

2025
2026

COMMUNITY BEGINS WITH CARE

COMMUNITY IMPACT REPORT

A community that is cared for, always.

Links2Care

IMPACT AT A GLANCE

Links2Care

A community that is cared for, always.

WHO WE ARE

Links2Care is a charitable, not-for-profit organization dedicated to supporting seniors, adults with disabilities, children, families, and individuals of all ages through a wide range of programs and services.

Communities served: Halton Region, Mississauga, and South Etobicoke.

$9.3M
FUNDING

Unique Clients Served *	Seniors & Adults with Disabilities Supported *	EarlyON Visits	School Age Enrollment
7,749	**3,892**	**25,079**	**135**

OUR PEOPLE MAKE THE IMPACT

- **226** Volunteers
- **136** Front Line Employees
- **22** People Leaders
- **18** Support Employees

WHAT THIS MEANS

More people were able to stay independent, feel supported, and remain connected to their community.

*In Halton Region, Mississauga, and Etobicoke

Reporting Period:
April 2025 - March 2026

CEO AND BOARD CHAIR MESSAGE

This year, our community needed us more than ever, and together we responded with care that changed lives.

At Links2Care, this is who we are. We exist for the people who need us most, to help them stay safe, connected, and independent in the place they call home. We meet people not as cases or numbers, but as valued members of our community, with dignity, compassion, and the steady promise that someone is there.

What that support looks like is different for every person we serve. It's an older adult who makes it through another winter at home because someone took the time to clear their driveway.

It's a parent who carries one less worry, knowing their child has a safe and nurturing place to learn and grow. It's a lonely afternoon transformed by a volunteer's visit, a knock at the door that becomes a friendship, and a friendship that becomes a lifeline.

These moments may seem small on their own, but together they restore hope, foster community, and change lives.

This report shares just a glimpse of that impact. But behind every number is a person, a story, and a community made stronger by the simple truth that everyone deserves support when they need it most.

"This is the future we are building together—**a community that is cared for, always.**"

Bruce Catoen
BRUCE CATOEN
BOARD CHAIR

Lisa Brading
LISA BRADING
CEO



WHO WE SUPPORT

Links2Care



SENIORS & ADULTS WITH DISABILITIES

We help individuals live independently and with dignity through in-home and community-based support.

“Thanks to the support I receive, I can continue living in my own home and stay connected to my community.”

FAMILIES & CHILDREN

Through family programs and early childhood services, we support growth, learning, and connection.

“Thank you for creating such a warm, welcoming space where families feel at home.”





INDIVIDUALS FACING CHALLENGES

From financial support services to system navigation, we help people access the resources they need.

“I didn’t know where to turn. Links2Care helped me find a path forward.”

OUR PEOPLE



Our staff and volunteers bring compassion, professionalism, and dedication to everything they do.

Their commitment is what makes our impact possible.

A CULTURE OF CARE

We are proud to foster a workplace where people feel supported, valued, and connected.

That commitment has been recognized:

- Great Place to Work® Certified (2025–2026)
- Best Workplaces™ in Canada (2026)

STRONGER TOGETHER

Our impact is built on collaboration, trust, and shared purpose.

Staff. Volunteers. Community.

Together, we create a network of care that makes a real difference in people's lives.



Links2Care

OUR IMPACT

Each year, Links2Care supports thousands of individuals with the help of a dedicated team of staff and volunteers who are committed to enhancing well-being through access to care and meaningful connections.
Our work is rooted in strong community partnerships, continuous improvement, and a shared belief that when care comes first, communities grow stronger.



MEALS
Delivered

15,315

Includes Hot, Frozen Meals, and Side Dishes



IN-HOME
Support

107,550

Hours of Care: Bathing, Home Help, and Recharge



COMMUNITY
Support

3,524

Individuals Supported Through Our Community Programs

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STORIES OF IMPACT

FINDING COMFORT IN CHANGE

In February 2025, Links2Care began supporting Katharina (Kathy) with seven hours of care each week, quickly making a meaningful difference. With this support, her daughter was able to attend church every Sunday without worry; something that brought her comfort and peace.

As Kathy transitioned into a retirement home, that support became even more important. With consistency, reassurance, and a familiar presence, this helped ease what can often be a difficult adjustment, ensuring she felt safe and supported in her new environment.

Ghazala, Links2Care's PSW, played a key role in this journey. From guiding Kathy through her new surroundings to helping her settle into daily routines, she went above and beyond; encouraging connection, even introducing her to another resident, creating moments of companionship over coffee and conversation.

