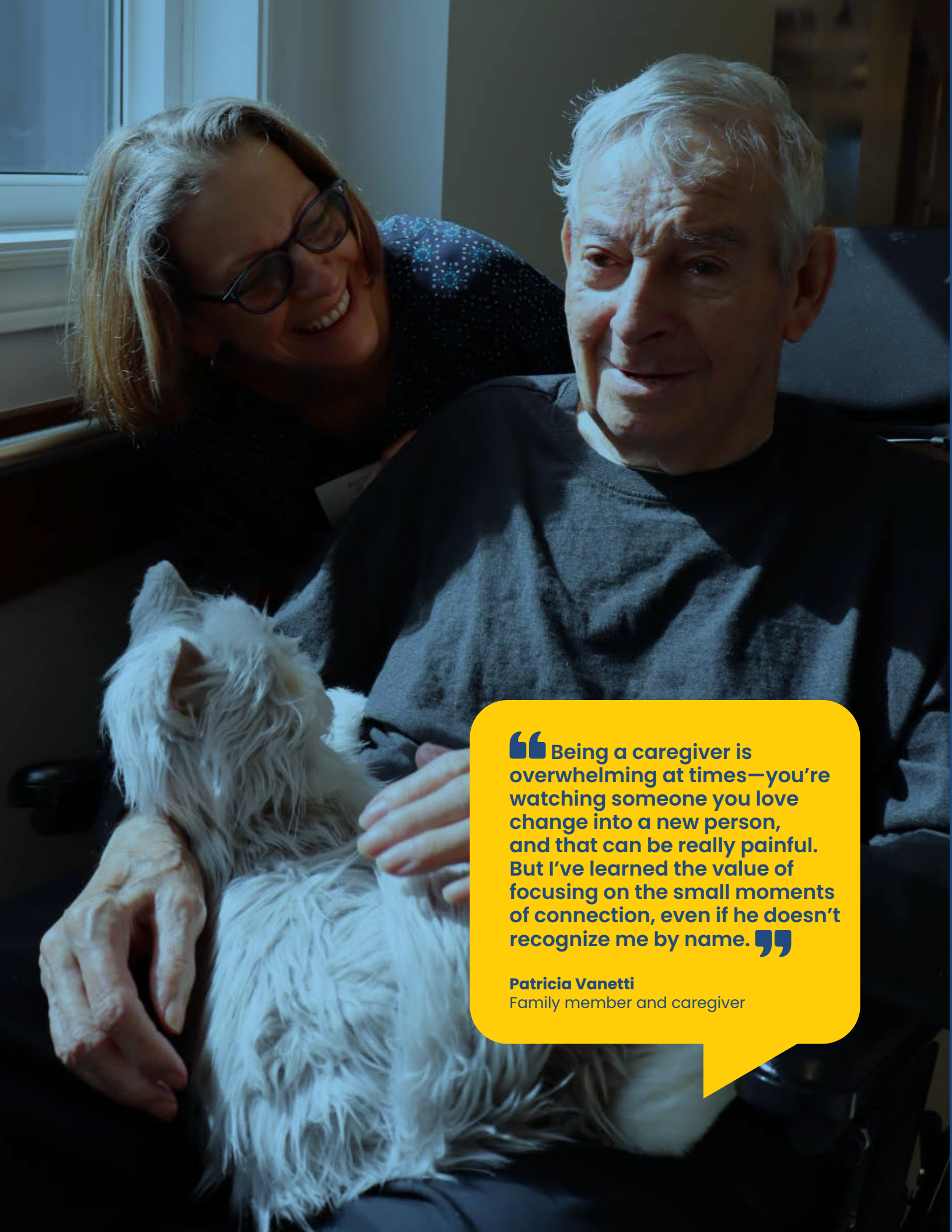




Compassion and Community: **A Year of Belonging**

Annual Report 2024–25





“Being a caregiver is overwhelming at times—you’re watching someone you love change into a new person, and that can be really painful. But I’ve learned the value of focusing on the small moments of connection, even if he doesn’t recognize me by name.”

Patricia Vanetti
Family member and caregiver

TABLE OF CONTENTS

Message from the Board Chair
and President & CEO **02**

About Partners Community Health **03**

Governance and Senior
Leadership Team **04**

PCH by the Numbers **05**

Excelling in Care Delivery to
Improve Healthy Aging **06**

Establishing Trusted Partnerships
and Connections **12**

Building a Diverse and Inclusive
Workforce **16**

Achieving Operational Excellence
and Sustainability **20**

Message from the Board Chair and President & CEO

As we reflect on the past year at Partners Community Health (PCH), we do so with great pride in how far we have come and deep appreciation for the people who continue to shape our story.

This year's theme, **Compassion and Community: A Year of Belonging**, celebrates the culture we're building at PCH—one rooted in inclusion, compassion, and connection. Inspired by our **#Belonging@PCH** initiative, this theme goes beyond a slogan; it reflects a culture that unites and uplifts everyone in our community.

