



Circle of Care
Sinai Health

ANNUAL REPORT 2025-2026

**Elevating Care,
Expanding Impact:
Our First Year of
REACH in Action**





SUPPORTS FOR DAILY LIVING

- Personal Support
- Meals on Wheels
- iRIDE Transportation



COUNSELLING & RESOURCE NAVIGATION

- Social Work Support
- Support Groups & Sessions
- Bereavement Support
- Support for Caregivers
- Advance Care Planning



SOCIAL CONNECTION & RECREATION

- Exercise & Falls Prevention
- Caring Companion Program
- Friendly Friday Check-In
- Social Activities & Groups



SPECIALIZED PROGRAMS

- Adult Day Program
- Holocaust Survivor Services
- Hospice Care

About Circle of Care

Circle of Care, part of the integrated Sinai Health system, is a leading not-for-profit home and community care provider serving the Greater Toronto Area.

We offer exceptional, innovative care to help seniors stay independent, connected, and safe in their homes and communities. Our services—including home care, Meals on Wheels, counselling, transportation, and social groups—ensure people have the option to age in place while providing their caregivers with essential respite. We envision a future where seniors live their best lives with dignity, choice, and joy, all while reducing pressure on our healthcare and long-term care systems.

Vision

People living their best life with dignity, choice and joy.

Mission

To provide exceptional, innovative care so people can stay independent, connected and safe in their homes and communities.

Values



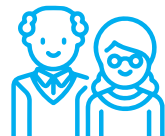
Community



Respect



Excellence



Dignity

Strategic Plan 2025-2030

REACH higher, **REACH** forward, **REACH** more lives.



**Reimagine
Excellence
in Care**

Strive for excellence in safety, quality, and the care experience through innovation, continuous learning, and data-driven decision-making.



**Expand
Access
& Impact**

Broaden the reach of home and community care through innovative service models, preventative care and strategic partnerships.



**Advance
Sustainable
Growth**

Strengthen sustainability by diversifying program streams to expand our capacity to serve clients and communities now and in the future.



**Champion
Our People**

Cultivate a workplace where people feel valued, supported, and inspired to join, grow and stay.



**Harmonize
Technology**

Leverage advanced tools and technology to enhance care delivery, improve efficiency and enable innovation in service provision.

Our Year in Numbers

11,308

Clients

1,438

Employees

452

Volunteers

29,954

Volunteer Hours

15,679

Caregiver
Support Visits

14,742

Adult Day
Program Visits

1,346

Holocaust
Survivors Served

257,307

Meals Delivered

56,093

Wellness Checks
on Clients

39,618

Rides

1,544,016

Hours of Personal
Support





A Message from Our Leadership

This past year has been one of momentum and intentional evolution for our organization. As we continued to respond to the changing needs of the communities we serve, we also looked ahead to the future we must build. It was in this context that, in September 2025, we launched our Strategic Plan 2025–2030: REACH higher, REACH forward, REACH more lives.

At its core, REACH challenges us to think expansively: about the communities we serve, the partnerships we cultivate, and the systems we are part of. It asks us to look beyond incremental progress and consider how our role must evolve over the next five years, staying attuned to changing needs across the home and community care sector, while ensuring that our work reflects leading practices, strong evidence, and a deep commitment to quality.

Across the year, one theme has stood out clearly: the need to create a more connected and accessible experience of care. For many individuals and families, the journey through care can feel disjointed. We have been intentional in addressing this by strengthening integration with our partners and advancing initiatives that bring services together in more seamless and meaningful ways. Whether through collaborative models such as the Sinai Health to Home

program or the delivery of community-based vaccination clinics, we are working to reduce barriers and improve continuity so that care feels coordinated, rather than compartmentalized.

At the same time, we are taking a thoughtful and forward-looking approach to our programs themselves. Many of our services have long and successful histories, built on trust and strong community relationships. That legacy is a point of pride. But it also comes with responsibility. Success in the past does not guarantee relevance in the future. Over the past year, we have leaned into this tension, taking a closer look at how our programs are structured, where they are delivering the greatest impact, and where there may be opportunities to adapt, redesign, or expand.

