

2026

Annual Report

People at the Heart of Care

Founded in 1982 as a Home Maintenance Program serving seniors in Etobicoke and Rexdale, CANES Community Care has evolved into a trusted not-for-profit organization dedicated to helping older adults live independently and with dignity. Through comprehensive in-home care, emotional support, and community-based services, CANES now assists thousands of seniors each year, enabling them to remain connected, engaged, and thriving within their communities.

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Our Community Support Team

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The **CANES 2026 Annual Report** offers our key stakeholders, clients, staff and partners a comprehensive overview of our operational and financial performance for the fiscal year spanning **April 1, 2025, to March 31, 2026.**

This document evaluates our performance by measuring the outcomes of 2025-26 against the targets outlined in our Strategic Plan, as further detailed in the CANES Playbook.



CANES Community Care Staff, who deliver programs and care services to our clients



Federal and Provincial Governments, who fund and support CANES Community Care

Our Clients, who are living in their own homes and Assisted Living sites throughout the community



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



Vision, Mission and Values Statements

Our Mission

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

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.

Reputable

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

Responsive

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

Reaching

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





People at the Heart of Care

At CANES Community Care, everything we do begins and ends with people. Our clients, caregivers, staff, volunteers, partners, and supporters are the foundation of our mission and the driving force behind the care we provide every day. This year's theme, **People at the Heart of Care**, reflects our unwavering commitment to putting individuals first, listening to their needs, respecting their choices, and supporting their ability to live safely, independently, and with dignity in the communities they call home.

For more than four decades, CANES has evolved to meet the changing needs of older adults and caregivers across our communities. While our programs and services have grown, our purpose has remained the same: to provide compassionate, high-quality care that enhances quality of life and fosters meaningful connections. Behind every service delivered is a person with a unique story, and behind every success is a team of dedicated individuals working together to make a difference.

Throughout this annual report, you will see the impact of a people-centred approach to care. You will read stories of resilience, compassion, and community in our **Care In Action** Sections that focus on **Stories of Impact**. You'll learn about the achievements made possible through collaboration and innovation; and see how the commitment of our staff, and community partners continues to strengthen our organization and the people we serve.

As we reflect on the past year, we are proud of what we have accomplished together and grateful for the trust placed in CANES Community Care. We remain focused on building a future where every person has access to the support they need to age with dignity, remain connected to their community, and live life to its fullest potential.

Because at CANES, people are not just at the centre of our work, they are at the heart of our care.

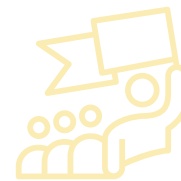




A Message From James Meloche

CANES' CEO

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Dear clients, caregivers, staff, partners, and friends:

At CANES Community Care, people are at the heart of what we do. Across our Board, leadership team, staff, volunteers, partners, clients, and caregivers, we share a commitment to compassionate, people-centred, high-quality care. 2025-2026 was a significant year for CANES. With a new leadership team in place, we focused on strengthening the organization so we can continue providing excellent care and supports today and into the future.

This year gave us many accomplishments to celebrate and many people to thank. With stronger performance data, focused leadership, and the daily commitment of our teams, CANES achieved, and in many cases exceeded our annual service goals set by Ontario Health. These results reflect our commitment to accountability, reliability, and high-quality care.

We also listened to clients, caregivers, and staff to understand how we are doing. We were encouraged that 88% of clients said CANES helps them live independently, and 97% of staff said they are proud to be part of an organization that makes a difference in people's lives.

We continued to look for practical ways to serve clients, communities, and partners better, from providing safe and reliable assisted living services, to supporting transitions from hospital to home, to introducing programs that address isolation and loneliness.

At a strategic level, the management team and Board have strengthened their collaborative relationship, with a shared focus on client safety, quality, risk management, and performance measurement. As leaders, our role is to serve those who serve others, supporting our teams so they can deliver the care that matters most. **We lead with heart and act with discipline.**

