



**Connecting Care,
Community, and People**





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Message from the Board Chair and President & CEO

As we reflect on the past year at **Partners Community Health (PCH)**, one thing stands out above all: **the power of connection**.

This year's theme, **Connecting Care, Community, and People**, reflects how we are bringing people, services, and systems together to strengthen care and improve experiences for seniors, aging adults, families, and our teams. Connection is not just an idea, it is how we work, grow, and shape the future of care.

Within Wellbrook Place, residents connected with one another through over **12,000 recreational and social programs**, creating a vibrant and engaged community.

Relationships are at the heart of compassionate, person-centred care, and, in the past year, we had over **130 volunteers** who played a vital role in enriching daily life across our community.

We also strengthened connections across our organization by supporting **staff wellbeing** through wellness initiatives like a mobile cancer screening event and health education sessions delivered with community partners.

We advanced our role as a learning organization by welcoming **589 student learners from 22 academic institutions**, creating opportunities for mentorship and collaboration across disciplines. This work has allowed us to test technology and innovation at Wellbrook Place and contribute to broader system learning.

Beyond our walls, we expanded access to care through the **Mississauga Health Seniors Navigation Portal**, where dedicated navigators supported **372 clients** in accessing essential services like transportation, meal services, and socialization supports through partnerships with community providers across Mississauga.

PCH's **Integrated Seniors' Hub** was also selected as one of three pilot sites for the Ministry of Long-Term Care's Community Access to Long-Term Care (CALTC) program. Through our **Spend The Day With Us Program**, seniors waiting for long-term care are connected to clinical supports and social opportunities that help them remain active and supported at home.

This work reflects our growing role within the broader healthcare system, expanding partnerships and improving access to integrated, coordinated care across Mississauga.

Connection has also shaped our path forward. Over the past year, we brought together staff, residents, families, partners, and community voices to inform our **2026–2030 Strategic Plan**, ensuring our future is grounded in shared insight and collective experience.

As we look ahead, we remain focused on connecting seniors and aging adults to the care they need while building the future of integrated care for years to come.

To our TeamPCH members, residents, clients, families, volunteers, and partners, thank you for your continued dedication and trust. Together, we are creating a more connected system of care.



Tess Romain
President & CEO



Jeff Lozon
Board Chair

About Partners Community Health

Partners Community Health (PCH) is a **not-for-profit, charitable organization transforming how seniors and aging adults experience care** in Mississauga and West Toronto. By connecting **healthcare, wellness, and community services**, PCH is building an **integrated system of care that puts people first**.

PCH currently operates **Wellbrook Place**, two long-term care homes (Wellbrook Place East and Wellbrook Place West) and **Integrated Seniors' Hub** at 2180 Speakman Drive in Mississauga. Together, our 632-bed homes and community-based services are part of a broader strategy to deliver **innovative, inclusive programs and forward-thinking models** of care that respond to the evolving needs of seniors.



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.

Governance

Board of Directors



Jeff Lozon
Board Chair



Adrian de Saldanha
Director



Terri Irwin
Director



Scott Jarrett
Director



Steven Kresak
Director



Idalin McKenzie
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



Candace Chartier
Interim Vice President,
Long-Term Care
and Quality



Deslyn Willock
Director of Long-Term
Care Operations, Quality
and Risk



**Raquel
Legaspi-Labuntog**
Executive Director,
Wellbrook Place West



Liza Reantaso
Executive Director,
Wellbrook Place East



Dorothy Chan
Director, Business,
Financial Planning and
Performance



Shaun Dias
Director,
Communications
and Public Affairs



Theresa Hanlon
Interim Director,
Human Resources



Kathy Lashley
Director, Strategy
and Governance



Dr. Errol Sequeira
Medical Director

Partners Community Health **by the numbers**





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

Daily Living: Resident Programming at Wellbrook Place

At Wellbrook Place, resident programming continues to reflect the diverse interests, cultures, and experiences of residents. Over the past year, the **Programs Departments** have delivered more than **12,000 engaging and inclusive activities and events**, each designed to strengthen connection, foster creativity, and support overall well-being.

Celebrating Culture and Community

Cultural and spiritual celebrations remained a cornerstone of resident recreation activities, with residents marking occasions such as **Vaisakhi, Lunar New Year, Ramadan, Rosh Hashanah, Diwali, Eid, Christmas, Easter, National Truth and Reconciliation Day, and Remembrance Day**. These events featured themed arts and crafts, music, food, and opportunities for learning and reflection.