Central to this work has been deepening how we listen and respond to client and caregiver voices. Their experiences are shaping and informing how we design and improve services. Over the past year, we have strengthened the role of our Client and Family Advisory Council, making it a more robust and influential presence within the organization. This reflects a broader cultural shift toward co-creation, where those who receive care are also helping to define what excellent care should look like.

Caregivers, in particular, have become a central focus of our thinking and this work will continue in the years to come, as we surface further insights and plan how to better support this growing population. We are seeing more clearly than ever the role caregivers play in sustaining our healthcare system and our communities, as well as the pressures they face. Our work this year has included a closer examination of the supports available to caregivers — not only in moments of crisis, but earlier, with a greater emphasis on prevention and resilience.

Underpinning our progress is the strength and dedication of our people. Continued investments in leadership, workforce development, and culture have enabled our teams to adapt and lead in a changing environment. Through our Champions of Care and Spotlight Awards, we celebrate the dedication and impact of our teams—complemented by the continued expansion of training and mentorship initiatives that support the workforce of the future. As we mark International Volunteer Year in 2026, we also celebrate the vital contributions of our volunteers. They are a lifeline for many of our community programs, and their connections with clients are often among the most meaningful moments of the week—for those receiving care and for those giving their time.

Beyond our organization, we are also contributing to broader sector conversations by sharing insights and helping to shape the future of home and community

care. Increasingly, we recognize that advocacy and knowledge sharing are essential responsibilities — roles that every organization across the health and community care system must embrace to strengthen the sector as a whole. Through thought leadership, partnerships, and public engagement, we are extending our impact and reinforcing our role as a trusted and forward thinking voice within the system.

In the pages that follow, you will see these themes in action: the voices of clients and caregivers influencing meaningful change; examples of collaboration that are redefining how care is delivered; and the people—staff, volunteers, and partners—who make this work possible every day. Together, they offer a picture of an organization that is both reflective and innovative.

We are proud of what has been accomplished in this first year of REACH and we are energized by what lies ahead. The work of building a more responsive, inclusive, and integrated system of care is ongoing—and it demands curiosity, discipline, and a willingness to evolve.

With that commitment guiding us, we look to the future with confidence.

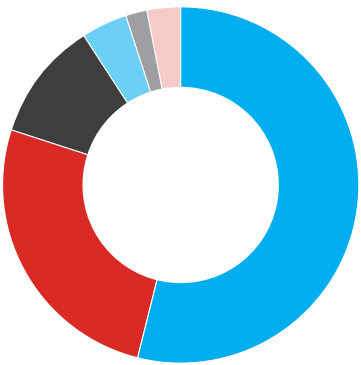
M. Hollend *Carey Lucki*

Michael Hollend,
Chair, Board of Directors,
Circle of Care, Sinai Health

Carey Lucki,
Chief Executive Officer
Circle of Care, Sinai Health

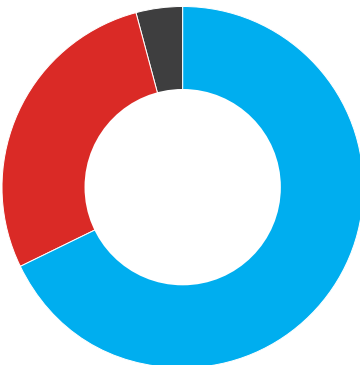
Financials Year ended March 31, 2026

INCOME



- 54% Fees for Service - Ontario Health atHome
- 26% Fees for Services- Conference on Jewish Material Claims Against Germany Inc. (Holocaust Survivors)
- 11% Grants and Contributions- Ontario Health Community Support Services
- 4% Fees for Services - Other
- 2% Grants and Contributions - Other
- 3% Other

EXPENSES



- 68% Salaries & Benefits
- 28% Program Costs
- 4% Occupancy & Operating



Collaboration and Integration in Action

When organizations work as one system, clients receive more coordinated, responsive care. This year, our partnerships helped improve transitions from hospital to home and brought preventative care closer to the communities we serve.

SINAI HEALTH TO HOME: DEEP INTEGRATION, REAL IMPACT

Fiscal 2025-26 marked our first full year of Sinai Health to Home, a transitional care program developed in partnership with Sinai Health.

Designed for patients leaving hospital who require short-term support, the program helps people recover safely and reduces the likelihood of hospital readmission.