In November, we marked the **one-year anniversary of Wellbrook Place**. This milestone represents a year of learning, resilience, and growth. What began as a bold vision has become a vibrant reality, thanks to the dedication of our staff, the trust of our residents and families, and the support of our partners.

Since opening, we have welcomed over 750 residents and onboarded more than 700 staff, each contributing to a collaborative, person-centered care environment. This year, we launched new programs, expanded cultural and spiritual supports, and strengthened partnerships across the healthcare and community sectors. With over 150 students and 120 preceptors, we proudly demonstrate our role as a learning organization committed to mentorship and excellence.

We also strengthened our foundation by enhancing clinical practices, launching our **Quality Improvement Plan**, and introducing our **Resident and Family Satisfaction Survey** to ensure we are truly listening and evolving to meet the needs of those we serve.

The past year was about more than continuing operations, it was about deepening impact. With Wellbrook Place now fully operational, we have moved from launching to learning, from welcoming to growing. Together, we are building a model of seniors' care that is innovative, compassionate, and community-focused.

Beyond long-term care, **PCH's Integrated Seniors' Hub** continued to grow as a welcoming and inclusive space for seniors in Mississauga. The **Spend the Day With Us Program** is helping seniors in the community and those waiting for long-term care stay active, independent, and connected. PCH also supported the launch of the **Mississauga Health Seniors Navigation Portal**, a collaboration through Mississauga Health (Mississauga's Ontario Health Team) that connects seniors with the care they need, at home and in the community.

As we look ahead, we remain committed to innovation, collaboration, and care that honors every individual's dignity, choices, and journey.

To all members of TeamPCH, residents, families, volunteers and partners, thank you for your trust, commitment, and compassion which is the driving force behind everything we do. Together, we are shaping the future of seniors' care in Ontario.

Thank you for being a part of this journey.



Tess Romain
President & CEO



Jeff Lozon
Board Chair

About Partners Community Health



Vision

To honour lives and choices and deliver seamless care.



Mission

We are committed to building strong system partnerships and connections that put people first, a learning and leading healthcare community and best in class service across the aging continuum.

Values



Compassion

We care for all people with respect, dignity and empathy.



Excellence

We provide high quality care with an optimal experience in a learning environment.



Inclusivity

We bring diversity, equity and cultural appropriateness into everything we do.



Creativity

We are innovative and embrace new and different ideas.

About Partners Community Health

Partners Community Health (PCH) is a not-for-profit, charitable organization focused on bringing healthcare services together around the needs of people living in Mississauga and West Toronto. True to our name, PCH is dedicated to working with community partners to deliver an integrated system of care that puts people first.

PCH operates Wellbrook Place, two state-of-the-art long-term care homes (Wellbrook Place East and Wellbrook Place West) and Integrated Seniors' Hub at 2180 Speakman Drive in Mississauga. The homes have a combined 632-beds and are a part of PCH's larger strategy that introduces innovative and inclusive programs and services and new models of care delivery.

Governance

Board of Directors



Jeff Lozon
Board Chair



Adrian de Saldanha
Director



Terri Irwin
Director



Scott Jarrett
Director



Steven Kresak
Director



Louise Smith
Director



Anita Stellinga
Director



Karen Wensley
Director

Senior Leadership Team

Management



Tess Romain
President and CEO



Raj Krishnapillai
Vice President,
Business Operations
and Chief Financial
Officer



Dr. Ruben H. Rodriguez
Vice President
Senior's Care and
Clinical Services



Fiorinta Flammia
Executive Director,
Wellbrook Place West



Liza Reantaso
Executive Director,
Wellbrook Place East



Shaun Dias
Director,
Communications
and Public Affairs



Kathy Lashley
Director, Strategy
and Governance



Theresa Hanlon
Interim Director,
Human Resources



Dr. Errol Sequeira
Medical Director

Partners Community Health **by the numbers**



626

Residents

179

Volunteers



156

Students



42

Registered
Nurses

107

Registered
Practical
Nurses




372

Personal
Support
Workers



358

visits to
Seniors Hub



“The residents’ council is vital because it gives residents a voice—a chance to share our experiences and influence the quality of care and life at Wellbrook Place East. It also fosters a sense of belonging and involvement among residents.”

Noel Lewis

Treasurer, Wellbrook Place East
Residents’ Council

**Excelling In
Care Delivery
To Improve
Healthy Aging**

Celebrating One Year of Wellbrook Place

On November 7, 2024, Partners Community Health (PCH) celebrated the **one-year anniversary of Wellbrook Place**, marking a year of growth, resilience, and impact at both Wellbrook Place East and West.

