



**Peel
Senior
Link**

helping
seniors live
independently

ANNUAL REPORT 2025-2026

Linking Seniors to Wellness





EXECUTIVE SUMMARY

This Annual Impact Report highlights the achievements and collective efforts that helped Peel Senior Link support seniors and caregivers throughout 2025–2026.

Over the past year, we strengthened partnerships, expanded community-based programs, and contributed to initiatives that improve access to care, wellness, and social connection for older adults. Working alongside health, housing, community, and government partners, we continued to help seniors access the supports they need to live independently and age with dignity.

This report reflects the impact of collaboration and our ongoing commitment to building a more coordinated, accessible system of care that helps older adults across Peel Region remain healthy, connected, and supported in their communities.

LAND ACKNOWLEDGEMENT

We acknowledge that the land where our work is performed has, for many years, been and continues to be the traditional and ancestral land of many nations, including the Mississaugas of the Credit, the Anishinaabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples. We recognize the enduring presence and contributions of all First Nations, Métis, and Inuit peoples. We are grateful to have the opportunity to work on this land.

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A NOTE FROM OUR LEADERSHIP

Aging independently takes a village.

In recent years, we've seen this idea tried and tested in many ways. As Canada's population reaches super-aged status, **20% of older adults are experiencing a poverty-level standard of living**, despite **81% wanting to age in place, in their homes**.^[1] These numbers underscore a need to reinforce existing supports for healthy aging and to fill in the gaps with new supports, so that people can age with dignity.

Fortunately, over the past year, we have witnessed the impact that can be made when organizations work together as an integrated network. From wellness hubs to meal deliveries to education workshops, Peel Senior Link has stood at the intersection of many impactful programs and services that have broken down barriers to vital resources and connected seniors to their communities. We're deeply grateful for the partnerships that we are able to highlight in this report, and for the progress that has been made on our mission to help seniors age independently.

Together, we are building a stronger safety net for our most vulnerable community members.

Despite the challenges we face, we look forward to the year ahead with hope and renewed motivation. By building on the partnerships we have already created and by forming new ones, we know that we can continue to broaden and deepen the impact of our work.

Let's continue working together so that we may reinforce the link connecting seniors to wellness.



D. Rodrigues

Derek Rodrigues
Board Chair



Sean Weylie

Sean Weylie
Acting CEO

[1] T Qureshi, G Gallant, T Bronstein, M Hazelden, A Brierley & S Sinha. Perspectives on Growing Older in Canada: The 2025 NIA Ageing in Canada Survey. Toronto, ON: National Institute on Ageing (2026), Toronto Metropolitan University.

OUR STRATEGIC DIRECTION

As the needs of our communities continue to evolve, Peel Senior Link is taking thoughtful steps to ensure our work remains responsive, sustainable, and impactful.

Over the past year, we have undergone a strategic planning process to shape our vision for the future and direct our resources where they can have the greatest impact.

This work has resulted in the drafting of our **2026–2031 Strategic Plan**, which will guide our efforts to extend care, strengthen community connections, and support more seniors in aging safely and independently at home.

The plan is grounded in three strategic priorities:



A coordinated and accessible system of care

A strong and resilient organization

Leadership in community-based senior care

Through this plan, we envision that by 2031, seniors across Peel Region will experience greater stability and independence. They will have clear, coordinated access to supports, experience smooth transitions between services, and remain deeply connected to the environments that sustain their well-being.

2025-2026 IMPACT SNAPSHOT



Peel Senior Link
helping seniors live independently



86%

Client
Satisfaction



91%

Caregiver/Care
Partner Satisfaction



375

Unique Clients
Served



68

New Clients
Served



77

ER Visits
Diverted



\$43,351

Savings from
ER Visits Diverted



11,400+

Meals Delivered
to Seniors



15

Formal
Partnerships



112,081

Total Resident
Care Days

OUR PARTNERSHIPS

We believe Peel Senior Link's role is to help create links between seniors and the supports for their health and well-being: health services, wellness programs, education, recreation, and opportunities for social connection. No single organization can meet every need alone, and we are grateful to work alongside many dedicated partners who share a commitment to helping older adults age independently.

