



ANNUAL REPORT

2025-2026



ABOUT ASP

TRUSTED SINCE 1983

Alzheimer Society Peel (ASP) was incorporated in 1983 as a charitable non-profit Society and to date has become the largest chapter across Canada. Last year alone, we worked diligently to provide close to 138,000 units of support and services to over 60,000 Persons Living with Dementia and their Care Partners. The Society provides services across the Region of Peel with locations throughout Mississauga. Our chapter promotes public and professional awareness of Alzheimer's disease and related dementias while offering a range of programs and services. All services and programs operate either free of charge or for a nominal fee.

ANNUAL REPORT

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MESSAGE FROM THE BOARD PRESIDENT

As I reflect on the past year, I am filled with gratitude and pride for all that the Alzheimer Society Peel has accomplished in support of individuals living with dementia, their care partners, and families across our community.

The need for dementia-related services continues to grow throughout Peel Region, and I am proud to share that the Alzheimer Society Peel has consistently met this need with compassion, innovation, and excellence. Over the past year, our organization provided close to 138,000 units of support and services to approximately 60,000 individuals living with dementia and their care partners. This remarkable impact reflects the growing demand for our services and the dedication of our staff, volunteers, donors, and community partners.

This year, we experienced a 26% increase in units of service delivered as client needs grew more complex. Families are facing increasingly complex health challenges, financial pressures, housing concerns, and longer wait times for community supports. Despite these challenges, our team has remained committed to ensuring that every individual who turns to us receives the information, guidance, education, counselling, and support they need.

Throughout the year, we continued to expand our reach through First Link®, support groups, educational programs, counselling services, community outreach, and dementia-friendly initiatives. We strengthened partnerships across the healthcare and community sectors and remained focused on creating a community where people living with dementia can live with dignity, purpose, and connection.

These accomplishments would not have been possible without the extraordinary efforts of our staff and volunteers, whose compassion and professionalism inspire me every day. I am equally grateful to my fellow Board Members for their thoughtful governance, strategic leadership, and unwavering commitment to the Alzheimer Society Peel's mission.

This year is especially meaningful to me, as it marks the conclusion of my term as President and my retirement from the Board of Directors. Serving this organization has been one of the greatest privileges of my life. I have witnessed firsthand the resilience of the individuals and families we serve, the generosity of our supporters, and the dedication of those who work tirelessly to ensure no one faces dementia alone.

While I leave with mixed emotions, I do so with immense confidence in the future of the Alzheimer Society Peel. The organization is strong, financially responsible, innovative, and guided by exceptional leadership at both the Board and staff levels. I know that the Society will continue to grow, evolve, and respond to the changing needs of our community.

Thank you to everyone who has supported the Alzheimer Society Peel throughout my tenure. Together, we have made a meaningful difference in the lives of thousands of families across Peel Region. I am proud of what we have accomplished and excited for what lies ahead.

With heartfelt appreciation,

Lucy Rasmussen
President, Board of Directors (Retiring)
Alzheimer Society Peel



OUR BOARD OF DIRECTORS

The Alzheimer Society Peel extends its sincere gratitude to our dedicated Board of Directors for their leadership, expertise, and unwavering commitment throughout 2025–2026. Their guidance and stewardship continue to be instrumental in advancing our mission and ensuring that individuals living with dementia, their care partners, and families receive the support they need.

Our Board members bring a diverse range of professional experience, community knowledge, and passion for service. Their collective contributions strengthen our organization, support sound governance, and help position the Alzheimer Society Peel for continued growth and impact.

- Lucy Rasmussen (President)
- D. (Campbell) Fraser (Vice President)
- Gaurav (G) Bansal (Treasurer, Chair of the Audit & Investment Committee)
- Katie Mills (Secretary)
- Joanne Robinson (Chair of the Nomination Committee)
- Dr. Kristina Kokrealis
- Jeff Killip
- Dr. Olivia Boukydis
- Jacqueline Smeaton
- Lisa Melo

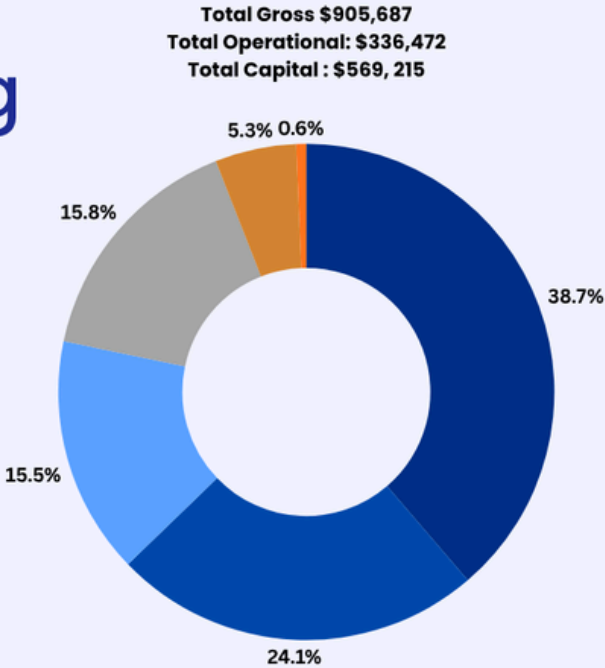
This year also marks a significant transition as we bid farewell to two exceptional Board members whose terms of service have concluded. We extend our heartfelt appreciation to Lucy Rasmussen, President, and Joanne Robinson, Director and Chair of the Nominating Committee, for their outstanding leadership and dedication to the Alzheimer Society Peel. Through their commitment to continuous improvement, strong governance, and long-term sustainability, they have strengthened our organization and enhanced the programs and services we provide to the community. Their contributions have left a lasting legacy, and we are deeply grateful for the time, expertise, and passion they have shared with our organization.