To commemorate the occasion, TeamPCH, residents, families, and special guests gathered to reflect on the past year, learn about upcoming initiatives, and enjoy a performance by the Wellbrook Place West Residents' Choir. The celebration, held in the Integrated Seniors' Hub, was live-streamed to all resident neighbourhoods. A special anniversary meal—harvest vegetable soup, pesto penne with grilled turkey, and celebratory cupcakes—was prepared by the Compass-Marquise team for all residents.



Staff celebrating the one-year anniversary.



Wellbrook Place West Residents' Choir.



Tess Romain, President and CEO, giving opening remarks.

A Year of Accomplishments

In its first year, Wellbrook Place achieved major milestones in advancing long-term care:

- Welcomed **over 750 residents**, providing comfort, safety, and community.
- Hired and onboarded **over 700 staff**, with every role contributing to a collaborative, meaningful environment.
- Expanded resident programs and activities, including partnerships with **local faith organizations** to support residents' spiritual needs.
- Built **partnerships** that support growth and innovation, helping shape resident care and community support.
- Launched PCH's Volunteer Program, with **over 70 volunteers** engaging with residents and sharing their talents.
- Introduced PCH's **Quality Improvement Plan**, enhancing care with a focus on safety, personalization, and engagement.

Thank you to all residents, families, staff, and partners for their contributions in making this first year an extraordinary success.

Connection and Community: Empowering Healthy Aging Through Integrated Care

Partners Community Health's (PCH) Integrated Seniors' Hub, adjacent to Wellbrook Place, is a welcoming, inclusive space that supports the health and well-being of seniors in Mississauga. It brings together healthcare, wellness programs, and social activities to help seniors stay active, independent, and connected. The Integrated Seniors' Hub features two programs: **Spend The Day With Us** and the **Mississauga Health Seniors' Navigation Portal**.

Learn more and view the monthly calendar:

[PartnersCommunityHealth.ca/
Community-Programs/](https://PartnersCommunityHealth.ca/Community-Programs/)

Spend The Day With Us

The Spend the Day With Us Program provides flexible support, social connection, engaging activities, and person-centered care for seniors living in the community, including those waiting for long-term care.

- **Daily programming** includes group fitness, arts, music therapy, and social activities to reduce isolation and improve quality of life. **Dementia-focused supports** like the Dementia Café offer engaging experiences for participants and respite for caregivers.
- **Workshops** on topics such as fraud prevention, chronic disease management, and caregiver wellness provide practical tools for seniors and their care partners.
- **Qualified staff** assist with facilitating engaging programs and activities.
- Partnerships to support **onsite healthcare** services including access to specialized clinics, like dental, podiatry and wound care services, as well as support for everyday wellness.

Spend the Day With Us is committed to honoring choice and dignity through seamless, person-centered care that supports aging in place, in community, and with purpose.

Mississauga Health Seniors Navigation Portal

Launched in March 2024 by Mississauga Health (Mississauga Ontario Health Team), with PCH as the lead agency, the **Mississauga Health Seniors Navigation Portal** is a digital 'one-stop shop' that connects older adults to essential services or a care navigator for support.

In collaboration with Mississauga Health, Caredove, CareTeam, Central Registry and 24 other partnering organizations, the portal helps seniors access health care, meals, transportation, and day programs to support aging at home.

Learn more: MississaugaSeniorsNavigation.ca

Enriching Every Day: Resident Programs in Action at Wellbrook Place

At Wellbrook Place, the **Programs Departments** curate a monthly calendar of activities designed to foster meaningful engagement, enhance daily experiences, and support residents in living vibrant, fulfilling lives. Highlights from the past year include:



Residents enjoying a musical performance for Lunar New Year.

Cultural and Religious Celebrations

A wide range of holidays and recognition dates were observed and celebrated, including Christmas, Lohri, Lunar New Year, Black History Month, Ash Wednesday, Holi, St. Patrick's Day, Eid, and more. These events featured educational components, musical entertainment, themed refreshments, and arts and crafts activities.



A resident participating in the provincial election.

Voting at Wellbrook Place

On-site voting stations supported resident participation in provincial and federal elections, empowering residents to stay involved in civic life.



Residents participating in a drumming circle.

Seniors Arts and Music Series

Residents took part in this ongoing series featuring live music performances and interactive drumming circles that promoted creativity and connection.

The Art of Feeling at Home: Murals, Signage and Community

Neighbourhood Naming and Visual Design

At Wellbrook Place, Partners Community Health (PCH) introduced **nature-inspired neighbourhood names and visual designs** to enhance resident experience, navigation, and community identity. Rooted in PCH’s holistic approach to care, the names reflect elements of the natural world and familiar street names from across the Greater Toronto Area. For **Wellbrook Place East, bird-themed neighbourhood names were selected**, while **Wellbrook Place West features names inspired by trees and flowers**. This initiative was grounded in collaboration, with residents, families, and staff contributing ideas and voting on mural designs, ensuring the environment reflects the voices and values of the entire community. These themes and names also align with the natural elements associated with the name ‘Wellbrook Place.’



An example of the vinyl mural wrap installed on Wellbrook Place East 6th floor.

