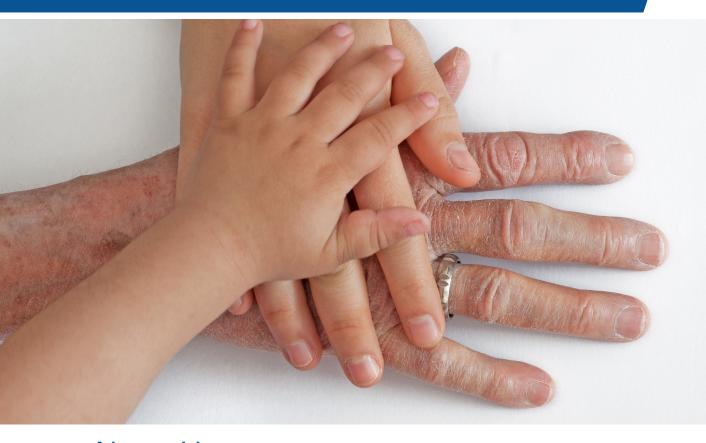


2024 2025

# COMMUNITY IMPACT REPORT

A community that is cared for, always.



#### **About Us**

At Links2Care, we are dedicated to enhancing the well-being of individuals and families. As a not-for-profit community support agency, we provide accessible, high-quality programs and services that connect people of all ages to the care, resources, and support they need to live with independence and dignity.

Serving Halton, Mississauga and Etobicoke.



#### At a Glance



#### **OUR PEOPLE**

At Links2Care, our 350+ dedicated staff and volunteers are at the heart of everything we do. Recognized as a Great Place to Work® and a 2025 Best Workplace™, we foster a culture where people feel valued, supported, and inspired to make a difference.



#### **OUR CULTURE**

At Links2Care, our culture is rooted in care compassion and driven by purpose. Guided by our vision: "A community that is cared for, always", we live our core values of Respect, Equity, Integrity, Dedication, and Innovation every day.



#### **OUR PROGRAMS**

Links2Care provides a range of programs for seniors, adults with diverse abilities, children, families, and the broader community. From personal care and meals to caregiver relief, child development, and housing support, we help promote health, connection, and stability at every stage of life.



#### **OUR IMPACT**

Together, we foster a supportive, inclusive environment where meaningful impact starts with how we care for one another. Each year, we support over 7,000 individuals through essential programs that strengthen well-being and build a more connected community.



#### **OUR PLANS**

Our goal is to position Links2Care as the agency of choice in Halton for accessible, person-centred care, and community support. Our focus includes increasing awareness, expanding services in Oakville and Milton, and attracting talent to meet growing community needs.



## 2024-2025 Community Impact Report

#### A Message from Our CEO and Board Chair

As we reflect on this extraordinary year, we are filled with immense pride and heartfelt gratitude for the remarkable strides Links2Care has made in advancing our mission: To enhance well-being through access to care and connections.

Now in the second year of our three-year strategic plan, we have not only stayed the course, we've accelerated it. Links2Care is experiencing substantial growth across all key programs. From the vibrant launch of our Community Wellness Hubs in Georgetown to our leadership role in establishing the new Oakville Hub, and the impactful start of our Navigate Halton Case Management Program at the new 265 Kerr Street Supportive Housing building, our reach and relevance have grown deeper across every community we serve.

We're proud to be named a 'Great Place to Work' again, with 89% employee satisfaction and 85% survey participation. Our rise to 41st place among Canada's Best 100 Workplaces and recognition from the WSIB Health and Safety Excellence Program reflect our commitment to excellence.

Our achievements are a direct reflection of the unwavering dedication of our staff and volunteers. To our clients, partners, Ontario Health, local Ontario Health Teams, and Halton Region, thank you for your trust and support.

As we look to the future, we are guided by our vision of a community that is cared for, always. It's more than a statement, it's a promise. A promise to actively connect with and support our community members, ensuring that each individual feels recognized, valued, and appreciated. By fostering links to care, we can create communities that thrive.