As we look to the future, we do so with appreciation for the strong foundation built by our Board and confidence in the continued leadership, vision, and commitment of those who serve. Together, we remain focused on creating a more dementia-friendly community and improving the lives of those affected by dementia.



HIGHLIGHTS & STATISTICS

Fundraising Categories



For the philanthropy department, 2025 – 2026 was a transformational year. While the team focused on building a solid foundation for the department with the appropriate resources, they executed a multi-pronged approach to fundraising and marketing.

The team hosted various events that created opportunities to build further and strengthen relationships.

HIGHLIGHTS



As part of the Brunel Capital Campaign, the department hosted 3 different events. At The Heart of Hope was a one-day community event that captured the love and support for ASP day programming. A drone flew overhead as 144 attendees gathered at Brunel Day Program and raised their hearts in a coordinated moment. With notable guests including MPP Natalia Kusendova-Bashta and Deputy Mayor John Kovac, we raised \$155,000.

In partnership with Power Connex, we installed 7 six-foot Forget-Me-Not flowers across the Peel Region. The Petals of Hope were a living canvas for the community to come out and write messages of hope and reflection, while raising awareness of dementia, ASP services, and the Brunel Capital Campaign.



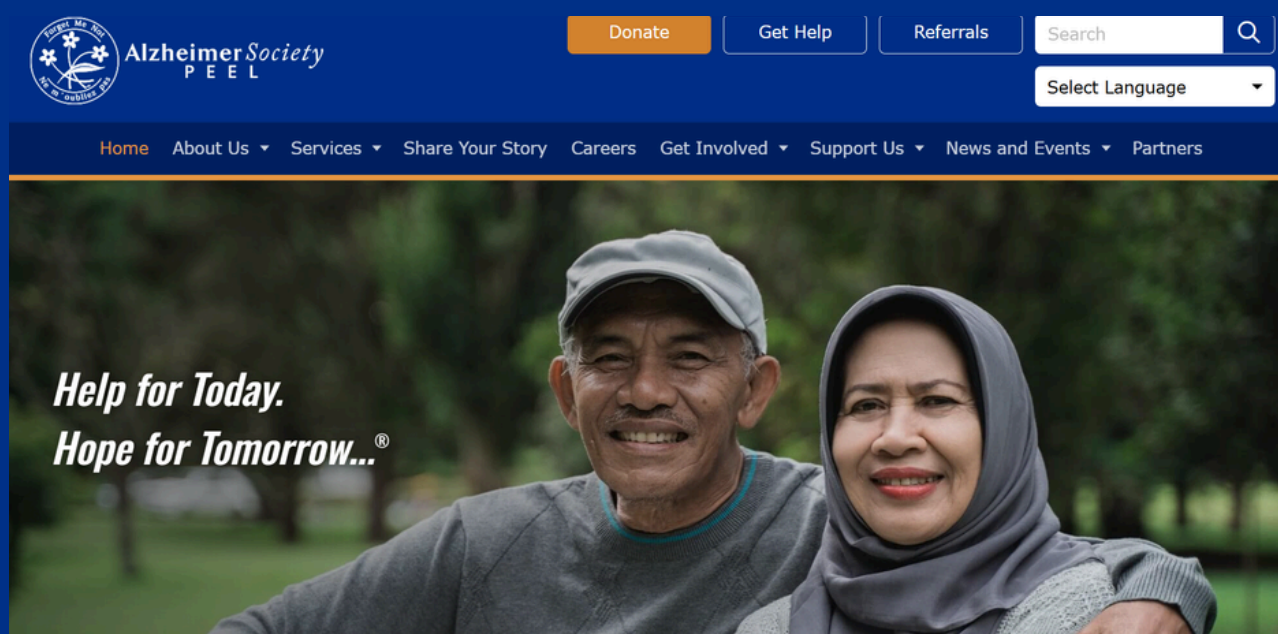
An Evening to Remember was an intimate dining experience hosted by celebrity chef Massimo Capra at his restaurant Capra's Kitchen in Clarkson. Massimo Capra personally curated a 4-course tasting menu paired with wines and mingled with the attendees throughout various courses. We held a live auction and a fund-a-need, raising over \$48,500.