Active Living and Creative Expression

Daily life at Wellbrook Place was enhanced through a wide range of **recreational and social activities**, including group fitness classes such as Zumba, gardening, badminton, and interactive programs like drum circles, talent shows, and movie nights. Creative expression was encouraged through hands-on arts, seasonal crafts, and unique experiences such as soap making and travelogues.

Meaningful Moments and Well-Being

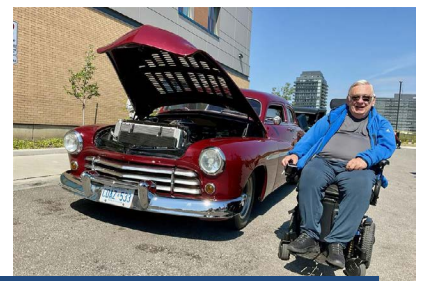
Wellbrook Place residents also enjoyed **intergenerational and therapeutic visits**, including animal encounters, alongside popular events like spa days, musical performances, patio parties, car shows and milestone celebrations.



Residents gather to honour and remember those who served during Remembrance Day Service.



A resident proudly presents the beans grown from her garden.



A resident poses proudly at the vintage car show.

Beautifying Our Community



The mural reveal at Wellbrook Place with Meegan Lim, community artist and Tess Romain, President & CEO.

November marked an exciting milestone in Wellbrook Place's ongoing **Beautification work** with the unveiling of **Roots & Wings**, a vibrant community mural that reflects the identity, diversity, and spirit of Wellbrook Place. Introduced in **celebration of Wellbrook Place's second anniversary**, the mural adds meaningful significance to both the artwork and the occasion, serving as a lasting symbol of connection, growth, and belonging across Wellbrook Place and Partners Community Health. It represents not only how far the community has come, but also the shared vision for its future.

Developed through a highly collaborative and inclusive process, the final mural design was selected through a community-wide vote involving more than **250 residents, families, and staff**. Participants were invited to review multiple design concepts and share their perspectives, ensuring the final piece would resonate with those who live, work, and visit the space every day. This approach fostered a strong sense of ownership and pride from the outset, bringing people together to shape a shared vision and ensuring the artwork reflects the voices, experiences, and diversity of the community.

The mural was created by community artist **Meegan Lim** in partnership with **Visual Arts Mississauga**. Drawing inspiration from nature and the surrounding environment, the artwork features a welcoming courtyard scene with symbolic elements representing both homes. The birds woven throughout the mural reflect Wellbrook Place East, while the trees and flowers represent Wellbrook Place West—together capturing a shared sense of growth, connection, and harmony. Thoughtful details and vibrant colours invite viewers to pause, reflect, and find personal meaning within the piece.

Installed in a prominent, high-traffic area near the homes' main entrance, *Roots & Wings* enhances the physical environment while fostering a warm, welcoming atmosphere for residents, clients, staff, volunteers, families, and visitors. More than just a visual feature, the mural contributes to a sense of place and belonging, supporting Wellbrook Place's commitment to creating spaces that feel like home.

As the first step in a broader beautification initiative, this project reinforces Wellbrook Place's commitment to creating spaces that feel like home and celebrate the community within.

A heartfelt thank you goes to Meegan Lim for bringing this vision to life, and to every member of the Wellbrook Place community who contributed to making *Roots & Wings* a meaningful and lasting addition to the home.



Two residents pictured in front of the mural.



Mural unveiling.



Artist, Meegan Lim with Jerry, Resident Council President at Wellbrook Place West.

Connecting Seniors and Aging Adults to **Care, Community and Each Other**

The **Integrated Seniors' Hub** at Partners Community Health (PCH), located adjacent to Wellbrook Place, connects seniors and aging adults to **clinical care, social programs, and community supports** that promote independence, wellbeing, and quality of life at home.

Spend The Day With Us

In September 2025, the **Ministry of Long-Term Care** announced a \$15 million investment over two years in the **Community Access to Long-Term Care (CALTC)** program, with PCH's Integrated Seniors' Hub selected as one of three pilot sites through the **Spend The Day With Us program**.

The program supports seniors who are eligible for, or approaching the long-term care waitlist, by connecting them to clinical and geriatric care; social and recreational programming; wellness supports; personal support services; and specialized care, including the HealthPod.