The impact has not gone unnoticed. Kathy's family shared how grateful they are for the care she receives, noting the difference it has made in her daily life.

Through small but meaningful moments, games, conversation, and time together, Ghazala continues to bring comfort, connection, and joy each day.






Story Owner: Rita (Kathy's daughter)
Shared by Naneese Salama
Program Leader In Home Services

STORIES OF IMPACT

BUILDING COMFORT, DIGNITY, AND CONNECTION

Working at Links2Care has given me the opportunity to support many wonderful clients like Lynn Cunningham Stroud through cleaning and laundry services. While these tasks may seem simple, they can make a huge difference for clients who experience pain or difficulty managing daily activities on their own.

Over time, our visits become more than just household help; they bring comfort, companionship, and peace of mind. Lynn shared how grateful she is for the support, kindness, and care she receives, and how much it helps improve her daily life. Hearing feedback like this is truly meaningful and reminds me how important compassionate care can be.

I am proud to be part of the Links2Care team, where together we help clients feel supported, independent, and connected within their homes and community.





"Being able to support clients like Lynn has reminded me that even small acts of care can have a big impact on someone's life. Knowing that our help eases pain and brings comfort makes this work truly meaningful to me."

Story Owner: Gagandeep Kaur
Home Support Worker
Shared by Penny Haynes
Program Leader In Home Services

STORIES OF IMPACT

MARCIA'S STORY: A PATH BACK HOME

After a leg amputation and multiple hospital stays, Marcia's future felt uncertain. She faced significant health challenges, housing concerns, and the possibility of moving into long-term care.

What Marcia wanted was simple: to remain in her own home.

Getting there required more than medical care. It took advocacy, coordination, and someone to help navigate a complex system. Together, we worked with healthcare providers, housing partners, and community organizations to secure the supports Marcia needed, from home care services and accessibility equipment to housing assistance and disability benefits.

Step by step, barriers were removed. Her home became safer and more accessible. Consistent care was put in place. Critical supports were secured.

Today, Marcia continues to live independently in the community she calls home.

Throughout her journey, Marcia often shared that she felt heard, supported, and empowered. She described our team as "the voice I never had."

Her story is a reminder that with the right support, people can maintain their dignity, independence, and sense of home, even during life's most difficult challenges.



"Links2Care was the voice I never had."

Story Owner: Marcia
Shared by Taumeca Stewart
Community Navigator

STORIES OF IMPACT

A SECOND CHANCE AT INDEPENDENCE

Ross has been a client of Friendly Visiting since 2022. Prior to joining the Friendly Visiting program, Ross experienced a number of personal challenges and knew he wanted a better future for himself. This led him to seek supports in the community, and eventually leading him to the Friendly Visiting program. Ross has always been a social butterfly, enjoying pleasant conversation and the company of others. He knew this program would do him good, but needed someone understanding of his situation. When he met his Friendly Visiting volunteer, Ross immediately felt it was a strong match, and the two have continued their weekly visits ever since.

The relationship has had a significant impact on Ross's life. Reflecting on his experience, he shares that his volunteer "has given me far more than what I could have expected" from the program. Each week, Ross and his visitor enjoy going out to the mall or to Tim Hortons to enjoy conversation over coffee. Through these visits Ross feels encouraged to continue growing and becoming the best version of himself. He values his volunteer's different perspective, which challenges him to think in new ways and broadens his outlook.



"I am very happy with my Friendly Visitor. He is very caring, gentle, kind, and a good listener. He is the right kind of person for this program, and I am thankful for his heart."

Story Owner: Ross Bent
Shared by Skylar Micallef
Volunteer and Friendly Visiting Coordinator

STORIES OF IMPACT

LEARNING TOGETHER, GROWING TOGETHER

Families are at the heart of everything we do at EarlyON. They bring life, purpose, and meaning to our work, and without them, there would be no shared experiences or opportunities to build meaningful connections.

Through play-based learning, conversations, and support, we create a welcoming space where families feel valued, connected, and supported. Even small interactions can make a meaningful difference in a family's day.

What we don't always say is how much families impact us. They help us see new perspectives, deepen our understanding of different cultures, and grow as educators. The relationships we build strengthen our sense of community and reinforce the importance of inclusion, belonging, and respect.

Many families who visit us are new to Canada and may face language barriers. Even so, we find ways to connect through gestures, visuals, translation tools, and patience, to ensure they feel welcomed and understood.

