes while offering 360 degrees of quality care services that allow them to remain living throughout their community. We strive to support our clients to maintain their independence through the delivery of almost **468,000** units of service annually, while serving over **4,500** individual clients.







Tel: 289 881 1111  
Fax: 905 845 8615  
www.bdo.ca

BDO Canada LLP  
360 Oakville Place Drive, Suite 500  
Oakville ON L6H 6K8 Canada

---

## Report of the Independent Auditor on the Summary Financial Statements

---

### To the Directors of CANES Community Care

#### Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2021 and the summary statement of operations for the year then ended (the "Summary Financial Statements"), are derived from the audited financial statements of CANES Community Care (the "Organization") for the year ended March 31, 2021.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the criteria disclosed in Note 1.

#### Summary Financial Statements

The Summary Financial Statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the Summary Financial Statements and the auditor's report thereon, therefore, is not a substitute for reading the Organization's audited financial statements and the auditor's report thereon.

#### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated May 25, 2021.

#### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the criteria disclosed in Note 1.

#### Auditor's Responsibility

Our responsibility is to express an opinion on whether the Summary Financial Statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Audit Standards (CAS) 810, 'Engagements to Report on Summary Financial Statements'.

*BDO Canada LLP*

Chartered Professional Accountants, Licensed Public Accountants

Oakville, Ontario

May 25, 2021

## CANES Community Care Summary Statement of Financial Position

March 31 2021 2020

### Assets

#### Current

Cash	\$ 4,635,405	\$ 2,106,810
Accounts receivable	2,154,160	380,564
HST receivable	61,697	79,506
Prepaid expenses	101,765	146,436
	<b>6,953,027</b>	<b>2,713,316</b>

#### Investments

#### Capital assets

1,500,251	1,473,440
<b>1,533,664</b>	<b>1,743,310</b>

**\$ 9,986,942 \$ 5,930,066**

### Liabilities and Net Assets

#### Current

Accounts payable and accrued liabilities	\$ 5,970,037	\$ 2,343,358
Deferred revenue	177,556	25,567
	<b>6,147,593</b>	<b>2,368,925</b>

#### Deferred capital contributions

#### Deferred rent

1,402,060	1,545,132
<b>476,442</b>	<b>457,889</b>

**8,026,095 4,371,946**

#### Net assets


Funds invested in capital assets	131,604	198,178
Internally restricted - Reserve Fund	1,335,483	1,117,386
Internally restricted - Jennie May Fund	364,767	356,054
Unrestricted	<b>128,993</b>	<b>(113,498)</b>

**1,960,847 1,558,120**

**\$ 9,986,942 \$ 5,930,066**

On behalf of the Board:

 Director

 Director

## CANES Community Care Summary Statement of Operations

For the year ended March 31	2021	2020
<b>Revenue</b>		
Government grants and allocations	\$ 17,215,340	\$ 12,174,980
Program services	5,403,443	3,187,988
United Way of Greater Toronto & York Region grants	-	28,433
Other revenue	953,705	89,083
Staffing services	837,898	-
Fundraising and donations, net	4,339	7,321
Gain on disposal of capital assets	1,223	12,778
Amortization and write down of deferred capital contributions	380,424	379,343
	<b>24,796,372</b>	<b>15,879,926</b>
<b>Expenditures</b>		
Remuneration, benefits and purchased services	19,462,177	12,369,879
Administrative and occupancy	3,406,992	2,070,385
Other	1,016,991	987,234
Amortization	534,295	490,829
	<b>24,420,455</b>	<b>15,918,327</b>
<b>Excess (deficiency) of revenue from operations</b>	<b>375,917</b>	<b>(38,401)</b>
<b>Investment gain (loss)</b>	<b>26,810</b>	<b>(33,159)</b>
<b>Net excess (deficiency) of revenue over expenditures</b>	<b>\$ 402,727</b>	<b>\$ (71,560)</b>

## Notes to the Summary Financial Statements

### 1. Summary Financial Statement Preparation

Management is responsible for the preparation of the summary financial statements. The summary presented includes only the summary statement of financial position and the summary statement of operations. It does not include the statement of changes in net assets, statement of cash flows, or the notes to the financial statements.

Copies of the March 31, 2021 audited financial statements are available at the CANES Community Care head office.





CANES Community Care gratefully acknowledges the on-going financial support of our funders and supporters.

Ministry of Health

Central West Local Health Integration Network (CW-LHIN)

Mississauga Halton Local Health Integration Network (MH-LHIN)

City of Toronto

Ontario Community Support Association

Ontario Health Teams (OHTs)

Meals on Wheels

Grant Funding as Available

Fundraising Initiatives

Department of Veteran Affairs Canada

Donor Individuals and Organizations

Fees for Services



Veterans Affairs  
Canada

Anciens Combattants  
Canada



William Osler  
Health System

## Home Care

- Homemaking/Personal and Respite Care
- Home Maintenance
- Assisted Living
- Intensive Seniors Community Team

## Programs

- Transportation
- Friendly Visiting
- Caregiver Counselling
- Community Outreach
- Congregate Dining

## Specialty Services

- Home at Last
- Behavioural Supports
- Transitional Care
- HISH (High Intensity Supports at Home)



*Bringing Quality Care Home®*

## Head Office

**10 Carlson Court, Ste. 200**

**Toronto ON, M9W 6L2**

**416-743-3892**

**information@canes.on.ca**

**www.CANES.on.ca**



**@CANESCommunity**

**2021**

**Annual Report**

*The power to act decisively, even amid uncertainty*