By inviting input at every stage, PCH fostered a sense of empowerment, allowing individuals to shape the spaces they live and work in. The final mural designs, brought to life by professional vinyl wraps, now create a cohesive, welcoming atmosphere that supports ease of navigation and reinforces each neighbourhoods’ identity, enhancing residents’ feelings of belonging.

Wellbrook Place East	
Floor	Name
2nd floor	Blue Jays Way
3rd floor	Cardinal Place
4th floor	Hummingbird Circle
5th floor	Robin Drive
6th floor	Flamingo Road

Wellbrook Place West	
Floor	Name
2nd floor	Apple Blossom Circle
3rd floor	Cherry Wood Place
4th floor	Rose Bloom Drive
5th floor	Maplewood Road
6th floor	Cedartree Crescent



An example of the vinyl mural wrap installed on Wellbrook Place West 5th floor.

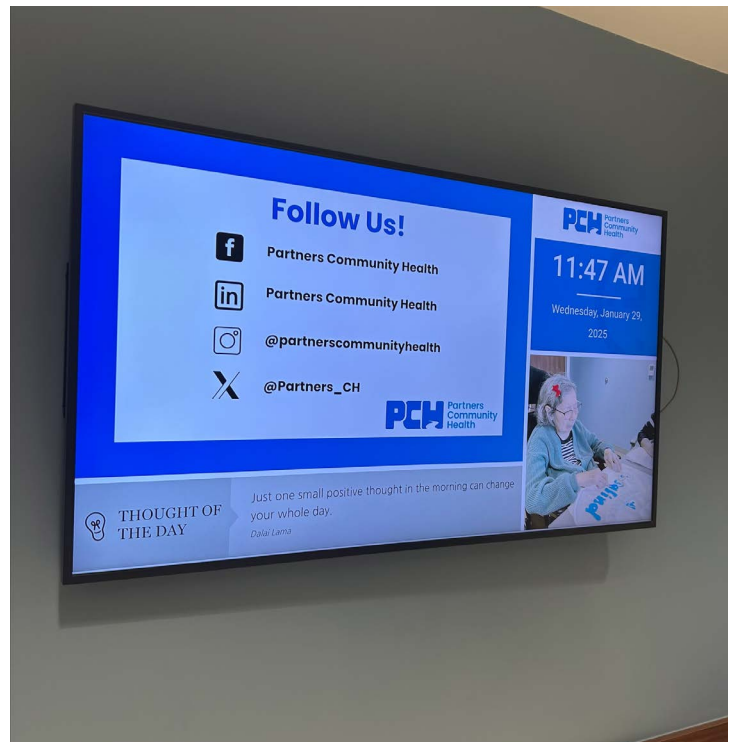


An example of the vinyl mural wrap installed on Wellbrook Place West 4th floor.

Digital Signage

Effective communication is essential in ensuring that Partners Community Health (PCH) residents, families, and staff stay informed and engaged. To enhance communication and streamline updates, PCH launched a **digital signage system across Wellbrook Place**, using InTouch Link, an external vendor. The system displays real-time content on screens installed near elevators on the ground floor and outside dining rooms in every neighbourhood across both homes.

This initiative ensures residents, families and staff stay informed in an accessible and engaging way, fostering a more connected, vibrant, and welcoming living environment that feels truly home-like.



An example of the digital signage located by the elevators.

A photograph of an elderly man with white hair and glasses, wearing a maroon long-sleeved shirt. He is sitting at a piano, with his hands on the keys. A name tag is pinned to his shirt. The background is a light-colored wall with a wooden shelf. The entire image has a blue tint.

“Volunteering as a pianist has given me so much joy. It’s not just about the music. It’s about the connections it fosters. One memorable moment was when a resident at Wellbrook Place with limited English sat beside me at the piano. They played a melody with their right hand, and I joined in with the left. It was so special. Moments like that remind me why I keep coming back.”

Walt
Volunteer

Establishing Trusted Partnerships And Connections

PCH in the Community

Hospice Groundbreaking

In November 2024, Partners Community Health (PCH) proudly took part in the historic groundbreaking ceremony for **Hospice Mississauga's new hospice centre**, the first of its kind in Mississauga.

Located adjacent to Wellbrook Place on Speakman Drive, this much-anticipated facility will be an integral part of the larger Seniors' Campus of Care. Providing specialized, compassionate support to individuals and families. This milestone marks a significant advancement in end-of-life care for the Mississauga community.



Groundbreaking Ceremony for Hospice Mississauga.



PCH's Navigators attending the Central West OHT Navigation Conference.

Community Engagement: Attendance at Fairs and Events

This year, members of TeamPCH actively participated in a variety of **community events** to connect with the broader Mississauga health care community. By hosting informative booths, the team shared how PCH is supporting older adults and enhancing access to health and social services.



Seniors Hub Team connecting with the community about our programs.