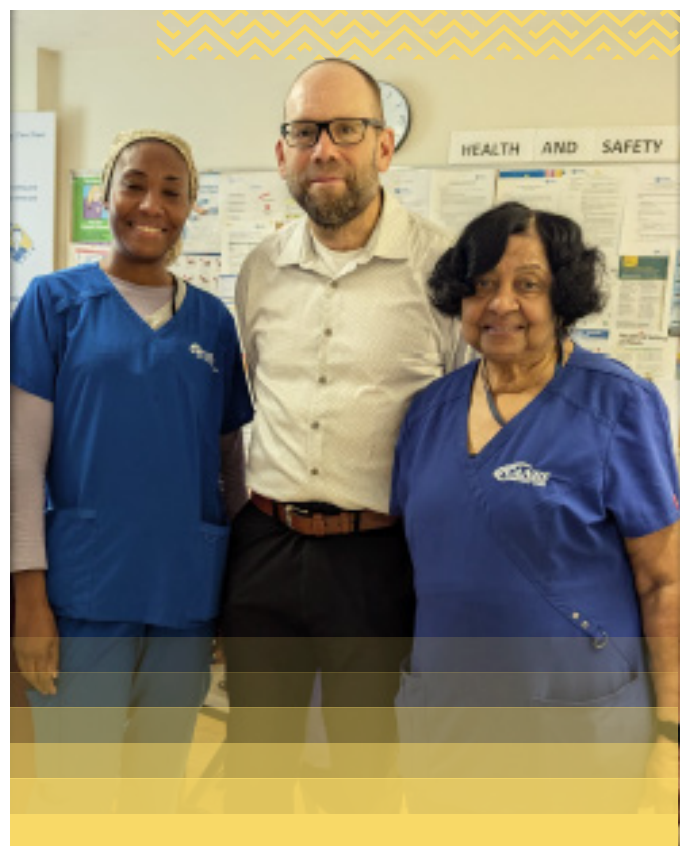
Looking ahead, we will continue this journey of improvement through our fourth accreditation and the development of a new strategic plan. In shaping that future, our senior leaders shared a 10-year vision for CANES grounded in people-centred, person-first care and in an organization that is trusted, accountable, valued, and empowered.

Thank you to our clients, caregivers, staff, volunteers, partners, funders, and Board of Directors. Your trust, dedication, and shared commitment make this work possible.

Together, we will continue putting people at the heart of care.

Sincerely,

James Meloche, CEO,
CANES Community Care



Bonnie's Story

When Bonnie Wilson arrived at Southbrook Transitional Care from William Osler Hospital in September 2024, she came with complex medical needs and required total care. While the challenges she faced were significant, it did not take long for Bonnie to become a valued and cherished member of the Southbrook family.

At CANES, we believe that people are at the heart of care, and Bonnie's journey reflected that every day. From the moment she arrived, a dedicated team of caregivers, nurses, supervisors, and support staff worked together to ensure she received not only the highest quality care, but also the dignity, comfort, and compassion she deserved.

Each day, staff carefully assisted Bonnie into her wheelchair so she could enjoy a change of scenery, engage with others, and remain connected to the life and activity around her. They supported her with meals, attended to her personal needs, and took pride in ensuring her comfort and well-being.

Bonnie enjoyed participating in activities whenever she could, and her warm presence touched many lives. Nina and Tamara, her Personal Support Workers, formed a special bond with her. They often spent time with Bonnie beyond their daily responsibilities, sharing conversations, laughter, and companionship. These meaningful moments became an important part of Bonnie's routine and exemplified the person-centered approach that defines care at CANES.

Supervisors worked diligently to ensure the right equipment, resources, and supports were always available. Every member of the team played a role. Bonnie was also surrounded by the love and support of her family. Her daughter and granddaughter were actively involved in her care, visiting regularly and partnering closely with staff to ensure that Bonnie's wishes, preferences, and needs were always respected. Together, family and caregivers created a circle of support centered on what mattered most: Bonnie.

On August 9, Bonnie passed away peacefully. Her loss was deeply felt by everyone who had the privilege of knowing her. In the weeks that followed, Bonnie's family shared a heartfelt message of gratitude with the CANES team, expressing their appreciation for the kindness, compassion, and dedication they witnessed throughout her stay. They also chose to honour the Southbrook team with a special acknowledgment in Bonnie's obituary, recognizing the exceptional care she received.

Bonnie's story is a powerful reminder that while healthcare is about meeting medical needs, truly exceptional care begins with people. Through every interaction, every act of kindness, and every moment of connection, the CANES team demonstrated what it means to put People at the Heart of Care.



CANES 2026 Board of Directors

Janet Cadigan

Carla Eisnor
Treasurer

Joe McReynolds

Doug Thomas
Board Chair

Joanne Campbell

Atul Kapoor
Vice Chair

John Rattray

Lindsay Cox
Corporate Secretary

Mark Kubisheski

Kelly Stadelbauer



Part 2

CANES Wins 2025 Employee Experience Innovator Award from AlayaCare

CANES Community Care has been recognized as the Canadian recipient of the 2025 Employee Experience Innovator Award at AlayaCare's Better Outcomes Conference. AlayaCare provides a cloud-based home healthcare software platform that helps care providers manage scheduling, clinical documentation, billing, and mobile care delivery. This award celebrates organizations like CANES that have made outstanding strides in elevating employee satisfaction and success through the thoughtful adoption and use of technology.