Since launch, participation in the program has **continued to grow** as PCH expands services to meet the evolving needs of clients and caregivers through integrated, person-centred community supports that promote **healthy aging** and **aging in place**.



Members of PCH Leadership with community and government partners at MLTC's CALTC announcement.

2025-26
By the
Numbers

970

nursing care visits

366

personal support services

1,581

in-person visits

1,257

social and recreational programs

46

social work/social support work services

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** helps seniors live well at home by connecting them to health care, meals, transportation, and other essential services.

The portal connects individuals to Care Navigators who guide them to the right services, from clinical and wellness programming funded through the **Community Access to Long-Term Care** (CALTC) initiative, to innovative clinical resources such as the **HealthPod**.

This coordinated approach ensures that seniors and their families don't have to navigate the system on their own, reducing barriers to care and supporting timely access to both community and clinical supports.

2025-26 By the Numbers

37

partner organizations

372

clients served

192

clients connected to transportation services

76

clients connected to meal services

102

clients supported with socialization supports

14

community outreach events



The HealthPod located in the Integrated Seniors' Hub.

HealthPod

Launched in May 2025, the **HealthPod** is a high-tech, self-contained medical clinic located within the Integrated Seniors' Hub. Designed and operated by Trillium Health Partners, it connects adults to virtual care with **nurse practitioners and internal medicine specialists**.

Equipped with integrated diagnostic tools, the HealthPod provides timely access to care without the need for travel or complex technology. It is available for community clients, PCH staff, and family members (18+) of residents at Wellbrook Place.

Establishing Trusted

Partnerships and Connections



Advancing Research and Innovation

Research and innovation at Partners Community Health (PCH) focuses on improving care for residents, families, and team members at Wellbrook Place, while contributing to learning across the long-term care sector. Working with residents, care teams, academic institutions, and health system partners, PCH explores key questions in seniors’ and long-term care and tests ideas that support healthy aging.

This year, PCH has advanced the development of its first **Research Framework**, which will guide future research, innovation, and academic activity across the organization.

Ongoing research and innovation projects include:

- **Point of Care Testing** initiative where 29 registered staff were trained on new equipment to enhance their ability to provide timely and effective resident care.
- A study funded by the Novo Nordisk Network of Healthy Populations and co-led with researchers at the University of Toronto focused on **culturally tailored interventions to improve diabetes and cardiometabolic outcomes** for South Asian seniors.

Research and Innovation Project Spotlight: RxFood AI-Powered Nutritional Assessment

The RxFood project used **AI-enabled nutrition assessment technology to improve nutrition monitoring and reduce food waste** in partnership with RxFood, PointClickCare, Supercluster, and the Institute for Better Health (IBH) at Trillium Health Partners. The pilot concluded in December 2025, and a post-implementation evaluation began.

Key learnings included:

- Trust and care-focused messaging were essential for adoption.
- Understanding workflow and dining processes improved consistency.
- Photo training for PSWs improved AI accuracy.
- Embedding data into existing clinical systems (e.g. Electronic Medical Records) is critical.
- Early findings showed strong staff engagement, improved understanding of resident dietary needs, and opportunities to reduce food wastage.



Tess Romain, President and CEO and Deslyn Willock, Director of Long-Term Care, Quality and Risk, with partners from RxFood.

50+ staff participated
8+ dining rooms
20k meals documented
~1,000 kg food waste/month identified

PCH and The Community

Community Engagements



Attendees participating in Visual Arts Mississauga Exhibition and Fundraiser at Riverwood.

Celebrating World Art Day

To celebrate **World Art Day** in April 2025, **Shaun Dias**, Director of Communications and Public Affairs at Partners Community Health (PCH), attended **Visual Arts Mississauga's Exhibition & Fundraiser**, an inspiring evening of creativity, community, and culture. The vibrant event highlighted the opportunity to grow PCH's relationship with VAM and explore future creative partnerships that enrich our community.

Connecting with Community at the Living with Wellness Arts Festival

In June 2025, PCH participated as an exhibitor at Trillium Health Partners' **Living with Wellness Arts Festival**. PCH connected with community members and shared information about seniors' services, while **Kathy Lashley**, Director of Strategy and Governance, presented on keeping seniors connected through initiatives such as the **Integrated Seniors' Hub** and **Seniors Navigation Portal**.