Seniors Wellness Fair at Sheridan Centre

In September 2024, members of PCH attended the Seniors Wellness Fair hosted by **Polycultural Immigrant and Community Services**, connecting with local seniors and sharing details about the **Spend the Day with Us** program. The event provided valuable insights into community wellness needs.



Tess Romain and other panelists at the Hazel McCallion Annual Lecture.

Tess Romain Highlights Human-Centred Innovation at AI in Healthcare Panel

In November 2024, Tess Romain, PCH's President & CEO, joined a panel of experts at the Institute for Better Health's fifth Hazel McCallion Annual Lecture to discuss **AI for Better Health: Accelerating for Human-Centred Impact**. In her discussion, Tess emphasized the need to harness AI in ways that support equitable, personalized care—keeping people at the heart of innovation.

Contributions and Philanthropy

Thank you, ICNA Sisters Canada!

Partners Community Health (PCH) is grateful to **ICNA Sisters Canada** for their charitable support. It was an honour to join them at the **Islamic Heritage Month flag-raising ceremony**. Their donation supported Wellbrook Place and the Integrated Seniors' Hub.



TeamPCH attends ICNA Sisters Mississauga for their flag-raising ceremony at Celebration Square in recognition of Islamic History Month.



Compass Group and Integrated Seniors' Hub Team with book donation.

Thank you, Compass Group Canada!

Thank you to **Compass Group Canada** for **donating books to the Integrated Seniors' Hub Library** at Wellbrook Place, enriching the space and supporting seniors' relaxation, connection, and lifelong learning.

Thank you, Al Huda Institute Canada!

PCH sincerely thanks **Al Huda Institute Canada** for donating new **winter jackets**, bringing warmth and comfort to residents and showcasing true community compassion.



TeamPCH showcasing some donated winter jackets from Al Huda Institute Canada.



The green room located in Wellbrook Place's Behavioural Support Unit.

Thank you, Spectrum Health Care!

Thanks to **Spectrum Health Care's** generous donation, PCH established a **green room** in Wellbrook Place's Behavioural Support Unit, an evidence-based, non-pharmacological approach to support seniors with responsive behaviours.

If you would like to contribute or support PCH, please contact Info@PartnersCommunityHealth.ca

Shaping the Future of Long-Term Care Through Research



The Wellbrook Place West Residents' Choir making their debut in September 2024, performing for residents, staff and families in the Wellbrook Place Hall.

Singwell Program: Evaluating the health benefits of choir singing participation

In September 2024, Partners Community Health (PCH) introduced the **Wellbrook Place West Residents' Choir** with a lively debut performance. Originally part of a 12-week research study with **The SingWell Project**, the choir explored how group singing supports social wellbeing in long-term care. Several positive findings, including stronger connections, better mood, and enhanced community, have made the choir a permanent program, showing how research can lead to meaningful improvements in resident life.

Building Performance and People Performance in Buildings


PCH participated in a **Toronto Metropolitan University** study on how residents and staff adapted in the early months after transitioning from **Camilla Care to Wellbrook Place**, and how building design impacted work, wellbeing, and organizational commitment. With data collection and analysis complete, the study is now under peer review. Unlike typical building performance studies conducted after a year, this research captured staff experiences during the early transition, offering valuable insights not previously documented.

DIAL Study: Living with Diabetes in Long-Term Care

PCH and the **University of Toronto** are studying the experiences of long-term care residents and caregivers living with diabetes. While findings are pending, the data will inform the researcher's largest study to date. A new grant will extend the work into the community to develop a care framework for people with both dementia and diabetes in Mississauga, focusing on minority groups.

RxFood Technology: Quantifying food intake to identify malnutrition early

Wellbrook Place is part of a pilot project using clinically proven **AI-powered nutritional assessment technology** to improve resident nutrition monitoring and reduce food waste. This study is being conducted in collaboration with PCH, **Rx Food**, **Point Click Care**, **Supercluster** and the **Institute for Better Health at Trillium Health Partners**. The testing phase concluded in April, with implementation and data collection to follow. **Read more online:** PartnersCommunityHealth.ca/Using-AI-Powered-Nutritional-Analytics-To-Improve-Resident-Care

A woman with dark hair tied back, wearing a dark blue V-neck scrub top and a necklace with a small pendant, stands in a brightly lit hospital hallway. She is smiling at the camera. In the background, there are white walls, doors, and a gurney.

“I’ve been a personal support worker for about 11 years, and I pursued this career because of my parents. I wanted to give people the care they deserve, just like I would for my own parents. That’s where my passion comes from.”

Georgina Balayo-Crompton
Personal Support Worker

Building A Diverse And Inclusive Workforce

Looking Back on One Year of #Belonging@PCH

Since launching in March 2024, **#Belonging@PCH** has brought together Partners Community Health (PCH) staff, residents, families, and volunteers to build a more inclusive and connected community. With monthly themes, it brings PCH's values to life through storytelling, resident programs, and meaningful engagement. As an annual initiative rooted in our Mission, Vision, and Values, **#Belonging@PCH** promotes a unified culture across staff and resident experiences, aligning with PCH's Strategic Plan and Philosophy of Care. The Belonging@PCH Steering Committee meets monthly to plan and guide each theme's activities.