Since implementing AlayaCare, CANES has demonstrated what it means to lean into change. Through modernization, data-driven insights, and a commitment to empowering frontline staff, the organization continues to improve both the caregiver experience and client outcomes.



"We're honoured to receive the Employee Experience Innovator Award," said James Meloche, Chief Executive Officer at CANES Community Care. "This recognition reflects our commitment to creating a positive work environment where our caregivers feel supported, valued, and equipped to deliver exceptional care."

Rhonda Bosch, Chief Customer Officer at AlayaCare, added: *"CANES exemplifies what it means to prioritize the employee experience. Their proactive approach to technology and focus on sustainable growth make them a standout partner in driving better outcomes across home and community care."*

Northbridge Supports CANES Community Care with a 10K Donation

Northbridge is proud to continue its commitment to making a positive impact in the community by supporting programs and care services that enhance the independence and quality of life of older adults. This recent contribution to CANES Community Care reflects Northbridge's dedication to fostering inclusive, caring, and connected communities. CANES Community Care provides essential services that help older adults maintain their independence, remain active, and continue to thrive in their own homes.

"We are deeply appreciative of the incredible work the CANES Community Care team does every day. Together, we are helping build stronger, more compassionate communities where everyone can live with dignity and support."



Finding their way home

When an adult daughter living in Newfoundland reached out to CANES Community Care, she was deeply concerned about her aging parents who lived within the CANES service area. Both were facing significant physical and cognitive health challenges and were finding it increasingly difficult to manage on their own. Although the daughter had often encouraged her parents to move back to Newfoundland to be closer to family, they felt the process of relocating would be overwhelming and simply too difficult to undertake.

Recognizing the need for support, members of the CANES Social Work Team met with the couple. What began as an introductory conversation quickly developed into a trusting relationship. The couple immediately felt comfortable with the team and became receptive to receiving assistance and guidance.

As trust grew, Lisa, one of CANES' Social Workers, spent time getting to know the couple and understanding their needs, concerns, and hopes for the future. Through these conversations, she explored their feelings about returning to Newfoundland. The couple shared that while the idea of moving closer to family was appealing, they were concerned about the logistics, planning, and the financial costs involved.

When Lisa explained that their daughter was prepared to support the entire process, including arranging and paying for movers and helping secure suitable housing, the couple began to see new possibilities. Proud of their Newfoundland roots, they spoke fondly of the life they had left behind and how much they missed being close to the ocean and their family.

As the couple reflected on the opportunity to return home, they shared:

"We've always wanted to go back home, but we never thought it would be possible. Knowing we'll be close to our daughter and surrounded by the people and places we love means everything to us. We can't wait to enjoy the saltwater air again and be home."

With the support of their family and the CANES social work team, the couple made the decision to return to Newfoundland. Together, they secured a fully furnished three-bedroom home that would better meet their needs while costing much less per month than their current accommodation.



In the months leading up to the move, Lisa remained a steady source of support, visiting regularly to check in, offer encouragement, and assist with planning. These ongoing visits helped ensure the couple felt confident and supported as they prepared for this significant life transition.

On July 1, they began an exciting new chapter, one that brought them closer to family, greater peace of mind, and the place they have always called home. Their story is a powerful example of how people-centred care, compassionate support, and meaningful relationships can help individuals overcome challenges and achieve the future they envision for themselves. It is a reflection of CANES' commitment to keeping People at the Heart of Care.

Programs and Services Delivered

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The below Stats are Recorded from April 1, 2025 to March 31, 2026

CANES Community Care offers 16 care services to clients living in Brampton, Malton, Etobicoke, and Woodbridge as well as providing accessible transportation and homecare services throughout Mississauga, Oakville, Malton and Halton Hills this past year. Statistics included are from the Central West Home and Community Care (CW-HCC) area, unless stated otherwise including the Mississauga-Halton Home and Community Care (MH-HCC) area.