Community Engagement at Fairs and Events

This past year, TeamPCH and members of the **Integrated Seniors' Hub** continued to engage with the **broader Mississauga health care community by participating in a range of local fairs, conferences and events**. Through this, the team highlighted how PCH supports seniors, aging adults and caregivers, and improves access to integrated health and social services across the community.



Members of the Integrated Seniors' Hub team with the Irish Club of Mississauga.



Premier Doug Ford and MPP Rudy Cuzzetto speaking at the Italian Heritage celebration.

Honouring Italian Heritage in Mississauga

In June 2025, PCH attended the **Second Annual Italian Heritage Month Celebration**, hosted by **MPP Rudy Cuzzetto**. PCH was proud to join this celebration, connecting with attendees and recognizing the diverse communities that shape and strengthen our region.

Community Contributions

Thank you, Spectrum Health Care Foundation!

Partners Community Health (PCH) is incredibly grateful for **Spectrum Health Care** and **Spectrum Health Care Foundation's** generous donation that supported PCH in adding **an iPad** to each neighbourhood at Wellbrook Place, enhancing our ability to deliver high-quality, coordinated care to residents every day.

We are deeply grateful to Spectrum Health Care and the Spectrum Health Care Foundation for their continued partnership and investment in long-term care innovation.



Deslyn Willock, Director of Long-Term Care Operations, Quality and Risk and members of the Spectrum team



The Polish Canadian Women's Federation (Branch 13) dropping off holiday packages for residents.

Thank you, Polish Canadian Women's Federation (Branch 13)!

A heartfelt thank you to the **Polish Canadian Women's Federation (Branch 13)** for their generosity and community spirit.

In December, they donated **91 holiday packages** to residents at Wellbrook Place, helping spread warmth and joy during the holiday season. Acts of kindness like this serve as a reminder of the power of community and compassion.

If you would like to contribute or support PCH, please contact info@partnerscommunityhealth.ca.

Campus of Care

Strengthening Care For The community

In January 2026, construction began on **Hospice Mississauga's** first ever dedicated hospice centre, called The Welton Centre for Hospice Palliative Care. It will help complete the continuum of care provided by Hospice Mississauga. This marked a significant milestone in the expansion of the Campus of Care on Speakman Drive.

Located adjacent to Wellbrook Place, this facility will have 12 specialized hospice suites, grief and bereavement programs, caregiver supports and wellness programs, and 24/7 clinical care. PCH is proud to support this important addition to the campus.



The construction site of the future hospice centre.



**Building a
Diverse and
Inclusive
Workforce**

Elevate Our People Through Connection

Partners Community Health (PCH) continued to build a values driven culture rooted in compassion, inclusion, belonging, and respect. Over the past year, PCH strengthened staff wellness and engagement through major #TeamPCH events, including an **on site cancer screening clinic**, a **two day Gratitude and Wellness Event**, and the **Black History Month Care for the Caregiver series**. These initiatives celebrated staff, physicians, and volunteers while fostering community. PCH extends sincere appreciation to the many partners whose collaboration made these events possible.

PCH advanced a strong, inclusive workforce through targeted investments in talent development and people strategy. More than **300 graduates** completed PSW incentive programs delivered in partnership with Health Force Ontario and local colleges, with over **50 hired** into permanent roles. PCH supported more than **180 staff** on temporary work permits through immigration pathways and a new internal information portal that provides employees with access to resources and supports stability within the organization. For the first time, PCH launched an Employee Engagement Survey administered by Metrics@ Work, achieving a **72.8% engagement score** which reflects a resilient, connected, and caring workforce.



TeamPCH, Honourable Natalia Kusendova-Bashta, Minister of Long-Term Care and partners at the first on-site cancer screening event



TeamPCH Wellness and Gratitude Event.



TeamPCH participating in the Black History Month celebration.

Volunteers in Action

The volunteer program at Wellbrook Place continues to grow in both reach and impact. This year, **134 volunteers contributed 6,381 hours.**

This growth is reflected in expanding programs that **create connection** and bring energy into shared spaces.

The **Main Street Music program**, taking place along Wellbrook Place's main hallway connecting Wellbrook Place East and Wellbrook Place West, grew from one to four volunteers with the music bringing together residents, families, and staff. Familiar songs and natural acoustics transform the space into a welcoming hub of activity.