Additionally, ASP received a few major and legacy gifts this year, totalling \$580,499. These gifts were received in a time of great need and made a tremendous impact on our overall service delivery. We are forever grateful to the following donors: K. Allen, B. White, S. McMaster, E. Dance, T. Hodgins, J. Koval, Bayshore Foundation and the Teterus family.

HIGHLIGHTS

ASP also benefited from a few third-party fundraising events that raised \$6,408 in total. Among these organizers are Apex Shine Cleaning & Qualicare, UTM Student P.A.U.S.E, Friends of a Friend Gala, R. Mahmood, Loblaws, and O.P.P. These individuals and groups showcased a shared commitment to supporting families affected by dementia. Partners like this make it possible for ASP to do what we do best – wrap dementia support and services around people in need at the time of need. Thank you to all of you who show up for us and bring the community together to drive action!

Holiday Giving: Give the Gift of Hope. Because Hope Never Forgets started in late October and was a mix of direct mail, digital and online marketing. We raised a historical \$30,000 for this campaign.



From an online, social media, and marketing perspective, the philanthropy team was committed to increasing our online presence by developing a new website and strengthening our social media presence with more engaging content, including reels and short-form videos. ASP, for the first time, partnered with media, including INsauga, an online local news channel, and CP24, where we secured our first live in-studio interview highlighting the growing demand for dementia care and a call to action to support ASP so that no one has to walk their dementia journey alone.

Lastly, we partnered with community partners, elected officials, and other local influencers on social media to expand our online reach.



CLIENT SERVICES

PROGRAM HIGHLIGHTS & STATISTICS

The Client Services department has experienced a year of significant growth, transformation, and investment. As highlighted in the previous report, several strategic initiatives were underway to strengthen workforce capacity and support the long-term sustainability of our programs, including the Adult Day Services (ADS) Restructure, enhanced career development opportunities, compensation adjustments, and planning related to the Brunel-Meadowvale merger.

Over the past year, these initiatives have been successfully implemented, resulting in improved staff retention, a stronger internal talent pipeline, increased workforce flexibility, and enhanced capacity to meet the evolving needs of clients and care partners. Together, these efforts have strengthened our ability to deliver high-quality, person-centred services while positioning the department for future growth.

Overall program performance reflects both growth and variability across service areas. Nora's House achieved 5,442 units of service against a target of 4,900, representing approximately 11% above target. Adult Day Services (ADS) achieved 26,015 units of service against a target of 30,520, representing approximately 15% below target. The variance in ADS is due to several external operational factors we're currently reviewing and following up on.

A key driver of the department's operational strengthening has been the creation of new roles and structures to improve coordination, efficiency, and client-centred care.

The Client Services Scheduling Advisor (CSSA) role was developed and implemented this year to strengthen the coordination and efficiency of staffing operations within Adult Day Services.

PROGRAM HIGHLIGHTS & STATISTICS

This role helps ensure consistent, standardized scheduling across sites while improving workforce flexibility and operational responsiveness. Key contributions included establishing a standardized ADS on-call coverage model with a structured rotation to support cross-site staffing when program ratios fall below operational requirements. The CSSA also led the development of updated best practices for staff time-off management and centralized scheduling processes through the LGI platform. A major milestone was the successful launch of LGI as the new scheduling system for ADS, including system design input, operational requirements identification, and staff training support. Additional work included developing master rotations across all ADS sites and coordinating training sessions to support consistent adoption. These initiatives have improved scheduling efficiency, strengthened operational oversight, and enabled leaders to focus more directly on client care, staff development, and team support.

The Client Care Advisor (CCA) role was established to streamline intake processes by centralizing responsibility for client admissions, assessments, and referrals, allowing Site Operations Managers to focus more fully on program operations and strategic priorities. The role ensures a coordinated, person-centred intake process that is responsive to the needs of clients and care partners. Key responsibilities include conducting comprehensive assessments, maintaining strong communication with clients and care partners, collaborating with referral partners, and supporting discharge planning to ensure continuity of care across services. Between April and December 2025, the CCA completed 72 assessments across Evelyn's Place Day Program (EPDP), Brunel Day Centre (BRNL), and Sam McCallion Day Centre (SMDC). A key enhancement in this role has been the integration of the Personhood Summary into the intake and assessment process, which captures life histories, personal preferences, daily routines, and potential triggers. This approach strengthens individualized service planning by helping us understand each client beyond their clinical profile, leading to more meaningful, responsive, and person-centred engagement across all program sites.