In the process, we learn from them too. Families share their languages, traditions, and experiences, enriching our work and helping us build a more inclusive environment for everyone.

At EarlyON, learning goes both ways. Together with families, we are creating a stronger, more connected community where everyone has the opportunity to learn, grow, and belong.



Shared by Nadia & Natasha
RECEs EarlyON

PEOPLE BEHIND THE WORK

A LEGACY OF COMMUNITY CARE

In 1990, Cathy joined the children's program at Acton Social Services and Information Centre, then a small, local agency she had hoped to be part of.

Over the years, that work grew alongside the community. What began as ASSIC evolved into Halton Hills Community Support and Information, and later into Links2Care; each step expanding programs, partnerships, and impact.

From parent-led programs to province-wide EarlyON services, from one tax volunteer to a full team supporting hundreds, and from small food programs to a network addressing complex needs, she witnessed it all, and helped shape it.

Through every change, one thing remained constant: a commitment to meet people where they are. Whether connecting clients to resources, supporting basic needs, or creating new programs like the Backpack Program, the focus has always been the same: community.

After decades of service, she reflects on the journey with pride. To be part of an organization that continues to grow and respond to community needs has been more than a career, it has been a privilege.



Cathy Gerrow reading The Big Hungry Bear at the Acton Parent-Child Resource Centre.
Photo: The Acton Tanner / HHPL (Jan. 10, 1996).



Shared by Cathy Gerrow
Community Support Program Leader

PEOPLE BEHIND THE WORK

FROM RECEIVING SUPPORT TO GIVING BACK

Lidiia Kurbanova arrived in Canada in 2023 with her husband, three children, and mother, after fleeing Ukraine. Like many newcomers, she faced the challenge of rebuilding her life from the ground up.

During her first holiday season, her family received support through the Links2Care Holiday Giving Program, a small act of kindness that brought comfort in a time of uncertainty.

Not long after, Lidiia chose to give back. She began volunteering as a Meals on Wheels driver, delivering meals each week and taking time to check in with clients along her route.

Her impact extends beyond meals; bringing connection, warmth, and even music to those she serves.

In 2026, Lidiia was recognized with the Community Development Halton Volunteer Impact Award.

What began as a moment of support has come full circle. Lidiia now brings that same sense of care and belonging to others in her community.



"They made me feel so welcome. I wanted to give back."

Story Owner: Lidiia Kurbanova
Shared by Annika Selwyn
Meals Coordinator

PEOPLE BEHIND THE WORK

A FRIENDSHIP THAT CHANGED TWO LIVES

My name is Marilena, and I have been volunteering with Links2Care for the past five years as a Friendly Visitor, as well as through programs such as the Backpack Program and Coldest Night of the Year.

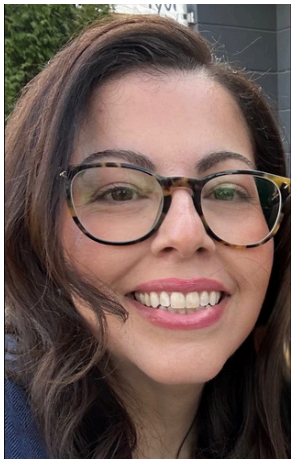
I started volunteering with Links2Care during the pandemic. While that was a difficult time for everyone, I was fortunate to have people around me. I couldn't stop thinking about those who didn't have that same support and were facing loneliness on their own.

For the past five years, I have been a Friendly Visitor. Every week, I spend time with someone who has very few regular connections. We do simple things together; have lunch, go bowling, colour, or just sit and talk. What may seem like a small visit has grown into a meaningful friendship built on trust.

One of the moments that stays with me most happened when she was hospitalized during a particularly difficult time in her life. I continued to visit her and bring dinner whenever I could. A few weeks after she returned home, she looked at me and said, “I'm so happy that I have the will to keep moving and living despite everything I have been through. Thank you for being with me along the way.”

I still think about those words.

They reminded me that sometimes the most important thing we can give someone is our presence. Just showing up, listening, and caring can help someone feel less alone. That's why I continue to volunteer. Every person deserves to feel seen, valued, and connected, and I'm grateful to be a small part of making that happen.



