CommunitiCare Health

GROWING CARE, STRENGTHENING COMMUNITY

2025-26 ANNUAL REPORT

Our work this year helped make it easier for people to access the care and support they need, close to home.

From expanding primary care services and preparing to open our third primary care location, to strengthening mental health programs and helping more older adults remain active and independent, we continued to invest in healthier people, healthier communities and healthier futures.

This report highlights the progress we've made together and the partnerships, staff, volunteers and clients who made it possible.

MESSAGE FROM THE BOARD CHAIR

It has been another exciting year in the evolution of CommunitiCare Health, as we continue to expand access to care and strengthen the support services for people in our communities. As demand for primary care, mental health services and community support services continues to grow, we remain focused on providing excellent, coordinated and person-centred care.

This year, we will achieve an important milestone as we prepare to open our third primary care site at 209 Mavety Street. After years of planning, collaboration and investment, and thanks to $3,465,000 in new annual operating funding from the Ministry of Health, the new location will allow us to welcome thousands more new patients into our team-based primary care. These new patients will have access to all the other health and community services offered by CommunitiCare Health, in a timely and coordinated process.

We continue to strengthen programs and services across the organization. New funding has enabled us to expand access to medical and allied health care and hire additional administrative staff and care providers. To advance one of our strategic priorities of helping to create a Primary Care Network in West Toronto, we partnered with three Family Health Organizations in West Toronto and a pediatric specialty program. We look forward to working with Citrus Medical, High Park Health, West Grove and REACH to help connect their patients with the integrated community health care they need.

We also increased our investment in technology and systems, including introducing a new Ministry of Health-funded Client Record Management System (CRMS) for our Mental Health & Addictions service area, and launching our internal staff intranet to support communication and collaboration.

We are focused on our neighbourhood networks of care model, demonstrating how our four service areas - inter-professional primary care, community support services, community mental health care and home care - can work together to support people's health and wellbeing at home. This includes driving

community support services for seniors who are at risk of losing their independence and developing a home care model for mental health and addictions clients who generally experience age-related health needs earlier than the general population.

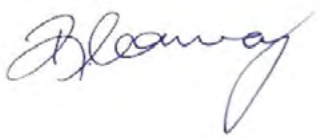
We continue to collaborate with Unity Health Toronto to increase capacity to safely support alternate level of care patients as they transition from hospital back into the community. We are supporting this transition by offering more extensive and intensive "wrap-around services," connecting digital records for home care to primary care and strengthening the links between primary health care and community-based supports for people with complex needs.

After reviewing our strategic plan this year, we expanded our strategic priorities to include our goal to safely and securely use digital technologies actively across our services, and to explore the potential of artificial intelligence. We will examine how these tools can improve access to care, strengthen client engagement, support providers in delivering high-quality, coordinated care, and enhance organizational effectiveness. By advancing our use of digital technologies, we aim to use these new tools thoughtfully, while keeping our focus on the needs of our clients and staff.

Thank you to our staff, volunteers, partners, funders and donors for their contributions and the work they do each day, and to our clients for the trust they place in us. We look forward to building on this work in the year ahead and continuing to strengthen the care and supports available to people across West Toronto.

Lastly, thank you to my fellow Board members for their continued commitment to CommunitiCare Health and to our mission of keeping our clients mentally and physically well, living at home, regardless of where they call home. Together, we will work to highlight and grow the model of integrated community health care that CommunitiCare Health provides.

Sincerely,
Rachel Conway
Board Chair, CommunitiCare Health



AT A GLANCE

Every number tells a story.

Behind every appointment, home visit, counselling session and community program is someone receiving the care and support they need and the staff who make it happen. Together, these numbers reflect another year of growing impact across West Toronto.

11,706
Total clients

369
Total staff

1034
community program sessions delivered

Expanded primary care capacity through PCAT Round Two funding of **$3.5M**, building on the **$1.4M** received in the initial round of PCAT funding

WHAT IS TEAM-BASED CARE?