Through **15 formal partnerships with other organizations and numerous informal partnerships**, we can help make these supports more accessible and responsive to the diverse needs of our communities. Each collaboration has strengthened our collective ability to support seniors and caregivers, and we are grateful to the organizations, community groups, funders, and service providers who continue to work alongside us in this shared effort.

SUPPORTIVE HOUSING WITH PEEL LIVING

We continued to work closely with our partners at **Peel Living**, who provide our clients with comfortable and safe housing. Through tight-knit collaboration and ongoing dialogue, we were able to provide services and accommodations to clients that allow them to safely age in place.

SUPPORT FROM ONTARIO HEALTH

Peel Senior Link received over \$9M in funding from **Ontario Health** in 2025-2026. These funds were used to support over 375 individual clients in Peel Region.

We are grateful for our longstanding partnership with Ontario Health and for their continued investment in community-based services that help seniors remain healthy, independent, and connected to their communities.



"I've never liked the idea of living in a nursing home. Peel Senior Link has been instrumental in keeping me at home."

Evelyn Adair

Peel Senior Link Client

SENIORS' ACTIVE LIVING

Through our **Seniors' Active Living Centre (SALC)**, Peel Senior Link provides mobile programming for healthy activity, learning, and social connection. Over the past year, we were pleased to see a **35% growth in the program participation**, with seniors partaking in arts workshops, fitness classes, healthy aging education sessions, and social activities.

SALC SNAPSHOT:

- **341 programs** delivered
- **60 workshops** hosted
- **3370 participants**
- **308 volunteer hours** contributed
- **5 dedicated volunteers** supporting program delivery



CROSSROADS VILLAGE CAFÉ AND SHOP

Operated by Peel Senior Link in partnership with the **Region of Peel**, the Crossroads Village Café is a welcoming gathering space within Peel Manor Long-Term Care Home. As a social enterprise, the Café offers fresh food, locally sourced coffee, catering, and mobile services, with every purchase helping to fund programs and services that support seniors and strengthen community well-being.

CAFÉ SNAPSHOT:

- Over **\$94,000** in total sales
- **5,107 hot beverages** poured
- **4,900 baked goods** enjoyed
- **3,091 sandwiches** served
- **1,913 cups of soup and chilli** scooped



CREDITVALE MILLS COMMUNITY WELLNESS HUB

The **Creditvale Mills Community Wellness Hub** is a welcoming community space where residents can access programs, services, and supports close to home. Located between two Peel Region affordable housing properties, the “Hub” brings together **Peel Senior Link and 14 other community partners** to provide recreational, social, intergenerational, and primary care programming for children, youth, families, and seniors.

Over the past year, **20% more residents and community members participated** in health and wellness workshops, fitness and falls prevention classes, after-school programs, art lessons, career guidance services, and family support initiatives. We also saw continued growth in resident-led programming and collaborative service delivery in response to identified community needs.



“The Hub is a place where you can come and be yourself.”

Everton G.
Hub Community Member

HUB SNAPSHOT:

- **584** individuals accessing services and programs
- **48** programs and services delivered
- **1,872** service visits and program sign-ins
- 95% of partners reporting increased reach and impact through collaboration
- **74%** of respondents to the Hub’s 2026 Needs and Impact Survey reported high life satisfaction
- **91%** of respondents reported that the Hub had a positive impact on their well-being



FOOD BANK 2 HOME WITH FOOD BANKS MISSISSAUGA

In early 2026, we launched our partnership with **Food Banks Mississauga** to bring nutritious food to seniors in our community. Through this partnership, customized grocery orders are delivered directly to the doors of homebound seniors who are unable to access food bank locations. By extending deliveries to buildings where Peel Senior Link already provides support, the program helps reach seniors who are most at risk of food insecurity and social isolation, bringing essential nourishment directly into their homes.

FOOD BANK 2 HOME SNAPSHOT:

Since the program's launch in March 2026, we have already delivered **15 baskets** to seniors in need, and more are on their way.