Patients are referred directly from Mount Sinai Hospital, Hennick Bridgepoint Hospital, and their Reactivation Care Centre. Once home, they receive coordinated care from Circle of Care’s interprofessional team – including personal support, nursing, rehabilitation, personal support, social work, and community service providers. Circle of Care’s staff work closely with hospital teams, primary care, patients, and families to maintain continuity and responsiveness at every step of the program, with care



plans shaped by clients’ goals and preferences.

The relationship between Circle of Care and Sinai Health long predates the Sinai Health to Home program; that foundation of trust allowed us to build a program that leverages our respective hospital and community expertise to problem solve together.

Clients consistently report feeling supported, respected, and confident during their transition, a testament to the program’s client centred design.

Sinai Health to Home demonstrates the impact of strong partnerships and shared accountability in delivering seamless client-centred care.

By March 31, 2026, we supported more than 275 patients in returning home safely, easing pressure on hospital capacity and improving recovery experiences.

BRINGING VACCINATION CLINICS DIRECTLY TO THE COMMUNITY

Many seniors face barriers to accessing traditional vaccination clinics, whether due to mobility challenges, health conditions, transportation issues, or seasonal weather. To help address these barriers and make preventative care more accessible, Circle of Care partnered with Ontario Health and Central Ontario Health atHome to bring RSV, COVID-19, and flu vaccinations directly to seniors in North York and Vaughan.

Registered nurses from Central Ontario Health atHome administered the vaccines, while Circle of Care coordinated registration, outreach, and on-site support, drawing on our strong community relationships to ensure seniors felt informed, welcomed, and supported throughout the process.

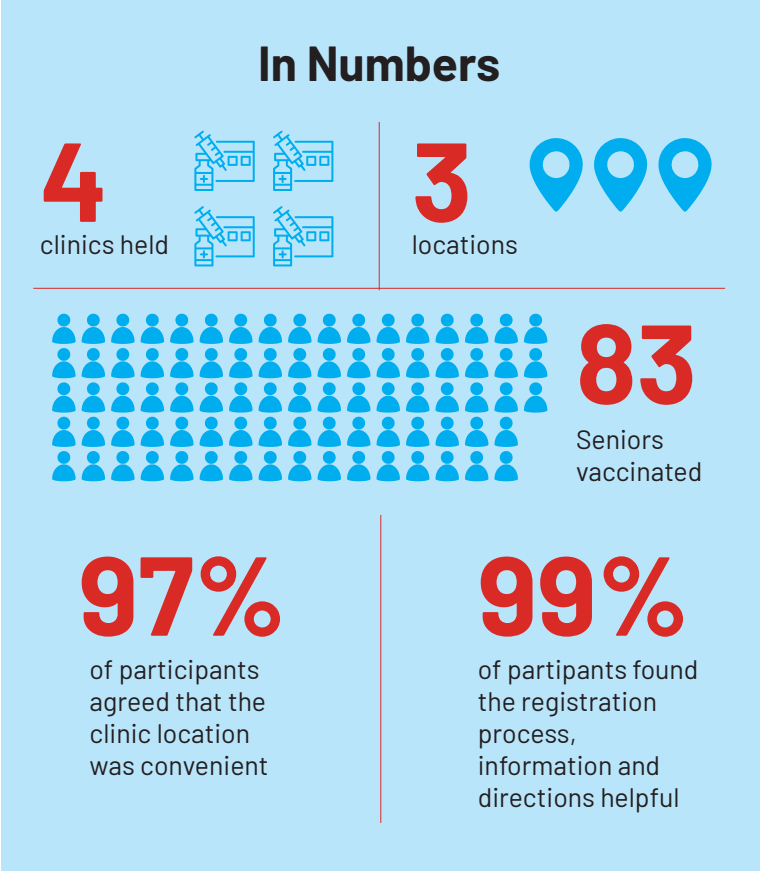
A total of four clinics were held at three locations – our Adult Day Program (ADP), the Bernard Betel Centre, and an assisted living facility. Many of the participants had not yet been vaccinated during the season or faced barriers attending other clinics. By offering multiple vaccinations during a single visit, the clinics provided a convenient and accessible way for seniors to protect their health.