Shared by Marilena
Friendly Visitor Volunteer

PEOPLE BEHIND THE WORK

17 YEARS OF CONNECTION, CARE, AND COMMUNITY

I have been with the organization for almost 17 years now and have enjoyed being a part of Links2Care's growth in the Mississauga area. I was the first employee hired when Links2Care opened in Mississauga and our office was down in Clarkson. We had to build our client base by word of mouth and gained our clients by having our satisfied clients mention the service to their friends and neighbours. This provided me great satisfaction that I was part of a team that worked hard to build an area from the ground up.

I have been a part of numerous changes over the years both from an organizational perspective and the clients we serve. I have had the pleasure of getting to know many lovely seniors over the years and the ones that have passed on I remember them fondly. I have received great satisfaction that I personally have supported seniors and adults with disabilities remain in a safe and clean environment. Links2Care has evolved from a paper environment to a completely computerized system and expanded their services to support our clients in the community better. I have also gained a lot of experience and new knowledge over the years which has allowed me to put that into action by training all the new staff joining the organization.

Links2Care has provided me a safe and supportive environment close to my home which allowed me the flexibility to look after my family. I enjoy and have enjoyed my time with Links2Care and look forward to many more years of looking after my clients.



"I look forward to many more years of looking after my clients."

Shared by Angela Fordyce
Home Support Worker

COMMUNITY IN ACTION

WHEN AN ORDINARY DAY TURNED EXTRAORDINARY

April 16 began like any other morning, routine and familiar, until it wasn't. Overnight, a watermain break flooded a Halton Region Supportive Housing building in Georgetown, including the Community Wellness Hub, leaving residents suddenly faced with uncertainty and disruption.

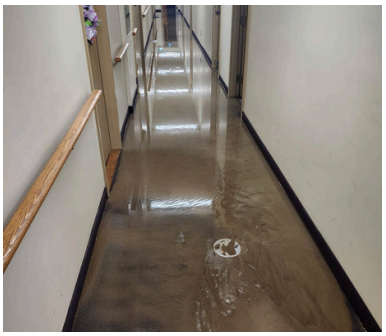
When Halton Region reached out for support, Links2Care responded without hesitation. Emily, Annika, Skylar, and I quickly mobilized, providing reassurance, delivering food and water, and ensuring residents felt seen, supported, and cared for.

Behind the scenes, staff from Halton Region, Links2Care and other partners worked together to coordinate resources and help residents navigate the crisis.

Throughout it all, one question guided every action: “What do you need?”

What unfolded was far more than an emergency response. It was a powerful reminder of what community looks like at its best; compassion translated into action, collaboration without barriers, and people coming together when it mattered most.

At its heart, the day wasn’t about roles or titles. It was a team showing up for one another and for the people who needed them most.





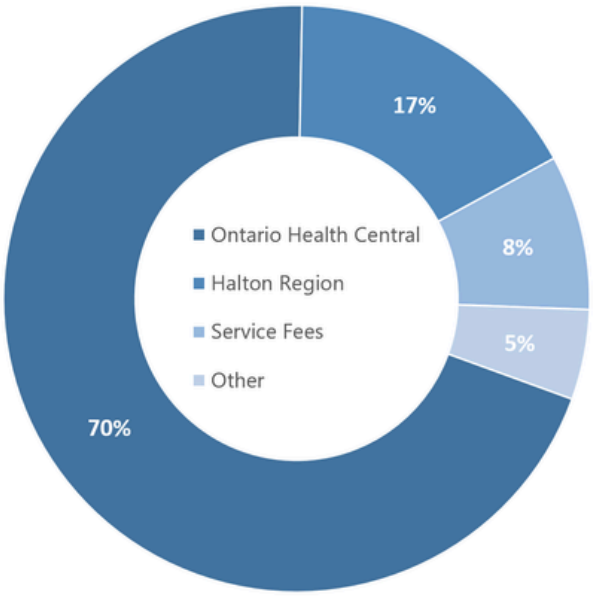


Shared by Tammy Reeve
Program Leader, Community Navigation & Enhanced Home Support Program