The **Saturday Sing-Along**, led by volunteer **Arlena**, regularly brings together about 30 residents. While songs are led in English, many residents join in using their own languages, reflecting how familiar music transcends language and fosters **connection across cultures and experiences.**

There are also new initiatives focused on deeper connection. The **Friendly Visitor Program** which launched late 2025 offers one-to-one visits for residents at risk of social isolation. This year, PCH also expanded its **volunteer education**, hosting a workshop on dementia and stigma, led by a former Wellbrook Place caregiver.



Residents enjoying Saturday Sing-Along.



A group photo of some of PCH's dedicated volunteers.

Partnerships, community performances, and expanded support in Wellbrook Place's Spiritual Care services and the Gift Shop further reflect the program's continued growth and impact.

To learn more about PCH's volunteer program, please visit the website at partnerscommunityhealth.ca/volunteer/

Advancing Learning in Care



PCH staff participating in a CPR training session.

At Partners Community Health (PCH), education connects people, knowledge, and practice, strengthening care today while preparing the workforce for tomorrow.

Over the past year, PCH welcomed **589 students** across disciplines including personal support workers, nurses, social service workers, and recreation therapists. Supported by partnerships with more than **20 colleges and universities**, including **Sheridan, Seneca, George Brown, Humber, Conestoga, University of Toronto, Toronto Metropolitan University, Brock University**, the student program continues to provide meaningful learning experiences while serving as

a strong recruitment pipeline, with many students choosing to begin their careers at PCH. This work is made possible by dedicated preceptors whose mentorship fosters connection, learning, and excellence in care.

PCH also continues to invest in workforce development through participation in the **Ontario Health Recruitment Grant program**, which ensures that eligible employees are incentivized for their hard work and commitment to long-term care.

In 2025, PCH onboarded **192 new team members**, with support from the Education team, reflecting ongoing investment in people and capacity building across the organization.

To strengthen continuous learning across the organization, dedicated **staff development coordinators** were introduced for each home in December 2025. These roles support more tailored education while shifting from one-time orientation to ongoing professional development.

PCH has advanced both **clinical and non-clinical skill building for staff and leadership**, recognizing that high-quality care depends on technical expertise as well as communication, leadership, and the overall care experience. Through targeted training and partnerships with external organizations, staff have strengthened skills in geriatric care, leadership, communication, customer service and emergency response, ensuring they are equipped to deliver safe, compassionate, and connected care.



PCH leadership participating in a leadership and mentorship session.



**Achieving
Operational
Excellence and
Sustainability**

Celebrating Excellence and Achievement

This past year, Partners Community Health (PCH) was honoured to be recognized for leadership in care, education, and innovation across several provincial and academic platforms.



Dr. Errol Sequeira (left) receiving his 2025 Physician of the Year award.

Dr. Errol Sequeira, Medical Director at Wellbrook Place and Medical Advisor to PCH was recognized as the **2025 Physician of the Year** at the **Ontario Long-Term Care Clinicians Conference** for his leadership in shaping the Medical Model of Care at Wellbrook Place, ensuring residents receive timely, person-centered care with seven-day medical coverage, on-site nurse practitioners, and access to specialized consultations.

PCH was recognized as a **2025 Work-Integrated Learning Employer of the Year** by **Sheridan College's Faculty of Applied Health and Community Studies** for its commitment to student learning through placements, mentorship, and professional development opportunities.