The impact was especially meaningful at our Adult Day Program (ADP), which supports clients living with dementia. Clients were able to receive their vaccines in a familiar environment, supported by staff they know and trust, and their families expressed deep appreciation that their loved ones were able to be vaccinated successfully.

At the Bernard Betel Centre and the assisted living facility, bringing care directly into the community also removed practical barriers. One client expressed relief that snowy weather no longer stood in the way

LOOKING AHEAD: BUILDING A MORE CONNECTED SYSTEM

We will continue to build on this momentum, seeking new opportunities to work alongside hospitals, community agencies, primary care, and system partners to ensure that every person we serve experiences care that is seamless, coordinated, and centred on their needs. Collaboration is not simply a strategy for us: it is the path forward.



of getting vaccinated as the clinic came to them. These clinics demonstrated the value of strong partnerships. By combining clinical expertise with trusted community connections, we removed barriers to receiving essential vaccinations, and made it easier for seniors to access care and protect their health.

Adult Day Program: A Nexus of Activity

Connection and engagement are essential to how seniors experience their day-to-day lives—but they require intentional effort. Circle of Care’s Adult Day Program (ADP) provides structured and supportive care for seniors with dementia and those who are frail, while also serving as a vibrant hub that brings together clients, caregivers, staff, volunteers and community partners. The following stories offer a glimpse into the many ways this space comes to life.



PROVIDING ACCESS TO MEANINGFUL EXPERIENCES

The ADP has been bringing in experiences that may otherwise be difficult to access for clients and their caregivers. Volunteers from GLOW Beauty Bar have visited our Adult Day Program on several occasions, offered facials for both clients and their caregivers. Each visit transforms the mood of the room, as participants relax, smile, and enjoy the opportunity to be pampered. These experiences helped restore a sense of normalcy and self-worth, especially for caregivers, for whom these short breaks reduce stress and provided moments of relief.

BRINGING SENSORY TECHNOLOGY TO LIFE

Over the last year, the ADP has introduced a tool to help staff connect with clients at different stages of ability. The OMI Interactive Motion Activated Projector system turns ordinary surfaces like floors, walls, or tables into dynamic, interactive environments. Using motion-sensing technology, the projector responds instantly to movement, touch, and even small gestures. There are no complicated instructions—just natural, intuitive interaction.

Staff have seen clients become curious and engaged—moving closer, reaching out, and interacting with the projections. Sensory-based programming like this is known to support emotional well-being. It can help reduce anxiety, decrease boredom, and promote a sense of calm and focus. Just as importantly, it offers choice, allowing individuals to engage in ways that feel right for them, at their own pace.



COMFORT ON FOUR PAWS

When therapy dog T.J. and his owner Sue from Sunshine Therapy Dogs come to the ADP, the atmosphere softens as people naturally reach out, drawn to T.J.’s calm and comforting presence. As he puts his head on their leg or shuffles up for a pet on the head, he easily builds a rapport full of warmth and free of judgement. In these quiet exchanges that do not require any conversation, clients are able to connect in ways that feel natural and reassuring.



A FAMILY CONNECTION COMES FULL CIRCLE

What began as one family’s experience with care has come full circle into a growing network of generosity and support. A few years back, Murray Shiner attended the Adult Day Program (ADP), where he found connection and purpose while giving his wife Joni the respite she needed.

Inspired by the value of that care, their son Mike later used his role at Teambonders to connect Circle of Care with companies looking to give back. Through these efforts, Maple Leaf Foods’ Poultry Division donated three wheelchairs, followed by six more from LifeLabs. For ADP Supervisor Madeline D’Arpino, each wheelchair represents freedom for clients and peace of mind for families. These acts of generosity are ensuring more families can feel the same relief, connection, and support that the Shiner family experienced themselves.



Expanding Connection into the Community

Through government-funded Senior Active Living Centre (SALC) programming, we are now welcoming a broader community of seniors into our ADP space—creating new opportunities for engagement, friendship, and belonging. Sessions on topics such as road safety for seniors and digital literacy offer a reason to gather, learn new things, and share experiences together.

Program organizer Devorah Benchimol has witnessed friendships evolving from initial unfamiliarity into genuine connection. It’s not uncommon to see participants linger after sessions, continuing conversations or exchanging phone numbers and making plans to meet up. For many, these programs help ease isolation and rebuild confidence in social settings. We are excited to see our space come to life in this new way, extending its impact and fostering connection across a wider community.