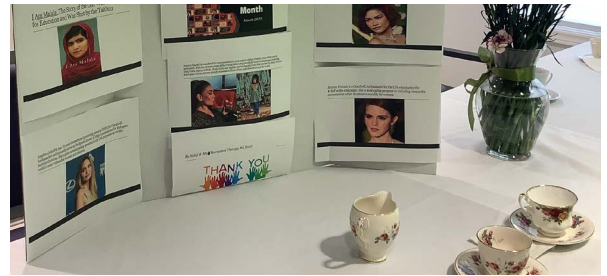
Every month offers an opportunity to celebrate PCH's values in meaningful ways. From celebrating **Black History Month** and **Recreation Therapy Month** in February to marking **International Women's Day** in March, these moments have deepened understanding, sparked dialogue, and reinforced a culture where everyone is celebrated.

May honoured **Excellence**, where we recognized the outstanding contributions of nurses, personal support workers, and physicians. In July, residents embraced the spirit of **Wellness** with a lively Mini Olympics, promoting active living and connection. September celebrated the Residents' Council under the theme of **Partnership**, acknowledging the vital role residents play in shaping life at Wellbrook Place through collaboration, leadership, and shared purpose.

Together, these efforts continue to build a workplace and community where everyone feels respected, valued, and at home. Join PCH to recognize June's theme of **Seniors** and celebrate this population and their contribution to communities.



Spider Jones Event for Black History Month, aligned with #Belonging@PCH's February theme of Compassion.



Tea Party at Wellbrook Place West for International Women's Day, aligned with #Belonging@PCH's March theme of Empowerment.

Month	Belonging@PCH Theme
January	Personal Growth
February	Compassion
March	Empowerment
April	Collaboration
May	Excellence
June	Seniors
July	Wellness
August	Innovation
September	Partnership
October	Individuality
November	Education
December	TeamPCH

Academic Partnerships in Practice

Since launching in May 2024, the **Student Program at Partners Community Health** (PCH) has grown into a vibrant, impactful initiative that supports the development of future healthcare professionals while strengthening the environment. Over the past year, PCH has welcomed **256 students** across roles such as personal support workers, nurses, social service workers, and recreation therapists.

In collaboration with over 20 academic institutions including **Sheridan, Seneca, George Brown, Humber College, Conestoga College, University of Toronto, Toronto Metropolitan University, Brock University**, and many others. The program has become a valuable recruitment pipeline, with many students expressing interest in joining PCH post-graduation. As part of the Ontario Health Force Incentive and Recruitment Grants, eligible students are paid for their placements, helping to attract funding while building the future long-term care workforce.



Students participating in an orientation session at Wellbrook Place.



Students sharing a smile during their orientation.

Volunteers in Action



A volunteer assisting with a program in the Integrated Seniors' Hub.



A volunteer pictured at the gift shop.

In May 2024, Partners Community Health (PCH) also launched its **Volunteer Program**. In less than one year, the program has grown into a dynamic and vital part of life at Wellbrook Place. During this time, PCH has recruited and onboarded **over 170 dedicated volunteers this past year**, each playing a key role in enriching the lives of residents and supporting staff.

From Tuesday afternoon music sessions with Walt, a senior who has been volunteering for a full year, to launching a volunteer-run gift shop in January 2025, volunteers help foster joy, dignity, and connection at Wellbrook Place. The volunteer program is a testament to the commitment and collaboration across all teams and departments. Rooted in PCH's Philosophy of Care, the program creates a welcoming environment where every volunteer's contribution supports wellness and community.

To learn more about our volunteer program, please visit our website at PartnersCommunityHealth.ca/volunteer/



“What keeps me going every day is the opportunity to make a difference in people’s lives. Being a nurse allows me to do what I love most: providing exceptional care to my residents and their families and being a supportive colleague to my team.”

Judith Prendergast
Registered Practical Nurse,
Associate Director of Care

Achieving Operational Excellence and Sustainability

Advancing Quality Care



TeamPCH staff huddling about resident care.

Partners Community Health (PCH) launched its first **Quality Improvement Plan (QIP)** for Wellbrook Place East and Wellbrook Place West, in 2024. The plan focused on resident safety, personalized care, and care provider engagement.

A QIP is a mandatory, Board-endorsed commitment to advancing quality through measurable goals aligned with Ontario Health's sector-wide priorities: **Access and Flow, Equity, Experience, and Safety**.

Over the past year, PCH achieved all of its objectives, seeing positive results, including reducing emergency department visits, progress in equity and inclusion, strong engagement through the Resident and Family Survey and improvements in fall prevention and antipsychotic safety.