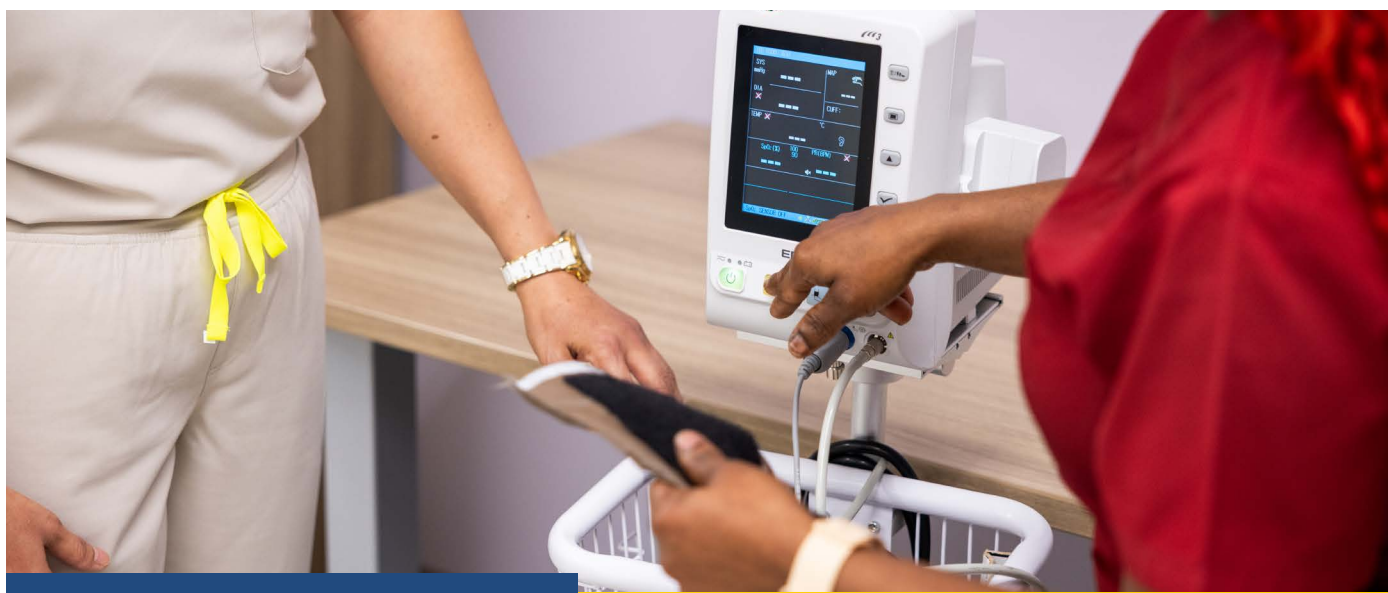
PCH Leadership attending the Advantage Ontario Convention

At the 2026 **Advantage Ontario Convention**, **Kathy Lashley**, Director, Strategic Projects and Governance, co-presented on the **Community Access to Long-Term Care (CALTC)** initiative with Peel Region and St. Joseph's Villa. **Tess Romain**, President and CEO, and **Deslyn Willock**, Director, Long-Term Care, Quality and Risk, also presented alongside RxFood partners, sharing insights from the **RxFood pilot project at Wellbrook Place** and its impact on nutrition and resident wellbeing.



Shaun Dias, Director of Communications and Public Affair and Deslyn Willock, Director of LTC Operations, Quality and Risk, accepting the award on behalf of PCH.

Advancing Quality and Continuous Improvement



TeamPCH preparing to provide high-quality care.

At Partners Community Health (PCH), **quality** is grounded in connection, between teams, residents, and care practices, and guided by a commitment to safe, person-centred care and continuous improvement.

This year, PCH introduced several key quality initiatives:

- A dedicated **Skin and Wound Management Program** supported by a specialized Skin and Wound Associate Director of Care (ADOC). The program has strengthened the application of best practices in wound care and improved outcomes for residents with pressure injuries and other wounds.
- **Continuous Quality Improvement (CQI) reporting structure** across both Wellbrook Place East and Wellbrook Place West, strengthening how teams are connected through consistent monitoring, communication, and shared accountability for quality initiatives. Key performance indicators and audits are now used more systematically to support data-informed decision-making and enhance care delivery.
- **Electronic Quality and Risk Management (QRM) auditing platform** to further connect quality data across programs and support real-time monitoring, compliance, and continuous improvement.

These initiatives build on the foundation of PCH's **Quality Improvement Plan (QIP)**, reinforcing a culture where connection drives learning, strengthens accountability, and improves the resident experience.

Shaping Care Through Feedback

Resident and Family Survey Results

Last November, Partners Community Health (PCH) conducted its annual **Resident and Family Satisfaction Survey** to gather feedback on experiences, identify opportunities for improvement, and support ongoing quality improvement efforts.

The survey was made available through both digital and print formats, encouraging broad participation from residents and families.

A summary of key results for Wellbrook Place East and Wellbrook Place West can be found on the next page.