The Senior Client Service Facilitator (SCSF) role was created to improve operational and frontline coordination at ADS sites, strengthen day-to-day program flow, support staff, and respond more quickly to client needs. This role supports consistent, high-quality program delivery across programs. Key contributions include active coordination of daily operations, support with staffing adjustments, and collaboration with leadership to maintain smooth program flow and service continuity. The SCSF also plays a key role in supporting team communication and ensuring timely responsiveness to client and program needs. This role has strengthened on-site operations, improved responsiveness to changing program demands, and enhanced support across ADS sites.

PROGRAM HIGHLIGHTS & STATISTICS



A significant achievement during this reporting period was the successful merger of the Brunel-Meadowvale Adult Day Program. Despite ongoing construction and expansion activities at the Brunel site, services continued uninterrupted throughout the transition. Within a six-week timeframe, clients from the Meadowvale Day Program were successfully integrated into Brunel (BRNL), creating a unified program community while maintaining continuity of care and minimizing disruption for clients and care partners. The merger also brought together two long-standing teams into a single team of eighteen staff members. Through focused leadership, collaboration, and staff engagement, the transition was completed successfully, resulting in a cohesive team aligned around shared goals, standardized practices, and a common commitment to person-centred care.

BRNL also served as the pilot site for the Wave Program, an innovative service delivery model designed to enhance client experience and improve operational effectiveness. The model organizes clients into smaller groups based on individual needs and participation levels, allowing for more personalized and meaningful engagement throughout the day. Staggered scheduling of activities, meals, and transitions has reduced noise, crowding, and overstimulation while maximizing the use of program space and resources. Early outcomes have demonstrated improved social connections among clients, increased participation in programming, and enhanced opportunities for individualized support. Staff have reported reduced operational stress and improved ability to provide focused, high-quality care, resulting in strong support for continuation of the model.



Another significant milestone during this reporting period was the approval of additional funding for the Adult Day Program from Ontario Health. This investment supports the creation of 30 new program spaces and enhanced staffing levels, with funding extending through March 2026 and ongoing base funding commencing in 2026-2027. Recruitment was completed to support this expansion, and new spaces were introduced across BRNL, EPDP, and SMDC. While these spaces are currently distributed across existing locations, the majority are planned to transition to SMDC once a permanent site is secured.

PROGRAM HIGHLIGHTS & STATISTICS

Securing a new permanent location for Sam McCallion Day Centre (SMDC) has also been a major organizational priority. Following notification that the current building has been sold and that the lease will expire in October 2027, extensive planning and site exploration have been undertaken to identify a suitable long-term home. The proposed location will accommodate the expanded SMDC program, Nora's House, Community Services, Corporate Services, and BSO teams, creating opportunities for greater operational efficiencies and collaboration across programs. Significant progress has been made, and the organization is nearing the final stages of securing a new site.

Together, these developments position Client Services for continued growth, increased service capacity, and improved access for clients and care partners.

The introduction of **BEAM/Obie Pro interactive projection technology** represents a shared enhancement across all Adult Day Services (ADS) sites. This technology, purchased through a donation from the Bayshore Foundation, has been implemented to support engagement and increase opportunities for physical, cognitive, and social participation among clients. Staff leads have been identified, and supporting guidelines have been developed to support consistent integration into programming across sites. This initiative strengthens person-centred engagement and provides a shared therapeutic tool across the ADS system.



SMDC experienced meaningful growth and enhancement across programming, engagement, and staff development. Volunteer engagement increased significantly through collaboration with the Student and Volunteer Coordinator, with volunteers contributing from diverse backgrounds, including medical students, retirement and long-term care staff, and students with prior experience in ASP music programs. Volunteers supported housekeeping, program facilitation, client engagement, and live music programming, enriching client experience and expanding program capacity. Open house events were reintroduced, creating opportunities for connection among clients, care partners, and staff while sharing information about available supports. Staff continued to engage in ongoing education and development, with increased involvement in caregiver support initiatives and broader organizational programming.

Looking ahead, staff are enthusiastic about the planned expansion of SMDC, with priorities focused on design planning, transition preparation, and coordinated implementation across sites.

PROGRAM HIGHLIGHTS & STATISTICS

At Evelyn's Place Day Program (EPDP), significant progress has been made in strengthening operations, expanding capacity, and enhancing program quality. The ADS Restructure has been a key focus, aligning staffing models with evolving client and organizational needs and reflecting priorities of staff development, enhanced client care, and workforce flexibility. EPDP successfully recruited and onboarded ten new staff, supported by dedicated training to ensure alignment with program standards. Program enhancements included facility renovations and approvals for magnetic locks to support safety and operational readiness. As a result, EPDP's capacity increased from 54% at the beginning of the fiscal year to 95% currently. EPDP also launched a partnership with Kin Capsule to support meaningful engagement between clients and care partners, further strengthening individualized programming and connection-based care.