Supporting Seniors through Aging

As Ontario's population ages and seniors' needs become increasingly complex, the demand for coordinated, holistic care continues to grow. Circle of Care's integrated model brings together home and community support services, enabling us to meet seniors where they are and adapt as their needs evolve.



SUPPORTS FOR DAILY LIVING

In the last year, the rising need for complex care was reflected most strikingly in the fact that our home care volumes increased steadily. Our team of 1,100 compassionate and dedicated Personal Support Workers delivered 1,544,016 hours of care across our communities, underscoring how many seniors now require hands-on assistance to remain safely at home.

At the same time, meeting the daily needs of seniors often requires more than home care alone. For many who can no longer grocery shop or cook on their own, receiving a ready-made nutritious meal right to their door is crucial in maintaining health and well-being. In fiscal 2025–26, our Meals on Wheels program delivered 257,307 meals to seniors across Toronto and Southern York Region. Each delivery also served as a brief safety check — a vital point of contact for individuals who may be living with health challenges or isolation.

But even when daily living supports begin in the home, they cannot end there. Staying healthy and independent also depends on being able to get out safely into the community for medical appointments, errands, and social activities. That's why access to specialized transportation is essential. This year, our iRIDE transportation service completed nearly 40,000 rides, ensuring seniors could reach the places that matter and remain engaged in the world around them.



COUNSELING AND RESOURCE NAVIGATION

Aging is not only a physical journey: it is an emotional and logistical one. This year, Circle of Care Social Workers completed nearly 22,000 client visits and facilitated 19 group counseling sessions, offering guidance, advocacy, and a safe space to share experiences. Our Bereavement Support team also walked alongside individuals coping with profound loss, supporting nearly 150 clients through almost 900 visits.

These mighty teams act as a lifeline during some of life's most overwhelming moments. They help people navigate complex care systems, process grief, and access essential resources, ensuring no one is left to struggle alone. Their work creates a safety net that catches people emotionally and logistically, offering stability, clarity, and compassion when it matters most.



SOCIAL CONNECTION & RECREATION

Loneliness and isolation remain among the most significant health risks facing seniors. At Circle of Care, we think about well-being broadly—not just responding when someone is in crisis, but helping prevent those crises in the first place. Keeping people connected, keeping them strong, and keeping them engaged are all essential parts of that preventative approach.

In the last year, our Friendly Visiting and Phone Pals programs connected volunteers with clients for over 56,000 visits and calls, offering conversations, companionship, and security checks—simple interactions that often make the biggest difference. We also brought seniors together with over 2,500 group social activities to learn, create, and build community.

Meanwhile, our talented exercise instructors delivered nearly 1,000 virtual exercise classes to almost 200 clients, and over 4,300 in-person classes to nearly 1,000 clients, helping seniors maintain strength, mobility, and confidence.

Our Falls Prevention program also supported over 160 clients through almost 400 classes—a structured series of sessions that blend theoretical learning, practical exercises, and individualized assessments specifically designed to reduce fall risk.

SPECIALIZED PROGRAMS

Some clients require more intensive or specialized support. This year, our Holocaust Survivor Services program provided trauma-informed, comprehensive assistance to 1,346 survivors, coordinating home care, transportation, meals, and case management. It remains one of the deepest privileges of our organization to support survivors in their later years, honouring their resilience, safeguarding their dignity, and ensuring they receive the care and compassion they deserve.

We also saw continued growth in our hospice and end-of-life services, as well as our Adult Day Program for adults living with dementia or those who are frail and elderly, reinforcing the importance of providing dignified, holistic care during life's most vulnerable moments. Our dedicated Adult Day Program team supported nearly 15,000 visits, providing participants with structured activities and meaningful social engagement while giving essential respite for caregivers. Meanwhile, our Hospice and Palliative Care team—together with our compassionate volunteers—delivered nearly 2,150 visits to more than 380 individuals, offering comfort, dignity, and emotional support.