Feedback was collected across 11 key areas including:



Therapeutic Relationships



Environment



Empowered Decision Making



Meals and Dining Experience



Cultural, Diversity, Engagement



Support Services



Care and Services



Medical Services



Recreation and Programs



Leadership



Overall Experience

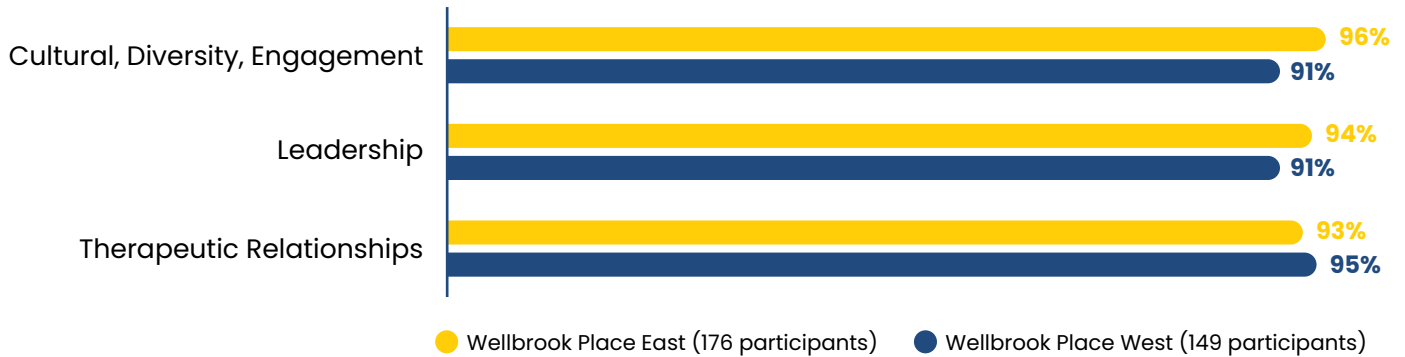


A resident and recreation staff interacting during a program.

Survey Results

Below are a summary of the **2025 Resident and Family Satisfaction Survey**, providing insights into the 11 key service areas.

Top three areas with highest satisfaction rates:



Overall Satisfaction Rating:

89%
East

88%
West

Overall, Wellbrook Place (East and West) saw improvements compared last year in the following areas:

Wellbrook Place (East and West) will continue to work on:

- Recreation & Programs:** Expand resident outings and enhance the variety and quality of activities based on resident feedback.
- Medical Services:** Strengthen communication, ensure timely access to care, and improve resident understanding of medical services.
- Meals & Dining:** Improve food quality and menu variety while increasing resident engagement and transparency in menu planning.

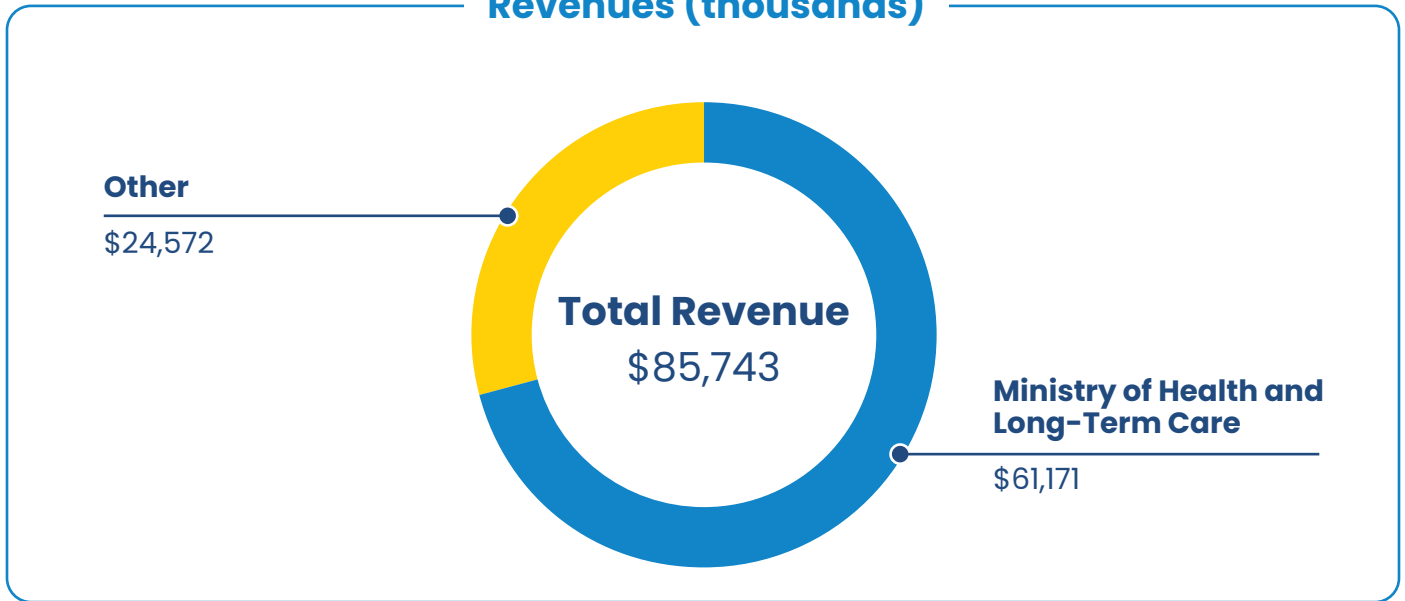
- Environment:** Focused on improving the process and communication related to personal laundry services.
- Therapeutic relationships:** Enhanced staff interactions to strengthen therapeutic relationships.
- Cultural, Diversity, Engagement:** Expansion in the variety of cultural services offered resulted in greater resident engagement, satisfaction.
- Empowered decision making:** Improved resident and family participation in care planning and delivery.