At CommunitiCare Health, physicians, nurse practitioners, nurses, social workers, dietitians, physiotherapists, occupational therapists, kinesiologists, chiropodists, therapists, clinical assistants, and community health workers work together to provide coordinated care that addresses the whole person. Our teams also include personal support workers who provide home care and community support services, as well as community mental health providers working in supportive housing. This broader team allows our inter-professional primary care providers to connect with clients in their homes and communities and coordinate care across a range of health and support services.

209 MAVETY ST. BY THE NUMBERS

22,000 sq. ft. of community health space

3rd primary care location

Care for **over 4000** community members annually

$19M in Provincial funding through Ontario Builds

Late 2026 opening

CREATING MORE ACCESS TO PRIMARY CARE

This year, CommunitiCare Health expanded our capacity to care for more people while preparing to open our third primary care location at 209 Mavety Street.

Supported by $19M in capital and PCAT provincial funding, we are welcoming new providers, strengthening our interprofessional care teams and opening a third primary care site that will serve thousands of additional residents in the years ahead.

As demand continues to grow, these investments help ensure more people can access team-based primary care close to home and help achieve the Province's goal of all Ontarians being attached to primary care.

GROWING OUR PRIMARY CARE CAPACITY

209 Mavety Street was known as a place dedicated to public safety, serving the community as a police station. This fall, it begins a new chapter as a place to support the health and well-being of the community.

The former police station is being transformed into CommunitiCare Health's third primary care location, expanding access to team-based care for thousands of residents in West Toronto.

The new site reflects extensive engagement with the community and residents to articulate the vision for the site and partnering with the province and municipal governments to translate the vision into reality. The space will be a welcoming community health centre where people can receive comprehensive health care – including an array of health promotion activities and services - close to home.

When the site opens in Fall 2026, clients will have access to the full range of CommunitiCare Health's interprofessional health care team and be actively linked to community support services, home care and supportive housing.

We look forward to opening our doors this fall and becoming part of the Mavety Street neighbourhood.

CARE THAT LOOKS AT THE WHOLE PERSON

Expanding services and adding new providers helps increase access, but the impact is most meaningful in the day-to-day experiences of the people receiving care.

FINALLY FEELING HEARD

> I felt like someone had heard me for the first time.

Five years ago, Michelle went to the emergency department to have a disc in her neck replaced and instead underwent a spinal fusion. The surgery changed her life completely. She had to learn to walk again, and physical limitations made everyday tasks such as changing her sheets and doing the dishes difficult.

Over the following years, Michelle saw doctors and specialists while trying to find the support she needed.

“I felt like I dropped out of life” she says.

A referral from one of her specialists eventually connected Michelle with the GLAD program for osteoarthritis at CommunitiCare Health. She was initially unsure whether she could manage the 90-minute sessions twice a week, but decided to give it a try.

Her first meeting was with Paul, a Kinesiologist at CommunitiCare Health, for an evaluation. For Michelle, being listened to without judgement was a significant moment.

"My condition is not visible and I am treated like I am just complaining," she says. "To have Paul actually listen was such a big moment for me."

Since then, Michelle has also received support from Gayle, a Community Health Worker at CommunitiCare Health, who is helping her work through finances, paperwork and day-to-day needs. She describes Gayle as someone who makes her feel as important as everyone else.

Now more than halfway through the GLAD program, Michelle says she has a better understanding of her body and feels more positive about her recovery. She has also found a welcoming environment at CommunitiCare.

"It feels like a safe place to be with people who get it."

Having support has helped Michelle move away from the fear that she wouldn't get through what lies ahead. She feels more motivated and has hope that she can continue to improve.

She is also more focused on her recovery than on having others believe or understand her challenges.

"I know I have more than I thought I did when it comes to getting better," she says.

Michelle knows everything is still a work in progress. She is continuing to learn about her physical limitations and what good health looks like for her, while feeling more motivated because she has support both physically and mentally.

Although she has only recently begun working with CommunitiCare, Michelle says the experience has already given her the confidence to keep working on herself.

She now recommends the program to others and shares information about the supports available.

"It is a one-stop shop for someone in need."

* Names have been changed to protect privacy.
Photos are not representative of the person in this story.