The QIP sets a strong foundation for ongoing improvement, enhancing the resident and family experience while fostering a safe, inclusive, and person-centered care environment.

Recognizing Excellence: Achievements and Accolades

AdvantAge Ontario's Innovation and Excellence Capital Project Award

Partners Community Health was proud to receive AdvantAge Ontario's **2025 Innovation and Excellence Capital Project Award** for **Wellbrook Place's Accelerated Build Project**.

Presented at the AdvantAge Ontario Convention, the award recognizes Wellbrook Place's innovative, purpose-built design that seamlessly supports integrated care—combining long-term care, specialized health services, and community programming through an Integrated Seniors' Hub in Mississauga.

This achievement was made possible through the collaboration of many valued partners, especially the leadership of Trillium Health Partners on the construction of this project. PCH extends sincere thanks to Infrastructure Ontario, EllisDon, Ministry of Health, Ministry of Long-Term Care, Ontario Health, Ontario Health at Home, Mississauga Health, PCH staff and leadership, and donor Mr. Gerald Beasley.

PCH is also grateful for the ongoing support from the Government of Ontario, Premier Ford, Honorable Natalia Kusendova-Bashta, Minister of Long-Term Care, MPP Rudy Cuzzetto, local MPPs, Councillor Alvin Tedjo, and federal representatives.



PCH leadership pictured accepting AdvantAge Ontario's 2025 Innovation and Excellence Capital Project Award.

Presentation at OLTC's Together We Care Conference

At the **Ontario Long-Term Care Association's (OLTC) Together We Care 2025 Convention**, **Dr. Ruben H. Rodriguez**, Vice President of Senior Care and Clinical Services, presented **"Integrated Seniors' Hub: A Novel Model."** He shared how long-term care homes can apply their expertise beyond their walls to better serve seniors in the community.

PCH was proud to contribute to the conference's focus on advancing quality care through innovation and collaboration.



Dr. Ruben H. Rodriguez presenting at OLTC's Together We Care Conference.

Your Voice, Our Commitment:

Resident and Family Survey Results

To mark the one-year anniversary of Wellbrook Place on November 7, 2024, Partners Community Health (PCH) launched the first **Resident and Family Satisfaction Survey**. The survey is aligned with the Fixing Long-Term Care Act (2021) while also supporting PCH's commitment to continuous quality improvement. The survey invited residents and families to share their feedback, experiences, insights and areas of improvement, and serves as a foundation for improving quality across both long-term care homes. It was conducted through digital and hard copies for easy access, remained open for two weeks and achieved a **92% completion rate**, with 321 responses collected.

Feedback was gathered across 11 key service areas:



Communication



Connection In Care



Decision-Making



Dining Experience



Medical and Environmental Services



Diversity and Inclusion



Overall Satisfaction



Residents engaged in a discussion during a recreation program.

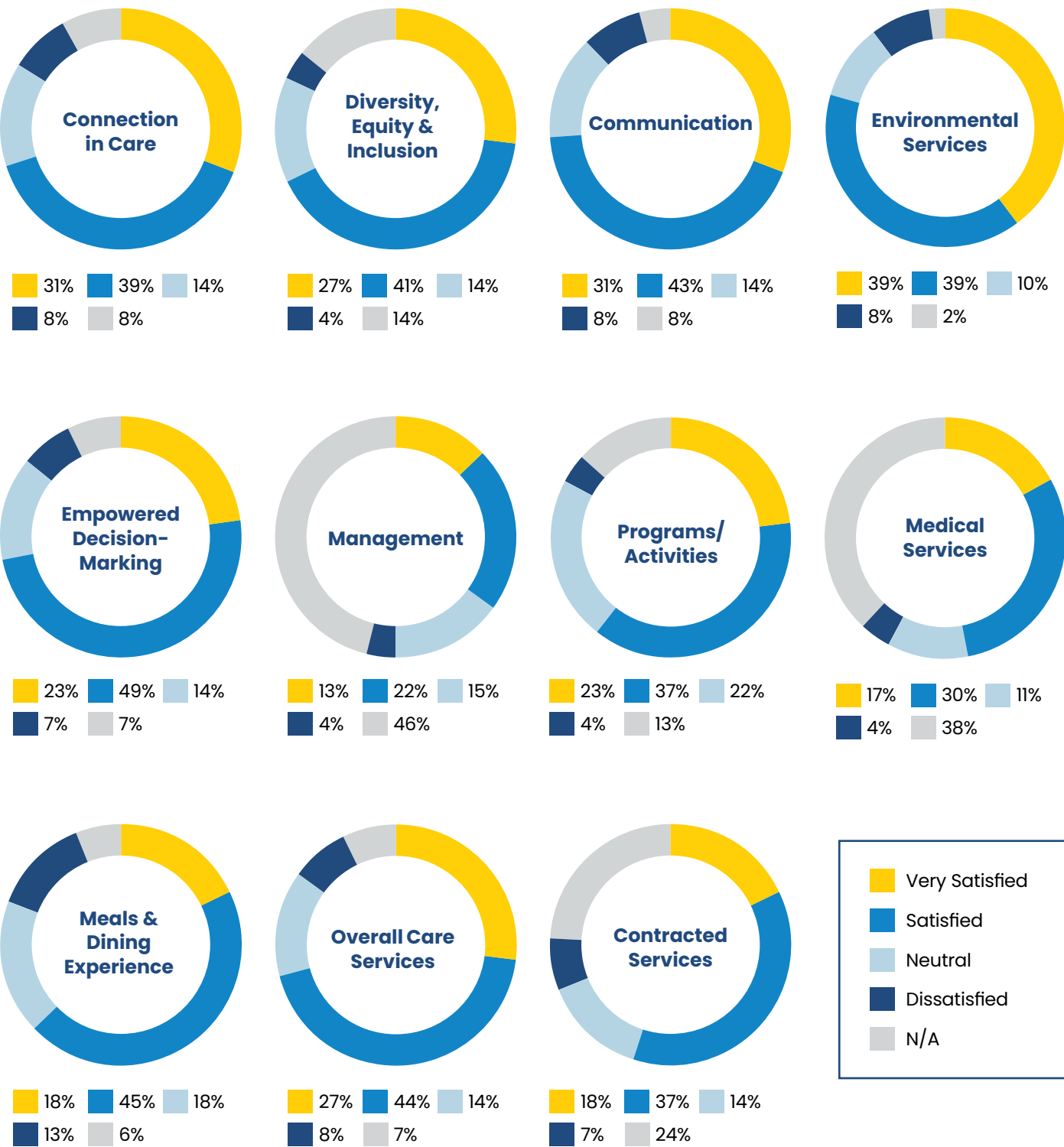
In February 2025, the results were analyzed and shared with all staff, residents and families.