PROGRAMS AND CARE SERVICES	CLIENTS SERVED			EPISODES OF CARE		
	2023/24	2024/25	2025/26	2023/24	2024/25	2025/26
● Homemaking/Respite/Cluster/Personal	905	1,101	1,109	156,389	164,830	157,581
● Caregiver Support and Counselling	401	525	498	3,793	4,169	3,288
● Assisted Living	389	450	455	109,032	131,789	125,830
🏠 City of Toronto HFA (Homes For the Aged)	59	59	59	11,680	11,680	11,680
● Home Maintenance	1,026	1,012	950	4,992	5,241	4,928
● Congregate Dining (Holiday Meal Delivery)	652	627	588	652	627	588
● Friendly Visiting	56	56	56	2,449	2,551	4,962
● Ride Connect Transportation *(Stats include MH-HCC, CW-HCC and rides to Malton Care Clinic)	823	832	987	47,818	45,604	43,475
● Home at Last	269	269	284	680	720	945
● High Intensity Supports at Home (HISH) *(Stats include both MH-HCC, CW-HCC areas)	158	104	51	62,810	79,637	64,925
● Intensive Seniors Community Team	28	36	54	1,749	1,528	1,320
● Psychogeriatric Resource Consultant	N/A	N/A	N/A	879	4,821	3,834
● Transitional Care *(Stats include CW-HCC areas)	238	152	71	207,301	154,760	85,080
● THP@Home Program (Trillium Health Partners)	565	1,000	485	42,484	55,000	15,429
● Care Bridge Program	N/A	113	212	N/A	48,482	65,639
● NP-STAT (Nurse Practitioners Supporting Teams Averting Transfers)	N/A	253	99	N/A	2,434	640
TOTAL Cumulative total*	5,569	6,589	5,958	652,708	713,873	590,144
Volunteer Activities *(Cumulative total)	27	23	25	1,571	743	689

At CANES, we remain committed to delivering high-quality care that supports clients in the comfort of their own homes, while providing comprehensive wraparound services that help them stay connected to their communities. This fiscal year alone, we proudly delivered **590,144** episodes of care, serving almost **6,000** individual clients, all with the goal of promoting independence, dignity, and quality of life.

CANES Hires New Recreation Therapist



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

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 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.



CANES Relaunches Client and Family Advisory Committee

CANES is pleased to have relaunched 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 Accreditation Canada survey which was held in September, 2026.

As the CFAC continues to grow and evolve, CANES looks forward to fostering strong partnerships with clients and caregivers, ensuring their voices remain at the centre of decision-making. Their insights and experiences will help shape a more responsive, inclusive, and high-quality care experience for the communities we serve.



Our Client & Caregiver Satisfaction and Experience Survey Results

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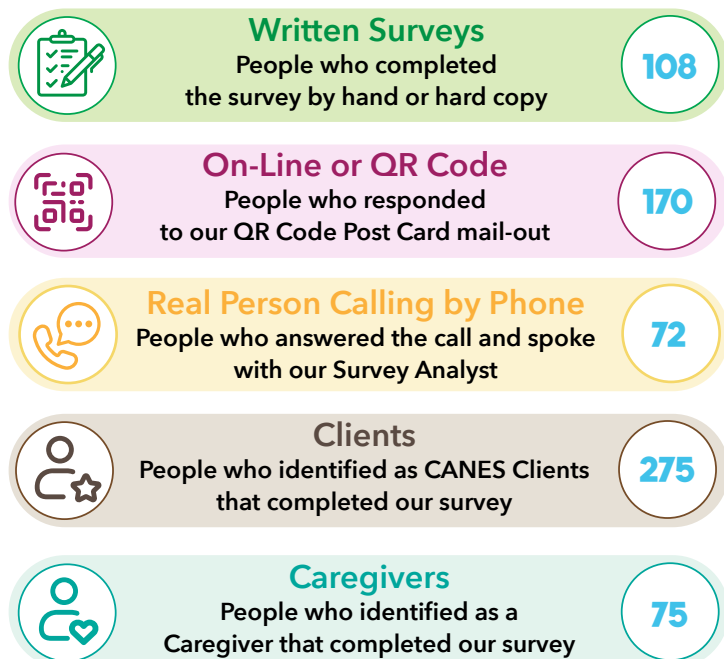
2026