2026 STAFF RECOGNITION MILESTONES

30 years – 2 staff
25 years – 4 staff
20 years – 6 staff
15 years – 10 staff
10 years – 11 staff
5 years – 24 staff

HELPING PEOPLE LIVE WELL AT HOME

There is no single definition of living independently. It can mean having a place to connect with others, getting to an appointment when transportation is a challenge, or having the right support to manage day-to-day life.

Throughout the year, our Home Care & Community Supports team continued delivering programs that help older adults remain healthy, active and connected.

Participants in our Adult Day Program enjoyed meaningful social, recreational and wellness activities that reduced isolation and supported caregivers. Investments in transportation services, including the addition of two new vehicles, will help more clients safely reach medical appointments and community programs.

By supporting independence today, we're helping people maintain their health and quality of life for years to come.

WHAT INDEPENDENCE CAN LOOK LIKE

These programs and services are part of people's everyday lives. For some clients, support means staying connected to their community; it can also mean getting to an important appointment, participating in activities or having the help they need to continue living independently.

We added 2 new vehicles to our transportation fleet – helping more clients safely reach medical appointments and community programs.

“They ‘met her where she was.’”

When this family learned that their daughter had a rare condition that would gradually affect her muscles, they knew they needed to find support that would help keep her safe while respecting her independence.

They have been receiving support from CommunitiCare Health for about 15 years.

At first, their daughter was a happy, healthy teenager who was used to doing things for herself. As her condition progressed, her parents became increasingly concerned about her safety at home while they were at work.

They researched organizations that could provide personal support workers and eventually connected with Storefront Humber, now part of CommunitiCare Health.

From the beginning, the family says, the PSWs understood what their daughter needed. She didn’t want to be “babied.” She wanted assistance with the things she could no longer do independently.

The PSWs helped with everyday tasks such as dressing, washing and getting breakfast.

They also took the time to talk with her about her life, share stories and get to know her.

For her parents, knowing that she was safe and happy with people who cared about her provided much-needed peace of mind.

As her condition progressed and she eventually lost the ability to walk, the family increased the hours of support. Today, their daughter requires 100 per cent care, and CommunitiCare PSWs are part of the family’s everyday life.

They help get her ready for the day and make sure she has what she needs later in the day, allowing her parent to leave the house for groceries or appointments.

“Our daughter’s needs are now extensive,” her parent says. “Having the PSWs from CommunitiCare come to help us give the best life possible to our daughter means everything to us.”

The family has also learned that support is important for caregivers, too.

“When I tried to ‘do it all’ myself, it not only impacted me … it impacted my whole family. There just wasn’t enough of me to go around.”

Today, they encourage other families to reach out when a loved one needs additional support.

“CommunitiCare can help you and your loved one come up with a plan that ensures everyone gets the care they need. That includes you!”

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We partnered with CaregiVR, an Ontario-based research start-up affiliated with York University and UHN OpenLab, to engage eight Adult Day Program families in a study exploring whether virtual reality can help reduce caregiver burnout.

SAFE HOUSING, STRONGER FUTURES

Having a safe place to live is one of the strongest foundations for good health.

Throughout the year, CommunitiCare Health continued investing in supportive housing that promotes safety, dignity and recovery for people living with mental health and addictions challenges.

Continual maintenance to housing spaces and ongoing resident supports created environments where people could feel secure while building stability and independence.

Our teams worked alongside residents every day, providing individualized supports that help people develop life skills, strengthen connections and move toward their personal goals.

Every improvement, whether physical or program-based, reflects the importance of ensuring everyone has a safe place to call home.

A PLACE TO BUILD STABILITY

Supportive housing is about more than having a place to live. The right environment and supports can help people build routines, strengthen connections and work toward their own goals.

FINDING HOPE AND PURPOSE

> **I wouldn't be where I am today without this organization.**

When Alice became a client of CommunitiCare Health in late 2017, she was living in the shelter system and struggling with severe substance misuse and several mental health diagnoses. She had been estranged from her family, had lost hope for a better future and had experienced serious violence where she was staying.

A referral from St. Michael's Hospital connected Alice with a TCAT worker who helped her secure an apartment through Regeneration Community Services, now part of CommunitiCare Health.