Bruce Catoen

Board Chair

Lisa Brading
Lisa Brading
CEO

#### BOARD OF DIRECTORS

#### **EXECUTIVE**

Bruce Catoen, Board Chair Derek McNally, Board Vice-Chair Sally Blackwell, Board Treasurer Gunther Ha, Board Secretary

#### **DIRECTORS**

Omer Chaudhry Tania Li Sime Pavlovic Trish Talabis Simone Hamm Vish Iyer



### Community **Impact Report**

#### **Our Vision**

A community that is cared for, always.

#### **Our Mission**

To enhance well-being through access to care and connections.

#### **Our Values & Strategic Directions**



- Be a Great Place to Work.
- Be the Provider of Choice.
- **Grow Our Programs and Services** with Intention.
- Ensure Financial Agility.

#### **Impact Snapshot**

7,687

Unique Clients Served in Halton Region, Mississauga, and Etobicoke.\*

Seniors and Adults with Disabilities Supported in Halton Region, Mississauga, and Etobicoke.\*

3,762 23,950

EarlyON Visits\* by Children, Parents, and Caregivers.

124

Before and After School Care Students.\*

\*2024-25 fiscal





### OUR PEOPLE: THE HEART OF OUR IMPACT

209 Volunteers 17
People
Leaders

15
Support
Employees

(Administration, People and Culture, Scheduling, Finance, Marketing) 139
Front Line
Employees

Servicing clients in the community: Navigators, RECEs, EA, HUB Coordinators, PSWs and HSWs









At Links2Care, our 350+ dedicated employees and volunteers are the driving force behind every connection, every act of kindness, and every life we touch. Their compassion, commitment, and resilience power our mission and bring our values to life in the communities we serve.

We are proud to be recognized as a Great Place to Work® and a 2025 Best Workplace™, a reflection of the culture we have built, one where people feel valued, supported, and inspired to make a difference. Whether it is a frontline worker offering care with dignity, a volunteer lending a listening ear, or a team member behind the scenes ensuring services run smoothly, every role matters.

The strength of our organization lies in the people who show up every day with purpose and heart. They don't just do their jobs, they bring hope, dignity, and connection to those who need it most. Their impact is lasting, and their dedication is what makes Links2Care more than a service provider, it makes us a true partner in community well-being.







## CARF ACCREDITATION: RECOGNIZING EXCELLENCE IN OUR PROGRAMS AND SERVICES



#### **About CARF:**

CARF International is an independent, nonprofit accreditor of health and human services.

 The mission of CARF is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

We are proud to be accredited by CARF (Commission on Accreditation of Rehabilitation Facilities), an internationally respected organization that promotes excellence through rigorous standards in health and human services.

This accreditation applies specifically to programs funded by Ontario Health, where CARF standards are a requirement.

Our CARF-accredited programs include:

Bathing, Home Help, Recharge, Supportive Housing, Friendly Visiting, Meals Programs, Congregate Dining, Home Maintenance and Repair, and Navigation services, including our Community Wellness Hubs (CWH) in Oakville and Georgetown, Ontario.

"I am pleased to announce that our accreditation survey, was a resounding success. The dedication and expertise of our dedicated staff have once again set us apart. This accomplishment demonstrates our unwavering commitment to excellence and the trust placed in us by the community we serve.

This accreditation serves as evidence of the commendable efforts of the CARF committee and other relevant stakeholders including staff, volunteers, clients, and stakeholders."

- Lisa Brading CEO Links2Care





#### BEYOND HOUSEKEEPING: A SWEET STORY OF CONNECTION AND COMMUNITY

When Marian arrives at Holly's door, it's never just about tidying up. As a dedicated Home Support Worker, Marian knows that true care goes beyond cleaning; it's about connection, dignity, and helping clients live fully in the ways that matter most to them.