Financials

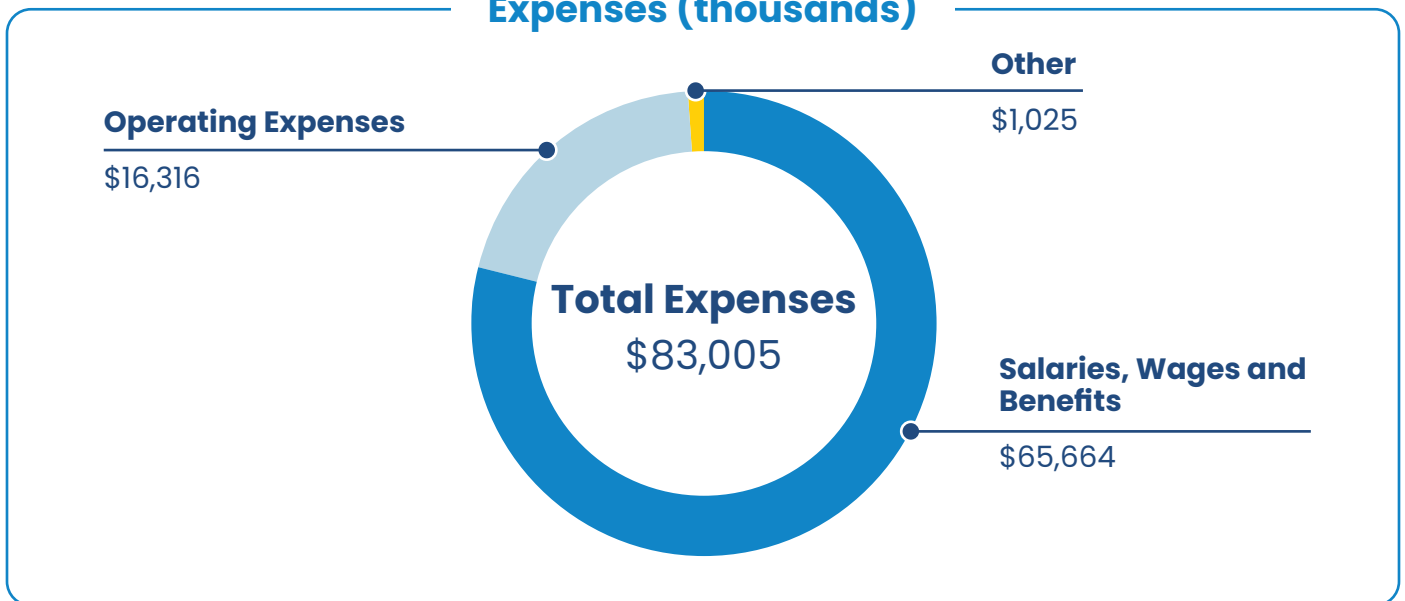
Partners Community Health ended 2025-26 with a \$2,738 (thousands) operating surplus.

The breakdown of revenues and expenses is illustrated below.

Revenues (thousands)



Expenses (thousands)



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



Thank you to our staff, residents, clients, families, volunteers, donors and partners whose commitment and compassion make connection possible every day. Through your support, we continue to bring people, services, and care together – strengthening our community and shaping a more connected future for seniors.

Stay connected with us



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partnerscommunityhealth.ca

Cover art is the “Roots & Wings” mural at Wellbrook Place, designed by Meegan Lim.



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