Having a safe place to call home was a turning point.

"I had no hope whatsoever for getting out of the shelter system," Alice says. "I don't feel it would be an exaggeration to state that this organization saved my life."

Housing was only the beginning. Along the way, Alice received support from workers who listened, advocated for her and supported her through some of the most difficult periods of her life. They accepted her as she was and refused to give up on her.

Over time, Alice's life changed in ways she once couldn't imagine. She moved out of subsidized housing, returned to school and completed a professional certification through McMaster University. She also became employed as a part-time Peer Support Worker with CommunitiCare Health.

Being offered a job was especially meaningful.

"For so many years, my insignificance had been reinforced," Alice says. "It felt pretty wonderful to know that this organization recognized the value of what my lived experience might bring."

Today, work gives Alice's days meaning and helps her feel productive, competent and useful. She also has a stronger sense of self-worth, good health and the ability to hope and dream. She is a better daughter, sister and friend, and most importantly, a better parent.

Alice's experience has also changed how she thinks about recovery and wellbeing. She now understands that physical health and mental wellbeing have to work together, and that sometimes you have to work hard to find a balance that is sustainable and life-affirming.

If someone in a similar situation was considering asking for help, Alice would share her story. She would tell them that it is never too late to make a change and that there can be a better future.

CommunitiCare helped Alice find the tools she already had within herself to be well, work toward recovery and seek out a life she knows to be worth living.

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STATEMENT OF OPERATIONS

Year ended March 31 2026

REVENUES	2026	2025
Ontario Health funding	$ 28,672,753	$ 25,648,285
Non-government funding	2,937,474	2,882,572
Ministry of Health rent supplements	2,873,245	2,810,240
Fees - service recipients/clients	2,439,102	2,345,079
City of Toronto funding	1,657,674	1,644,418
Other income	273,088	75,793
Amortization of deferred capital contributions	136,894	160,588
Ministry of Health subsidies	97,818	94,056
Investment income	65,168	147,542
Donations and fundraising	37,243	30,592
	39,190,459	**35,839,165**
EXPENSES		
Salaries and benefits	$ 25,261,386	$ 24,493,812
Rent and maintenance	7,545,901	7,259,339
General and operating	5,113,025	5,243,050
Amortization	263,270	251,143
Other	61,845	199,378
	38,245,427	**37,446,722**
Excess (deficiency) of revenue over expenses for the year	**$ 945,032**	**$ (1,607,557)**

Complete financial documents are available at
communiticare.org/accountability-documents

THANK YOU

None of this work happens alone.

We are grateful to our staff, physicians, volunteers, students, community partners, funders and donors for the time, care and commitment they bring to CommunitiCare Health every day.

Above all, we thank our clients for trusting us with their care. We value the opportunity to support you and be part of your health journey.

Thank you to everyone who contributes to the work we do and to the communities we serve.

Thank you also to:

Ontario Ministry of Health · Ontario Health · Ontario Health atHome · Toronto · United Way Greater Toronto · West Toronto Ontario Health Team

VISION

Healthy people;
Healthy communities;
Healthy futures

MISSION

To provide access to a full range of community health care and support services to keep our clients mentally and physically well, living at home, regardless of where they call home.

5 LOCATIONS

1700 Bloor St. W.

2238 Dundas St. W. Suite 307

3446 Dundas St. W.

2445 Lake Shore Boulevard West

209 Mavety St.

Phone: 416-855-1066

Email: info@communiticare.org

communiticare.org

CommunitiCare Health

LOOKING AHEAD

The year ahead will bring new opportunities to expand access, strengthen partnerships and continue delivering integrated care across West Toronto.

The opening of our Mavety primary care site marks an exciting new chapter for our organization and the communities we serve.

As we look ahead, we will continue focusing on:

- Expanding access to team-based primary care.
- Strengthening partnerships across the health and social service sector.
- Improving client experiences through innovation and quality improvement.
- Supporting healthier communities through integrated, person-centred care.
- CommunitiCare Health's 5 year anniversary December 2026

While community needs continue to evolve, our commitment remains the same: providing compassionate, accessible care that meets people where they are.