BRNL continued to foster meaningful engagement through innovative programming and community integration opportunities. Community outings encouraged clients to reconnect with familiar activities and maintain links to everyday experiences within their neighbourhoods. Programs such as "A Jar Full of Thanks" promoted reflection, storytelling, and shared experiences among clients, care partners, and staff, strengthening community connections and a sense of belonging. Theme-based events and experiential programming further supported social engagement, creativity, and enjoyment while reinforcing the program's commitment to person-centred care and quality of life.



At Nora's House Respite Care, several initiatives were implemented to enhance client care, strengthen staff development, and improve operational efficiency. A significant kitchen renovation, including the installation of a dedicated medication cabinet, enhanced medication safety practices while creating a more welcoming and home-like environment for clients and families. The program continued its valued partnership with TriOS College, providing Personal Support Worker students with hands-on experience in dementia care and contributing to the development of the future healthcare workforce.

Operational improvements included the successful transition to the ACORN digital documentation platform, resulting in streamlined processes, improved communication, and increased efficiency. To support leadership development and service excellence, two Respite Team Lead positions were created to provide frontline mentorship, operational support, and opportunities for staff growth; they will be implemented in the 26/27 fiscal year. Volunteer and student involvement remained a key strength of the program, fostering meaningful intergenerational connections, enhancing daily programming, enriching the overall client experience, and supporting community engagement and awareness of aging and dementia care.

PROGRAM HIGHLIGHTS & STATISTICS



Music Therapy services within ASP continued to expand significantly, with growth in programming, partnerships, education, and system-wide impact across ADS and Community Services. ASP launched its first-ever Music Therapy Internship Program in April 2025, welcoming Master of Arts in Music and Health students from the University of Toronto. Following a successful four-month scheduled placement, one intern extended their placement to support internal capacity building and continuity of expertise.

The Memories to Music program continued to demonstrate strong impact and recognition. It was recognized by the Mississauga Arts Council with the Arts for Mental Health Award (2025) and was featured in a documentary project during the 2026 program cycle. The program was completed with eight ADS participants, highlighting its continued value in supporting identity, connection, and emotional expression.

The JAVA Music Group program was expanded across all ADS sites and utilized within the Music Care Re-Certification Project. A successful New Horizons for Seniors grant report was completed, and the JAVA Circle was extended into Community Services, where a four-week support group was delivered for people living with dementia in the early stages, demonstrating successful program expansion beyond ADS.



ASP also continued to strengthen its leadership role in the broader music and dementia care sector. The organization served as a consultant in the development of a new Music Care Pathways program. It acted as a formal partner for the annual Music Care Conference hosted at Music Works. ASP contributions included presentations on Memories to Music and Raising Voices, as well as sessions focused on sound environment practice. ASP was also featured in the Music Care Recertification Project.

The second Music Therapy Jamboree was successfully hosted at EPDP, further supporting engagement and community building within program sites. The Raising Voices program continued through a partnership with the Mississauga Festival Choir, delivering two successful program cycles focused on expressive participation and social connection. The ASP Music Champions Committee continued to build internal capacity, developing five caregiver resources to date, with additional materials in development to support care partners. ASP's Music Therapist and team members also contributed to national and provincial knowledge exchange through presentations at the Canadian Association of Music Therapists conference in Halifax, the Music Therapy Association of Ontario conference in Kingston, and as keynote speaker at the BSO Dementia Care Day event. The Music Champions group also presented at the Music Care Conference, further demonstrating ASP's leadership in innovative, person-centred music programming.



COMMUNITY SERVICES

PROGRAM HIGHLIGHTS & STATISTICS

First Link Program and Referral Volume

This is the first year the Service Access Department has exceeded 5000 referrals*. Our First Link Care Navigation Team and Behavioural Supports Ontario Care Navigation Team work tirelessly to ensure that each referral receives the most appropriate support with the least waiting time.

Our Current Wait times across the two teams:

First Link Services – 6–8 weeks

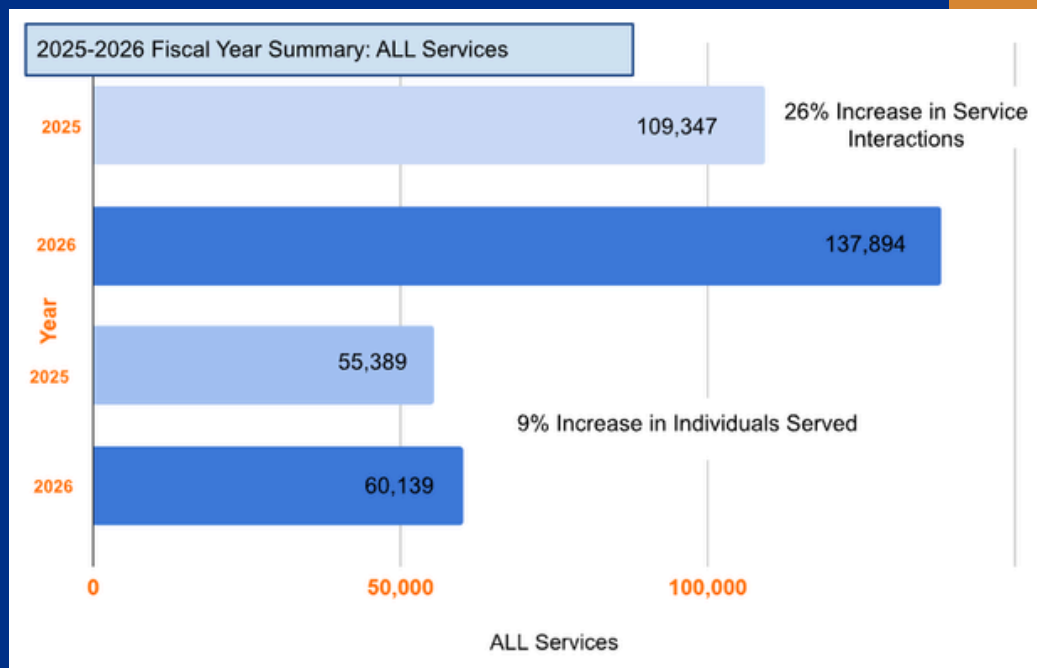
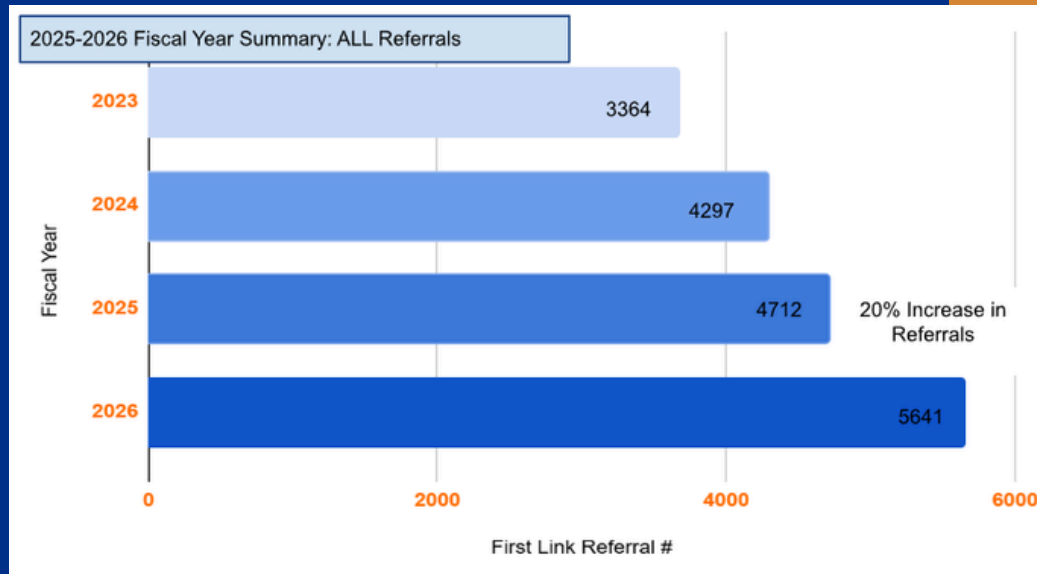
- Counselling
- Adult Day Program (Info/Tour)
- Respite (Nora's House)
- Education

Behavioural Supports Ontario (BSO) Services

- Mississauga Halton – 5 – 10 business days
- Central West (Brampton, Caledon) – 4 weeks
- Referral Sources will receive a callback within 2–5 business days

*Please note that single referrals can range in support of one person to as many as 3–4 individuals and can represent care across multiple units of service, programs, and supports.

PROGRAM HIGHLIGHTS & STATISTICS



Units of Service and Individuals Served

Our Units of Service (Service Interactions) have increased again this year by 26%. With a slight increase in the number of individuals served.

The current narrative from those supporting the current referral volume is as follows:

- Cases are more complex
- CarePartners have little to no support
- CarePartners and Persons Diagnosed are struggling with finances, precarious housing and higher all-around costs for many items
- Some referrals also include needs that are out of ASP scope and require many wraparound supports, referrals and warm transfers to more appropriate supports
- Increase in re-referrals from various community providers as we all work to connect clients.

PROGRAM HIGHLIGHTS & STATISTICS



Our Community Outreach through First Link Programs and Partnerships

In partnership with Nurse Next Door, we offered sessions on Dementia 101 and Brain Health, delivered in Punjabi, at the Parks in Brampton. We also offered the information in Urdu.

We attended many health fairs, outreach educations and community events to promote awareness of the services and supports in the Region of Peel.



We partnered with **AfroCognitive Health Collective** to support education in the Black CarePartner Community. As this partnership continues to grow, we danced our hearts out with a salsa class and a line-dancing event, combining them with education and conversation. We are currently working on a Dementia- and CarePartner-Friendly Caribbean Event.