MEALS FOR SENIORS WITH SEVA FOOD BANK

Our partnership with **Seva Food Bank** continues to provide seniors across Peel Region with nutritious, culturally conscious meals that help promote health and dignity. The program is designed to support overall wellness, with meals that are heart-healthy, high in fibre, and low in sodium, contributing to better long-term health outcomes and supporting seniors to remain safely at home.

MEALS FOR SENIORS SNAPSHOT:

- More than **11,400 meals** delivered
- Over **160 seniors** supported across Peel Region



THE GRAND PARADE

This year's **Grand Parade** brought together seniors, staff, volunteers, partners, and community members in support of programs that help older adults stay connected, healthy, and independent. Held in September, the walk was a celebration of community spirit and shared commitment to supporting seniors across Peel Region. We are grateful to everyone who participated, donated, volunteered, and helped make the event a success.



PARADE SNAPSHOT:

- **\$4,703** raised in support of PSL programs and services
- **\$703** raised by seniors participating through the Creditvale Mills Community Wellness Hub

HEALTHY AGING EDUCATION SNAPSHOT:

- **12 virtual workshops** delivered
- **700+ participants**
- Consistently positive participant feedback

HEALTHY AGING EDUCATION SERIES

Through our partnership with the **Summerville Family Health Team**, the Healthy Aging Education Series provides free monthly learning webinars for older adults and care partners. This series connects participants with healthcare professionals and subject matter experts who share practical information on healthy aging and overall well-being.

Over the past year, webinar topics included diabetes, nutrition, heart health, mental health, cybersecurity, and planning for powers of attorney and wills.

SUPPORTING HIGH-RISK SENIORS WITH SHIP AND PCHS

We continued to work closely with **Services and Housing in the Province (SHIP)** and **Punjabi Community Health Services (PCHS)** to support high-risk seniors with complex care needs. Through this Integrated Seniors Team (IST), Peel Senior Link provides personal care support to seniors receiving services through SHIP. Over the past year, we have continued to strengthen collaboration and streamline processes to improve coordination and service delivery, and to ensure seniors receive the right support at the right time.

Together, this partnership helps create a more integrated system of care that enables seniors to age in place, remaining connected to the services and supports they need within their communities.

TIMELY HOSPITAL DISCHARGES WITH TRILLIUM HEALTH PARTNERS

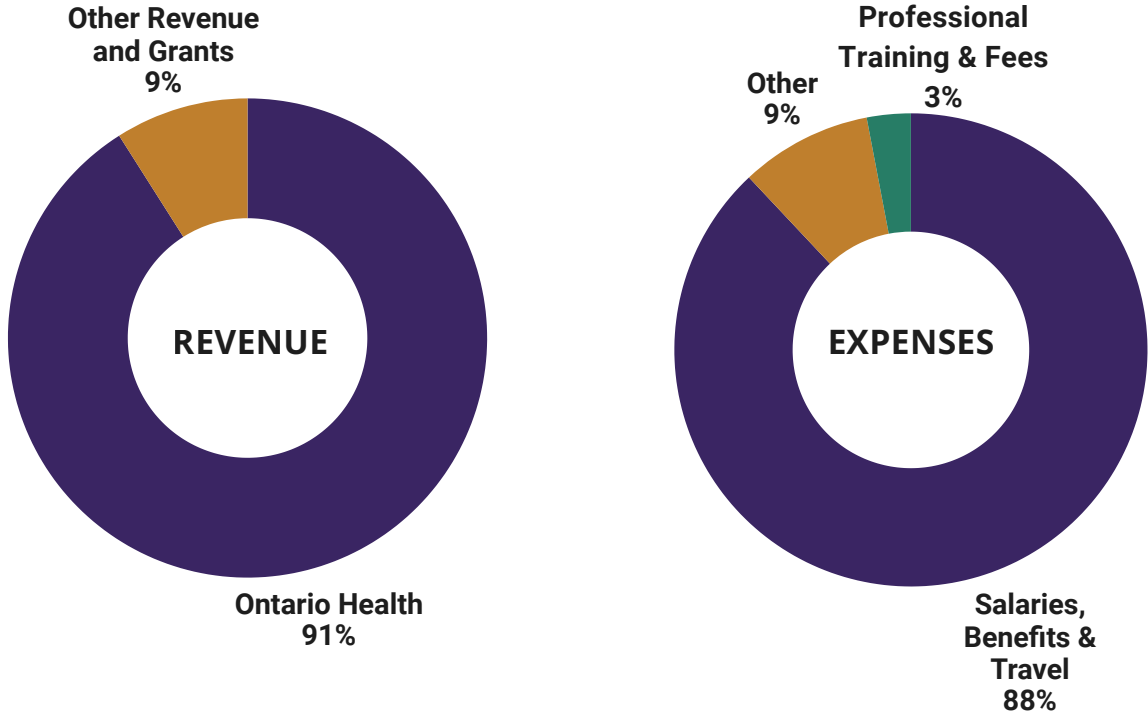
This year, we deepened our collaboration with **Trillium Health Partners** to support safe and timely transitions from hospital to home. Recognizing that prolonged hospital stays can increase the risk of complications for seniors, we worked together to streamline information sharing between hospitals and PSL sites, to expedite discharges and ensure seniors receive the support they need to continue their recovery in the comfort and familiarity of their own homes.