The results were overwhelmingly positive in several categories, including empowered decision-making, where **74% of respondents reported satisfaction**. Residents and families also highlighted environmental services and overall care services, with **78% and 71% satisfaction**, respectively. A detailed summary of the results can be seen on page 24.

The feedback gathered is instrumental in guiding enhancements to programs, services, and the home environment, ensuring that residents and their families continue to feel supported, heard, and at home at Wellbrook Place.

Survey Results

Below are the results of the 2024 Resident and Family Satisfaction Survey, providing insights into the 11 key service areas.



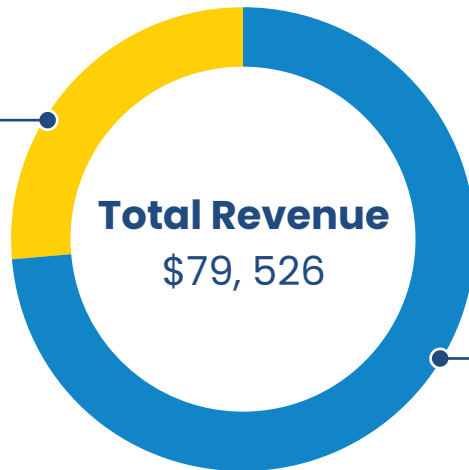
Financials

Partners Community Health ended 2024-25 with a \$1,690 (thousands) operating surplus. The breakdown of revenues and expenses is illustrated below.

Revenues (thousands)

Other

\$20,800



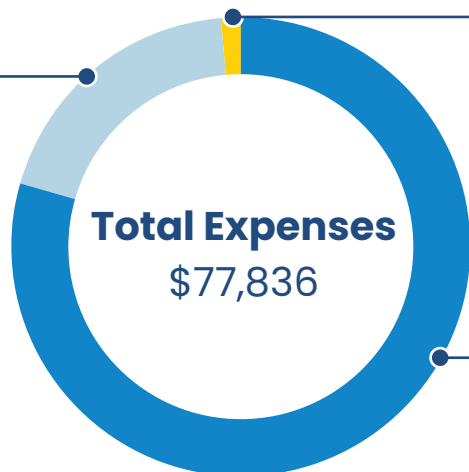
Ministry of Health and Long-Term Care

\$58,726

Expenses (thousands)

Operating Expenses

\$14,880



Other

\$1,054

Salaries, Wages and Benefits

\$61,902

Please note the full audited financial statements are available on the Partners Community Health website: www.partnerscommunityhealth.ca



Thank you to the staff, residents, families, volunteers, community partners and donors for supporting our vision of healthy aging and connected communities.

Your partnership makes it possible for seniors to live with dignity, purpose, and care.

Together, we're creating a future where everyone can age well – surrounded by compassion and community.

Stay connected with us



2180 Speakman Dr., Mississauga, ON, L5K 0B1

partnerscommunityhealth.ca



Partners Community Health is a proud member of the Mississauga Ontario Health Team.