Together, these programs show what becomes possible when home care and community services operate as one connected system: care becomes simpler, more seamless, and truly centered on the needs of seniors. Circle of Care is proud to deliver this full spectrum of supports under one roof and to champion an integrated model that reflects the realities of aging today. As demand continues to grow, we remain committed to building a future where seniors can age with dignity, independence, and meaningful connection.



Celebrating our Award-Winning Staff

2025 SPOTLIGHT AWARDS

Our Spotlight Awards honour employees who embody our values and demonstrate exceptional dedication to client-centred care. Nominated by their leaders, these individuals are recognized for their outstanding contributions:



Alicia C., Operations Supervisor, received the **Eileen Morgan Award for Customer Service**. Known for her kindness, empathy, and proactive approach, she played a key role in implementing RingCentral, a cloud-based phone system, improving response times and using data insights to strengthen team performance and collaboration.

The **Yvonne Greaves Award for PSW Leadership** was presented to **Cecilia K.**, a Program Assistant at our Adult Day Program. Cecilia supports clients living with dementia and/or frailty while also being a dedicated mentor to new Program Assistants and students. Her compassion, initiative, and professionalism in challenging situations makes her a reliable leader with a true impact.

Maria C., Personal Support Worker, was presented with the **Circle of Care Award for Home Care Excellence** for her expertise and high-quality care. She goes far beyond her daily responsibilities, taking on roles as a Union Steward, PSW Preceptor, and a member of the Joint Health and Safety Committee. Maria is an exceptional role model for her peers and a true example of home care excellence.

2025-2026 CHAMPIONS OF CARE AWARDS

Our Champions of Care Awards celebrate the extraordinary dedication of our employees, whether in small everyday moments or exceptional acts of service. Nominated by their peers, colleagues, community members, and clients and families, our award winners go above and beyond.

Samickshya S., PSW



Samickshya consistently delivers care that enhances the overall client experience. She was acknowledged by Ontario Health AtHome through a formal written letter, reflecting the meaningful impact Samickshya has on those she supports.

Terri B., Operations Team Lead



Terri was recognized for her exceptional service, and thoughtful advice to both colleagues and clients. Through her guidance and initiative, Terri builds strong relationships rooted in trust, while leading with exceptional customer service skills.

AnnMarie Cross., Personal Support Worker, Champion of the Year



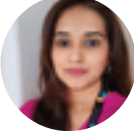
AnnMarie is recognized for her compassion, initiative, and dedication to upholding client dignity. She engages with clients in a thoughtful, empathetic, and nonjudgmental manner, particularly in situations that may feel deeply personal or overwhelming. Through her work in the Sinai Health to Home program, she supports individuals during one of the most vulnerable and uncertain periods of their lives—the transition phase—when stability, dignity, and compassionate care matter most.

Gilyana B., PSW



Gilyana was recognized for her patience, encouragement, and compassionate support. She pays close attention to her clients' needs and offers thoughtful solutions, demonstrating her proactive and genuine approach to care.

Divya D., Client Services Supervisor



Divya was nominated by three colleagues for her strong leadership and organizational skills. She fosters a welcoming and supportive environment for new staff, and consistently contributes extra time and energy to enhance workflows and team effectiveness.

Alena B., Homemaker



Alena was nominated by her client Rose and husband Eli for being a steady, compassionate presence in their lives. She brings humanity and warmth through her person-centred care, making an immeasurable difference for her clients.

Vafa H., Senior Recreationist, ADP



Vafa goes above and beyond to create engaging, meaningful activities that enrich clients at our Adult Day Program. She always approaches every interaction with empathy, patience, and respect—ensuring that clients and staff feel supported.

A Year of Engagement and Excellence

Community grows in an environment where employees feel valued, heard, and supported – fueling engagement that in turn drives well-being, collaboration, and overall success. By investing in our people, we ensure the care we provide to others is rooted in how we support one another.



CELEBRATING TROPICAL SUMMER VIBES

Our annual staff party provided a meaningful chance to pause, recharge, and celebrate one another. This past year's "Tropical Summer Vibes" theme brought warm energy with lively music, bright décor, and a welcoming atmosphere. We recognized staff milestones, celebrating the dedication and contributions that strengthen our organization. Overall, it was a well-deserved opportunity to relax, strengthen team relationships, and appreciate the people who make our workplace so supportive and vibrant.