SAFETY EDUCATION WITH PEEL REGIONAL PARAMEDIC SERVICES

Our partnership with **Peel Paramedics** continued this past year, with paramedics visiting our sites to share information about the medical equipment they carry and the services they provide during emergency calls. PSL clients learned vital information to guide their safety and well-being, including what to bring to the hospital, what to leave behind, and what information paramedics need, such as medical history and current medications. The paramedics who attended were either community paramedics or currently training for that role.

OUR FINANCES

We remain committed to managing our resources with transparency and accountability, helping to sustain a strong and resilient organization that can continue serving seniors and caregivers.



ACCREDITATION

Peel Senior Link remains **Accredited with Exemplary Standing**, with our next on-site survey scheduled for February 2027.

“Peel Senior Link has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. It is accredited until February 2027, provided program requirements continue to be met.

Accreditation Canada commends Peel Senior Link for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.”



Accreditation Canada

OUR LEADERSHIP AND ADVOCACY

Peel Senior Link is fortunate to have a leadership team with lived experience and extensive expertise in the communities we serve. This perspective enables us to make informed decisions and deliver services with empathy and a deep understanding of our clients' and care partners' needs.

OUR BOARD OF DIRECTORS 2025-2026

Derek Rodrigues	Chair
Neville Madan	Vice Chair
Steve Moysey	Treasurer
Cathy Chernysh	Director
Cindy Maingot	Director
Craig Thornton	Director
Riaz Shaikh	Director
Sandy Ueno	Director
Gail Walker	Director
Rohit Kumar	Director
Swapnil Rege	Director

COMMITTEE PARTICIPATION

As a community-based organization, Peel Senior Link is committed to helping shape a stronger, more coordinated system of care for seniors. We contribute our frontline experience and expertise through active participation in healthcare planning, collaboration, and advisory tables across the region.

Over the past year, Peel Senior Link continued to support system planning and service integration through participation in committees and working groups, including:

- **CWOHT Collaboration Council**
- **CWOHT Palliative Care Committee**
- **CWOHT Surge Table**
- **OH Central IPAC collaborative**
- **OH Central Community Support Services committee**
- **OH Central-CSS Advisory Table**
- **OH Central Assisted Living Services Quarterly Meeting**
- **Peel Living Collaborative Network - Bi-Yearly Meeting**
- **Mississauga Halton SDL Working Group**
- **Peel Region Collaborative Response Table**

By participating in these forums, we help advocate for the needs of seniors and caregivers, strengthen partnerships between health and community agencies, and support the development of coordinated services that enable older adults to access the care and supports they need to age with dignity.