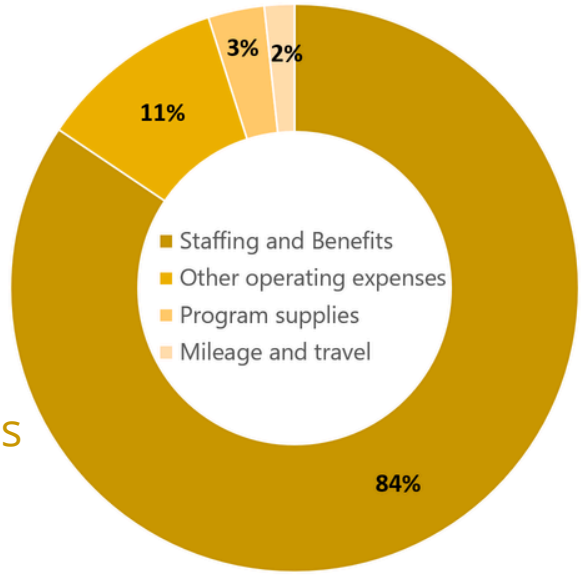
REVENUE & EXPENSES

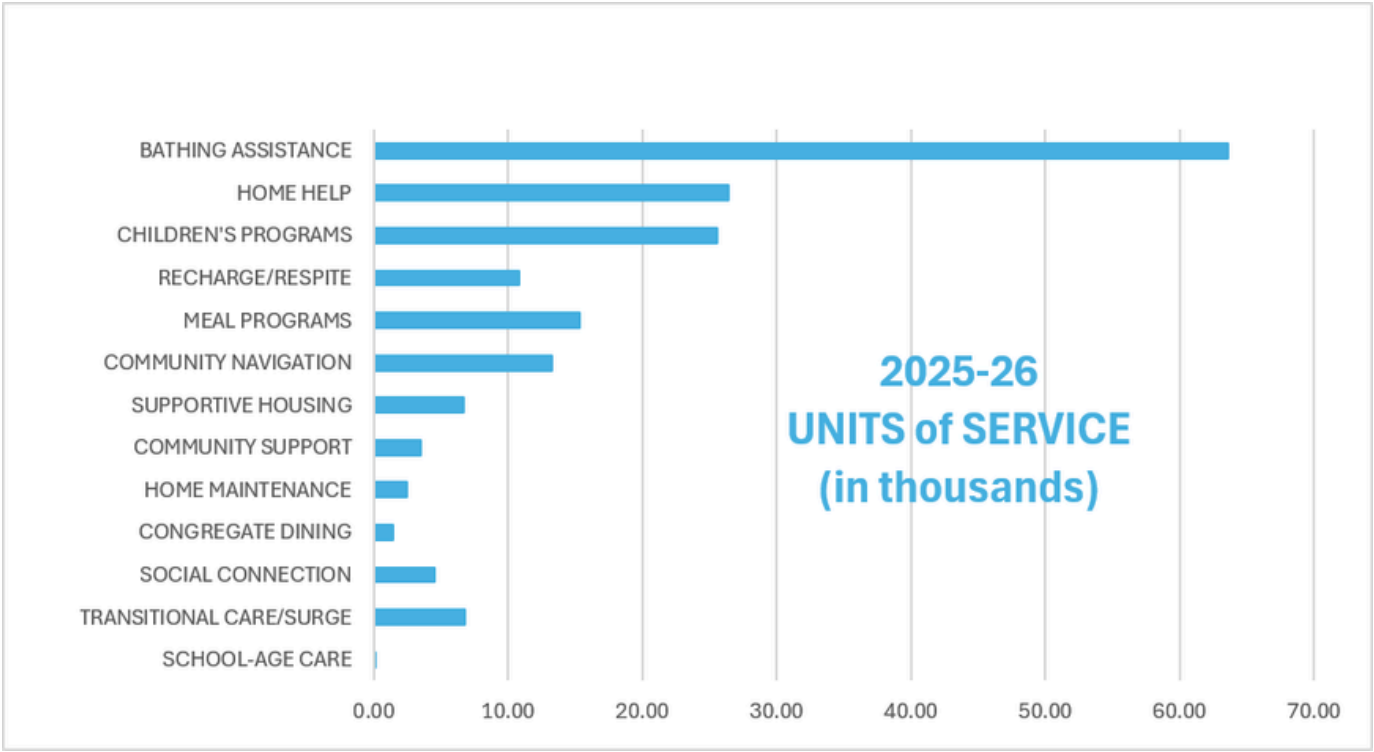
Links2Care

2025-26 Funding $9.3M



2025-26 Expenses $9.3M





Reporting Period:
April 2025 - March 2026

THANK YOU

To our funders, donors, partners, volunteers, and supporters for your continued commitment to Links2Care. Because of your generosity, more people in our community can access the care, connection, and support they need to live well.

Together, we are making a meaningful difference in the lives of those we serve.

Ontario

Ontario Health

Halton REGION

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