A HEALTHY WORKPLACE FOR ALL EMPLOYEES

Circle of Care received the Canada's Healthy Workplace Month – Great Employer 2025 Award through Excellence Canada. We are proud to be recognized as an organization that demonstrates excellence—fostering a physically and psychologically safe, inclusive, and healthy workplace through innovative and comprehensive approaches to employee well-being. Thank you to our team members who ensure a healthy, supportive, and thriving workplace for all.

SUPPORTING MENTAL HEALTH AT WORK

Supporting mental health in the workplace is a shared responsibility—but leaders play a critical role in setting the tone. Last year, our leadership team completed an e-learning course – called WeCARE – centred around fostering a safe, supportive space where employees feel comfortable discussing their mental health. This training equips leaders to create supportive, empowering workplaces and to connect employees with professional support when needed.

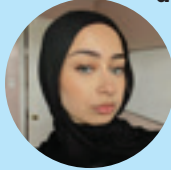
BUILDING & EXPANDING OUR PRECEPTORSHIP PROGRAM

Building confidence is one of the biggest challenges for new Personal Support Workers (PSWs) as they begin providing care independently in the community. Through our Preceptorship Program, experienced PSWs mentor new team members, offering hands-on guidance and support. This past year, we trained 10 new Preceptors, creating leadership opportunities while helping foster confidence, quality care, and a strong culture of peer connection.

CULTIVATING THE NEXT GENERATION OF CARE-ORIENTED PROFESSIONALS

In 2025, Circle of Care welcomed students across a variety of fields, including client services, IT, communications, volunteer resources, HR, and quality. Through meaningful placements, students gained practical experience while building skills, exploring career paths, and forming lasting connections. By investing in future talent, we strengthened our workforce pipeline, and benefited from the fresh perspectives and energy students bring to our organization.

"The warm welcome I received made it easy to step into the behind-the-scenes work that plays a vital role in delivering quality care to clients. I am extremely grateful to Circle of Care for everything they have done for me, as well as everything they do for those in need."



– Misbah P, Client Services student



Rebuilding a Strong Voice for Those We Serve

At Circle of Care, we believe that clients and caregivers deserve a strong voice in shaping the services they rely on, especially when navigating a healthcare system that can feel fragmented and overwhelming. This past year marked a turning point for our Client and Family Advisory Council (CFAC), which we relaunched with renewed purpose, a clearer structure, and a commitment to embedding client and caregiver perspectives into how we design and deliver care. The result has been a vibrant, engaged council of eight members whose lived experience now informs decisions across the organization.

Over the past year, we established a standardized process for engaging CFAC and created a culture where client and caregiver feedback is sought early and often. Senior leaders and managers now regularly bring projects, ideas, and questions to the council during development, ensuring feedback helps shape, refine and evaluate initiatives.

The impact has been significant. CFAC members have contributed to a wide range of initiatives, including improving client and family communications, providing feedback on our call centre system, offering insights into Meals on Wheels and volunteer programs, and

participating in focus sessions to enhance our website.

Recently, CFAC played a central role in shaping our client and caregiver survey strategy. They reviewed early concepts, tested the survey flow, and helped ensure the final version would surface meaningful insights before it launched.

Their perspectives have helped us improve communication, simplify processes, and better align services with the needs of those who use them. A key part of this approach is closing the loop: after feedback is shared with program teams, we return to CFAC to demonstrate how their ideas were considered or implemented. This transparency has strengthened trust and reinforced the value of their contributions.

Looking ahead, we plan to continue expanding opportunities for clients and caregivers to engage with us, not only through the bi-monthly council meetings, but also through short term projects, focus groups, and flexible forms of participation. CFAC’s success this year has reaffirmed that when we listen deeply and collaborate intentionally, we create services that truly work for the people who depend on them.



“What I appreciate about Circle of Care is how genuinely they engage clients and caregivers – not just by asking for feedback but by actively listening and incorporating those perspectives into programs and care planning. Being part of the Council has been a very positive experience; I’ve felt respected and valued as a partner in shaping better care for the community. It has also been rewarding to connect with others who are passionate about improving the client and caregiver experience.”