INVESTING IN OUR PEOPLE

PSL is shaped by the commitment, expertise, and creativity of every individual on our team. That's why we are committed to investing in the ongoing and learning development of our staff, to ensure that our processes are up to date, and that our services meet the evolving needs of our clients.

STAFF TRAINING DAYS

Ongoing training helps staff strengthen their skills, stay current with evolving best practices, and respond effectively to the changing needs of the people we serve.

This year, Peel Senior Link received **\$60,000 in funding from AbleLiving Services** to support frontline staff training and professional development. Through our annual all-staff training day, direct care staff had the opportunity to learn, collaborate, and build their knowledge alongside colleagues from across the organization. In total, **137 of our direct care staff participated in the training.**

The training focused on enhancing staff understanding of cognitive impairment and dementia care through an introductory skills workshop on cognition and cognitive impairment, and an enhanced skills workshop on compassionate responses to dementia-related challenges.



STAFF SURVEY RESULTS

We conducted our annual employee survey with the goal of gathering feedback about staff experiences, satisfaction, and ideas for improvement at Peel Senior Link.

- **98%** of staff felt **valued as an employee**
- **94%** of staff felt that the workplace environment is **respectful and inclusive**
- **98%** of staff felt the company **supports work-life balance**

2026 EMPLOYEE SERVICE AWARDS

We hosted our yearly Employee Service Awards to honour the dedication and long-standing commitment of our staff. This occasion is an opportunity to recognize and celebrate the dedication and impact of the recipients' contributions throughout the organization.

This year, we celebrated **two 5-year awards, two 15-year awards, and two 20-year awards**. We are grateful to have so many long-tenured staff members who demonstrate outstanding commitment to client care.

CHAMPIONS OF THE MONTH

Our Rewards and Recognition Program is designed to shine a spotlight on the daily, weekly, and monthly achievements of our staff. The title is given to employees who have recently gone above and beyond to deliver exemplary care to our clients, to support the success of their team, or to better the organization as a whole.

This year, we recognized **139 staff** for their exemplary efforts.

DIGITAL TRANSFORMATION

ALAYACARE IMPLEMENTATION

To ensure our processes follow today's best practices and that we create a stable and resilient foundation for the future growth of our organization, we adopted Client Management Software (CMS) to track client details and planned care. This new system streamlines operations and supports data-driven decision making, so that we can reinforce communication across care teams, ensure accurate and timely documentation, and enable quick responses to changing client needs.

MOVE TO THE CLOUD

Recognizing the growing need for increased accessibility and system security, we migrated to a cloud-based platform Peel Senior Link's operations.



LOOKING FORWARD

Looking back on everything that has been achieved in the past year, we are inspired and humbled by the network of people involved in making it happen. We could not do what we do without the collective efforts of our partners. To everyone who helped us along the way—thank you.

In the year ahead, we will build on what we have achieved to date and continue forward with a renewed sense of purpose:



We will continue to foster our partnerships to make tangible improvements in the health and well-being of older adults.



We will continue to increase accessibility to care by keeping dialogue open and identifying opportunities to improve efficiencies.



We will continue to lead in community-based care by engaging in key discussions and supporting our partners to advance our shared goals.



We will continue to invest in our people and processes to ensure we provide the highest quality care to our clients.



We will continue to conduct ourselves with empathy, integrity, and dedication to our mission of helping seniors age independently.

Our mission matters because it impacts our community as a whole. Everyone has the right to age with dignity.

That is why we would like to end this report with a gentle ask:

Listen to the needs of older adults in your community. Recognize that when we help improve the living conditions of seniors today, we create a brighter future for everyone. Help create that future by giving towards programs and services to support seniors' health and well-being, by volunteering your time to break down barriers and brighten a senior's day, and by contributing your voice to community support programs.

Let's help our older family members and neighbours stay safe, connected, and independent—together.



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50 Burnhamthorpe Road West, Suite 300
Mississauga, Ontario, Canada L5B 3C

info@peelseniorlink.com
(905) 712-4413

Registered Charity/Business No.
13854 9738 RR0001