One recent visit turned into something truly special. Holly, a long-time client, was preparing for her church's bake sale, an event close to her heart. The sale wasn't just about sweet treats; it was raising funds to help children from South America take part in a youth exchange trip to Canada. Holly wanted to contribute her famous chocolate chip cookies, but she needed a little help.

Without hesitation, Marian rolled up her sleeves and joined Holly in the kitchen. Side by side, they mixed, laughed, and baked, not just cookies, but something much richer: joy, purpose, and pride. According to Holly, "they were the best cookies we've ever made!" Their efforts were part of a successful community event that raised over \$2,500.

Holly shared how grateful she is for Marian's support, describing her as "a very kind person." And as the photo of their smiling faces shows, sometimes the most meaningful impact isn't in the service delivered, but in the shared moments that make someone feel seen, valued, and supported.

Client Story by:
Marian Omar Sheikh Islawe
Home Support Worker- Links2Care
Story provided by: Terri Neufeld
Sr. Program Leader, In-Home Services





#### A NEW SENSE OF BELONGING: THE STORY OF OUR COMMUNITY WELLNESS HUBS IN GEORGETOWN

When the Community Wellness Hubs first opened their doors in Georgetown, no one could have predicted just how deeply they would touch the lives of residents. What started as a few programs and drop-in activities quickly became something much more; a lifeline, a source of comfort, and a reminder that no one is alone.

At Durham Street, one resident who had once struggled with emotional outbursts began asking staff to sit with them at the end of each day, a quiet act of trust that speaks volumes. Another shared that since the Wellness Hub arrived, their perspective has changed. "I've gotten more support here than I ever expected."

The halls that were once silent are now filled with conversation and laughter. From fitness classes that lift spirits to simple tech support that earns heartfelt thank-yous, like one resident who said, "You're an angel. Thank you for what you do"; these everyday moments are building something powerful: connection.

Over at Sargent Road, the change is just as remarkable. One resident smiled and said, "The Wellness Hub will bring back the life of this place; we forgot how to have fun." Another, who had been silently struggling with high blood pressure, found the courage to ask for help, got connected to health supports, and now says they feel ready to take control of their well-being.

At Hyde Park, something as simple as a coffee morning has become so much more than a routine; it's a reason to get out of bed, to connect, to feel human again. "Even though I'm not getting better, I'm feeling better, and that's because of the support I get here," shared one long-time participant. Residents gather, families visit, and people who once felt invisible now feel seen.

These stories reflect what the Community Wellness Hubs truly are; not just programs, but safe and caring spaces that remind people they matter.

Testimonials provided by:

Emily Marie Calcada Community Wellness Hub Coordinator









## THE HEALING POWER OF FRIENDSHIP: SUSHMA'S STORY

Sushma has been a client of Friendly Visiting since 2023. Prior to receiving Friendly Visiting, Sushma was a social butterfly who always enjoyed the company of others. Having lived in Oakville for the majority of her adult life, she developed many friendships and was a member of several social groups. However, as time went on, she started to face several personal challenges which directly impacted her social life. The loss of her husband caused her heartbreak, and the grief was difficult to overcome. The loss took a toll on her ability to engage in life as she once had, leaving her with little motivation to socialize or pursue the activities she had once loved.

In 2022, Sushma reached out to Links2Care for support. She knew she wanted to reclaim her life but didn't know where to begin. With the help of the Links2Care Connection Specialist, Sushma was successfully referred to the Friendly Visiting program. This program was ideal for Sushma as it offered her a gentle way to re-engage in her social life without having the pressure of large social gatherings. As she was still working on overcoming her personal challenges, having someone visit in her home made for a wonderful compromise. In early 2023, Sushma was connected with her volunteer visitor, and from there they have built a beautiful, warm, and supportive friendship. Since then, Sushma has found great joy in the companionship provided through the program. Grateful for the positive impact, Sushma wanted to share her appreciation:

#### FROM SUSHMA SARAF: A PERSONAL NOTE OF THANKS



"I am writing to express my sincere gratitude for the wonderful companion services your company has provided. I, Sushma Saraf, have greatly benefited from the companionship and support offered by my Friendly Visiting volunteer.