- David Worthington, CFAC Co-Chair, and Family Caregiver

Sharing Knowledge, Strengthening the Sector

In a year marked by rapid change across the home and community care landscape, Circle of Care placed renewed focus on contributing to the conversations shaping the future of the sector. We know that delivering high quality services is only one part of our responsibility. The other is sharing what we learn on the front lines: the insights, innovations, and practical lessons that emerge from working closely with seniors, caregivers, and communities every day.

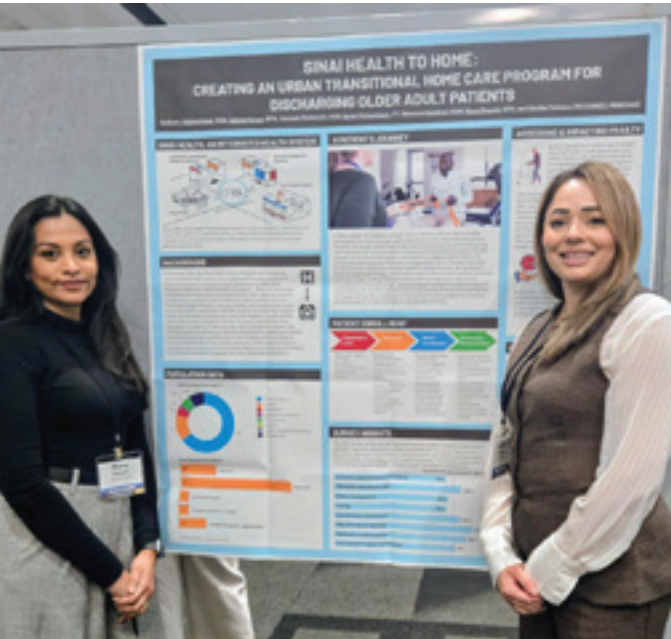
The challenges facing our system are complex: rising demand, workforce pressures, shifting models of care, and the growing needs of an aging population. No single organization can solve these issues alone. Progress depends on collaboration, open dialogue, and the exchange of ideas across the entire continuum of care. Increasingly, we see it as our role and our obligation to contribute to that shared learning.

Over the past year, our leaders and teams stepped forward in new ways to share what we are seeing, what is working, and where the system must evolve. We participated in conferences, publications, podcasts, and media stories, offering perspectives grounded in both program experience and system level understanding.

CONTRIBUTING TO SECTOR DIALOGUE

Throughout the year, we contributed in a variety of meaningful ways, including:

- Co-presented at the Ontario Community Support Association’s annual conference with Marianne Saragosa, RN, PhD, from Sinai Health, exploring strategies to reduce social isolation among seniors
- An article in Longwoods exploring the importance of integrating home and community care
- A Longwoods article on why collaboration between communications, policy, and program development is critical in a shifting healthcare landscape
- Participation in a CBC News feature highlighting the Centivizer initiative at our Adult Day Program
- An episode on Innovation in Home and Community Care on HIROC’s healthcare leadership podcast



In October 2025, we shared early lessons from the Sinai Health to Home initiative at the 54th Annual Scientific and Educational Meeting of the Canadian Association on Gerontology (CAG2025) in Montreal. This is Canada’s leading conference for professionals, researchers, and advocates in aging. The poster presentation highlighted how coordinated transitions can improve outcomes for patients moving from hospital to home and strengthen care continuity.

By contributing our experience, listening to others, and building partnerships rooted in learning, we help create a future where home and community care is more connected, more responsive, and more resilient. Knowledge sharing will continue to be a priority in the year ahead: because when we learn together, we move the entire sector forward.

How You Can Help

VOLUNTEER WITH CIRCLE OF CARE

Volunteers are at the core of Circle of Care.

From delivering Meals on Wheels, to visits with isolated seniors, to providing companionship and caregiver relief to someone with a life-limiting illness, our volunteers are kind, compassionate, and have a strong desire to help seniors live happier and healthier in their own homes.

Visit circleofcare.com/volunteer to learn more about the many volunteer opportunities at Circle of Care and become a volunteer today!

DONATE TO CIRCLE OF CARE

Give the gift of dignity and independence. Our organization relies on your financial support to make an impact on the lives of our clients.

Visit circleofcare.com/donate to learn more about the ways in which your donation can make a difference and provide a valuable lifeline to seniors in your community.

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