The Results are in

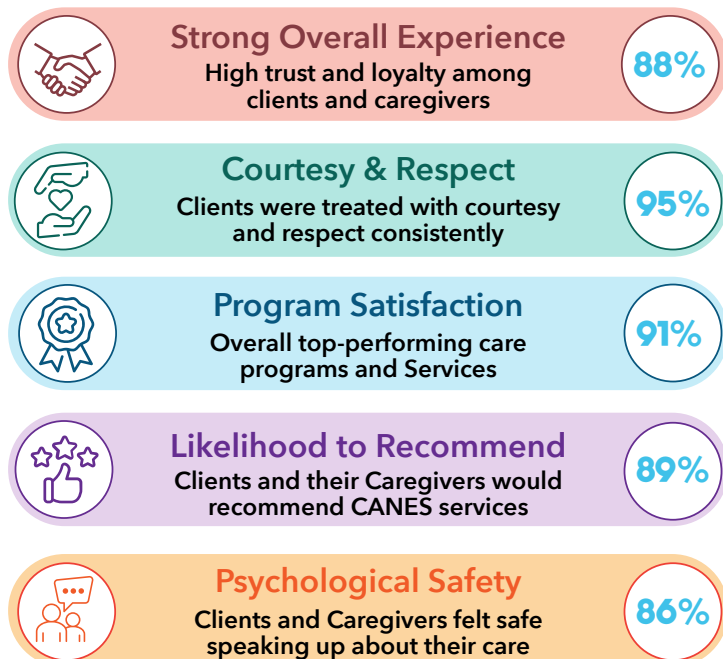
CANES recently conducted its Client & Caregiver Satisfaction and Experience Survey to gather meaningful feedback that will help strengthen the quality of care and enhance overall service delivery. The survey process was thoughtfully designed with a strong focus on inclusivity and accessibility, offering 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, people-centred care to the community.

Survey questions were carefully developed to reflect the most important aspects of the client & 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



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.



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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, 2026 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, 2026.

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 July 6, 2026.

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
July 6, 2026

BDO Canada LLP, a Canadian limited liability partnership, is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms.

CANES Community Care Summary Statement of Financial Position

March 31 2026 2025

Assets

Current

Cash	\$ 4,108,044	\$ 5,050,085
Accounts receivable	2,360,522	3,920,791
HST receivable	63,248	82,281
Prepaid expenses	223,015	305,786
	6,754,829	9,358,943

Investments

Capital assets

3,548,839	2,490,141
764,368	1,132,236

\$ 11,068,036 \$ 12,981,320

Liabilities and Net Assets

Current

Accounts payable and accrued liabilities	\$ 5,804,735	\$ 7,917,132
Deferred revenue	86,073	87,073
	5,890,808	8,004,205

Deferred capital contributions

Deferred rent

233,390	481,236
500,158	497,785

6,624,356 8,983,226

Net assets

Funds invested in capital assets	530,978	651,000
Internally restricted - Reserve Fund	2,213,521	2,153,396
Internally restricted - Jennie May Fund	420,095	410,187
Unrestricted	1,279,086	783,511
	4,443,680	3,998,094

\$ 11,068,036 \$ 12,981,320

On behalf of the Board:

Douglas Thomas

Director

Charles Eignon

Director

CANES Community Care Summary Statement of Operations

For the year ended March 31	2026	2025
Revenue		
Government grants and allocations	\$ 21,942,883	\$ 21,033,629
Program services	18,649,572	21,762,193
Other revenue	156,189	243,018
Fundraising and donations (net of expenses)	13,242	5,632
Gain (loss) on disposal of capital assets	(225)	998
Amortization of deferred capital contributions	247,846	316,822
	41,009,507	43,362,292
Expenditures		
Remuneration, benefits and purchased services	32,924,061	33,975,553
Administrative and occupancy	5,718,240	6,083,854
Other	1,593,427	1,640,834
Amortization	480,381	477,930
	40,716,109	42,178,171
Excess of revenue from operations	293,398	1,184,121
Investment income	152,188	204,451
Net excess of revenue over expenditures	\$ 445,586	\$ 1,388,572

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, 2026 audited financial statements are available at the CANES Community Care head office.

2. Comparative Figures

Certain comparative figures have been reclassified to conform with the method of presentation adopted for the current year.

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



Ministry of Health
Central West Home and Community Care
Mississauga Halton Home and Community Care
City of Toronto
Home Care Ontario
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



Home Care

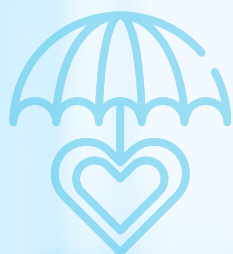
- Homemaking
- Personal and Respite Care
- Home Maintenance
- Assisted Living

Programs

- Transportation
- Friendly Visiting
- Caregiver Support & Counselling
- Intensive Seniors Community Team

Specialty Services

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



*Live Well, Age Well
- with CANES Community Care*



Bringing Quality Care Home®

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