This and other partnerships help address a recognized gap in Ontario. The Landmark Study Volume 2, The Many Faces of Dementia in Canada, shares that there is emerging evidence that strongly suggests that Black populations in Canada have a higher occurrence of dementia compared to other populations, while at the same time experiencing gaps in culturally responsive care and adequate supports (Iroanyah et al., 2021). (Landmark Study) Alzheimer Society Peel is partnering to make that support and safe space available to those who need it.

PROGRAM HIGHLIGHTS & STATISTICS

Public Education

We completed a full year with 2 FTE Public Educators, delivering 637 group sessions and supporting 2012 non-registered and 2794 registered clients, for a total of 10,147 service interactions. We continue to support Finding Your Way, Dementia-Friendly Communities, and AlzEducate Facilitation for ASO.

To combat social isolation among CarePartners and support those who cannot use technology, we reintroduced evening in-person education.

We also continue to fill a gap in the education and training of our private sector with our own Dementia Training Lab Menu and to provide AGE INC's Gentle Persuasive Approach (GPA) Training in the community for those who are not funded to receive it. This allowed us to bring in revenue of \$35, 077.01 and to date this year, the Public Educators have already generated \$17,939.50.

Volunteer and Students

Although we did not have a Volunteer and Student Coordinator for almost 3.5 months of the year, we completed 12,856 hours, a small reduction from the previous fiscal year.

Student placement remains a valuable recruitment strategy for staffing. This year, we successfully transitioned 14 student placement graduates into permanent positions within the Society.



We continue to build new relationships with colleges, universities, community partners, and corporations to support the growth of ASP's volunteer and student force. This includes our partnership with U of T Music Program students, TMU Social Work and Medical School, York Community Nursing, A1 Global PSW College, Trios College (PSW) and the University of Paderno, Italy.

We engaged with two new corporations for volunteering initiatives. Cumis helped with a clean-up of our Meadowvale Day Program before we closed its doors.

CIBC came in for the Dementia Experience and helped to make activity kits for Persons Living with Dementia. Both corporations participated in our THRIVE education to learn more about what we do at ASP.

Our volunteers and students report feeling engaged, connected, and valued, but are looking for more opportunities to give back to ASP, People Living with dementia, and their CarePartners!



MISSISSAUGA/HALTON BEHAVIOURAL SUPPORTS ONTARIO (BSO)

PROGRAM HIGHLIGHTS & STATISTICS

Continued Growth, Expansion, and Impact in 2025

Growth and expansion continued to define the work of the Mississauga Halton Behavioural Supports Ontario (BSO) team throughout 2025. What began as a team of approximately 12 staff has grown to 52 dedicated professionals, reflecting both the increasing demand for services and the organization's commitment to supporting older adults living with complex behavioural and mental health challenges. Today, the team provides specialized support across a broad continuum of care, including acute care settings, emergency departments, retirement homes, long-term care homes, and private residences. By extending services into diverse care environments, the team helps ensure that persons living with dementia and their care partners can access the support they need, regardless of where they live or receive care.

2025 was another record-setting year for client engagement and referrals. The Care Navigation team received 6,271 referrals for BSO services, representing a 24% increase over the previous year. More than 3,500 referrals were deemed appropriate for BSO intervention, resulting in the highest number of clients served in a single year in the team's history.

To meet this growing demand, strategic investments in human resources were made during the third quarter. These investments enhanced the team's capacity to provide timely, responsive, and specialized support throughout the region.

The addition of two new staff positions enabled the expansion of services into the emergency department at Credit Valley Hospital. As a result, BSO now provides support in both emergency departments operated by Trillium Health Partners and the emergency department at Oakville Trafalgar Memorial Hospital within Halton Healthcare. This expanded presence has improved access to specialized dementia and behavioural health supports for individuals and families across Peel and Halton.

PROGRAM HIGHLIGHTS & STATISTICS



In the fall of 2025, Alzheimer Society Peel proudly hosted its third annual Dementia Care Day, sponsored by Behavioural Supports Ontario. Centred on the theme Approaching Dementia Care with Positivity, the sold-out event welcomed more than 300 participants, including healthcare professionals, community partners, educators, students, and Alzheimer Society Peel staff from across the Ontario Central Region. Dementia Care Day provided a vibrant forum for learning, collaboration, and the sharing of innovative practices, further strengthening the region's capacity to deliver high-quality dementia care. Presenters included internal staff, lived-experience care partners, and external subject-matter experts.

Top Achievements for the 2025/26 Fiscal Year

My Personhood Summary Tool

The My Personhood Summary Tool was enhanced by adding a music preferences section, developed with support from Persons with Care Experience (PCO), a Certified Music Therapist, and the Alzheimer Society Peel Music Committee.