I especially appreciate the very regular and punctual visits every Tuesday, the way my visitor and I engage in activities and conversations, her patience and understanding, reliability, positive attitude, and willingness to help, which is a true representation of Links2Care. The care and attention she provides have made a significant difference in my daily life, contributing to my overall well-being and happiness.

Your team's dedication and professionalism are truly commendable. I am incredibly grateful for the peace of mind your services have provided, knowing that I am in her capable and caring hands.

Thank you again for your exceptional service. I highly recommend your company to others seeking reliable and compassionate companion care."

Sushma's Story Provided by: Skylar Micallef- Volunteer and Friendly Visiting Coordinator



#### CLIENT STORY: RICHARD-NOURISHMENT BEYOND THE MEAL

Richard has lived in our community for many years. In his 70s and living alone, he was managing fairly well, until a fall during the early days of the COVID-19 pandemic changed everything.

After being hospitalized, Richard was discharged with limited mobility and a new reality: preparing meals had become a daily struggle. Although he had many friends, the isolation brought on by lockdowns and his recovery made it difficult to connect with anyone. "I wasn't seeing people, and I couldn't really look after myself the way I used to," he says.

That's when Richard was introduced to Links2Care. During his discharge planning, a hospital staff member recommended the Meals on Wheels program. For the past five years, Richard has received a hot, nutritious meal delivered to his home every Monday through Friday. But it's not just the food that made a difference. "The meals are good, there's always plenty and I love my desserts, but it's the volunteers who made the real impact," Richard shares.



During COVID, volunteers continued to deliver meals safely, chatting with Richard from a distance outside his front door. "They followed the rules, but they never failed to show up," he says. "Those short conversations were my saving grace. Honestly, they kept me from going mad."

The daily visits brought structure, connection, and something to look forward to. Even now, years after the height of the pandemic, many volunteers still plan their routes to finish at Richard's house so they can stay and talk a little longer. "They know I love a good chat," he laughs. "And I really look forward to seeing them."

Thanks to Meals on Wheels, Richard has been able to stay in his own home, maintain his independence, and stay connected to the community. He doesn't hesitate to recommend the service to others. "If you're on your own, or just need a bit of support, don't hesitate. The food is decent, and the volunteers are incredible. It's more than just a meal; it's company, it's care, it's what keeps people going."

Richard's story is a reminder that the heart of Meals on Wheels lies not just in what's delivered, but in the people who deliver it and the meaningful connections they bring to doorsteps across our community.

Richard's Story Provided by: Annika Selwyn- Meals Coordinator



## EARLYON: MORE THAN A PLACE TO PLAY- A PLACE TO BELONG

When asked what stood out most in 2024, our team did not hesitate. Words like connection, family, caring, impact, and community echoed in every response. These are not just words to us, they are lived experiences that define what EarlyON means to the families we serve.

This year, we walked alongside a grieving mother navigating the loss of her baby. We comforted a child entering foster care after losing both parents in a tragic accident. We were a safe space for a mother escaping domestic violence, and a steady hand for first-time parents trying to find their footing.

We offered warm smiles, coffee, and quiet reassurance to parents whose toddlers were suddenly off to kindergarten. We provided essentials: diapers, formula, food, when cupboards ran bare. And always, we offered something even more powerful: a sense of belonging.

One mother told us, "You don't understand how much this place means to my family." Another whispered through tears, "You changed my life."

At EarlyON, we are more than a place to play. We are a place where stories are shared, trust is built, and community is born. It is not just a job for us, it is a calling. And for so many, it is home.