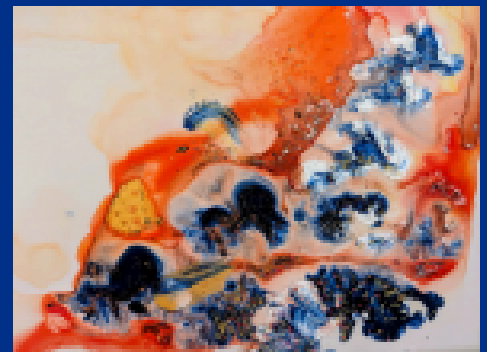
This enhancement eliminated the need for a separate music history tool while strengthening person-centred care planning. The tool has been implemented across all Alzheimer Society Peel Day Programs and Nora's House (24-hour respite), supported through initial PRC training, orientation, and ongoing BSO consultation. The goal is for every client to have a completed summary by summer 2026.

Opening Minds Through Art (OMA)

A new Opening Minds Through Art (OMA) program was introduced to support BSO patients with behavioural and psychological symptoms of dementia (BPSD) who are awaiting long-term care placement in transitional care spaces.

Facilitated by a certified OMA facilitator and supported by staff and volunteers, the program provides meaningful one-to-one engagement through art while demonstrating effective individualized interventions. By addressing periods of unscheduled time, the program helps reduce boredom and responsive behaviours, while also supporting long-term care and retirement home assessments by showcasing patient abilities and stability when behaviours may not be consistently observed.

The program has resulted in meaningful client engagement and the creation of many beautiful works of art that reflect participants' abilities and individuality.



Art created by participants.

PROGRAM HIGHLIGHTS & STATISTICS

Court Diversion Program

The Court Diversion Program continues to provide expedited diversion pathways for older adults with cognitive impairment who become involved with the justice system.

Through strengthened partnerships with law enforcement, mental health professionals, and legal stakeholders, the program connects individuals and families to BSO supports, education, and community resources. By addressing underlying cognitive and behavioural concerns, the program helps prevent unnecessary legal consequences while promoting safe aging in place and improved quality of life.

Emergency Department BSO Expansion

The expansion of BSO services within emergency departments has significantly enhanced support for older adults experiencing behavioural and cognitive challenges.

Through early behavioural assessment and targeted interventions, the team has helped reduce hospital admissions, minimize the use of restraints and PRN medications, and implement individualized, person-centred care plans. The program has also strengthened staff capacity through coaching and real-time behavioural support, while increasing connections to community resources such as BSO and Alzheimer Society services. These efforts have improved continuity of care, reduced repeat emergency department visits, and supported better outcomes for patients and families.

Looking Ahead

The accomplishments of 2025 reflect the dedication of the Mississauga Halton BSO team, the strength of its partnerships, and the growing recognition of the vital role Behavioural Supports Ontario plays within the healthcare system.

As demand for services grows, we're committed to advancing innovative care models, strengthening partnerships across sectors, and improving quality of life for older adults with complex behaviours and the families and caregivers who support them every day.

FINANCIAL HIGHLIGHT

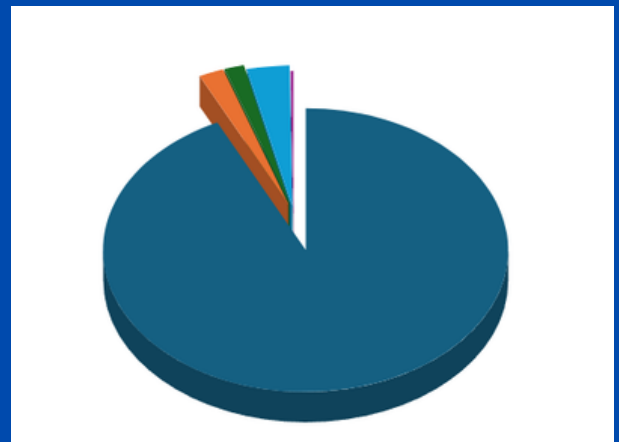
Annual Report - Financials

For F2025-26

As of June 4, 2026

REVENUE	\$	%
Ontario Health Central (OHC)	\$20,660,843	92.8%
Fundraising & Donations	\$444,181	2.0%
Investment Income	\$349,441	1.6%
Client Fees	\$757,768	3.4%
Grants & Subsidies	<u>\$51,271</u>	<u>0.2%</u>
<i>Total Revenues</i>	<i>\$22,263,504</i>	<i>100.0%</i>
EXPENSES	\$	%
Contracted Services	\$8,669,500	39.1%
Salaries & Benefits	\$10,823,017	48.9%
Occupancy	\$1,180,850	5.3%
Office & Supplies	\$513,959	2.3%
Capital Asset Amortization	\$120,690	0.5%
All Other Expenses	<u>\$840,114</u>	<u>3.8%</u>
<i>Total Expenses</i>	<i>\$22,148,130</i>	<i>100.0%</i>
<i>Surplus (Deficit)</i>	<i>\$115,374</i>	

REVENUE - \$22,263,504



EXPENSES - \$22,148,130





Alzheimer *Society* P E E L

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