Testimonials provided by: Jennifer MacArthur, RECE Supervisor, EarlyON Child and Family Centre, North Halton





#### MY SUCCESS STORY: LINKS2CARE- THE PLACE TO BE



I arrived in Canada in 2023 as an international student. It was a bold step, full of hope, but also full of uncertainty. I had just left my husband and children behind for the first time, and the emotional toll was overwhelming. On top of that, I had to face Canada's harsh weather and the struggle of finding a job. I eventually took a position with a courier company, but the pay barely covered my basic needs. The idea of reuniting with my family felt impossible.

Then, everything changed when I joined Links2Care in 2024 as a Home Support Worker.

This remarkable organization became the game changer in my life. Not only did it offer me meaningful employment, but it also gave me hope, dignity, and purpose. Through the support of my supervisor and team, I was able to bring my husband to Canada. That moment gave me renewed strength, it reminded me that I wasn't alone.

In just one year, I've grown both personally and professionally. I've attended trainings, workshops, and community events that have helped shape me into the healthcare worker I've always dreamed of becoming. I've built genuine relationships with colleagues and clients, and I've learned so much about cultural diversity, inclusion, and empathy.

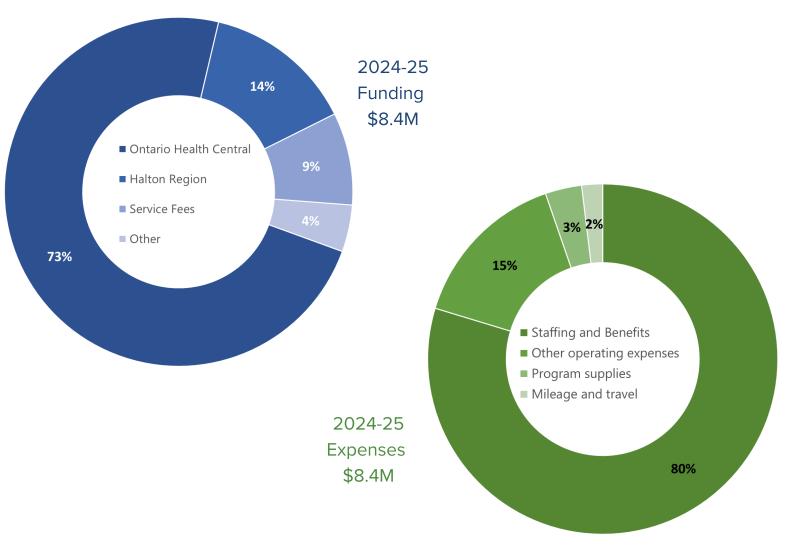
Links2Care is not just a workplace, it's a family. A place where you're supported, valued, and inspired. I'll always be grateful to the management for welcoming me back when I regained my status to stay and continue my studies.

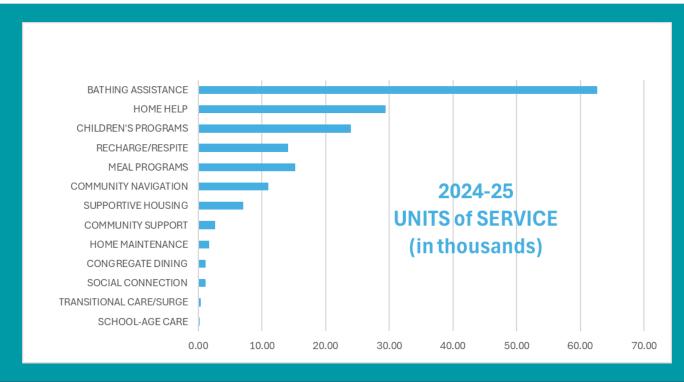
To anyone facing challenges: don't give up. No condition is permanent. Keep moving forward, because success is possible, and I am living proof.

My Success Story by: Ego Rosabel Moses Home Support Worker- Links2Care



#### **REVENUE AND EXPENSES 2024-2025**







## THANK YOU







#### Thank you to all our funders.

With heartfelt gratitude, we thank our funders and donors for their continued support and trust.

Your investment empowers us to serve our community with compassion, dignity, and impact every single day.