



**ESS**  
Support  
Services

**2025 - 2026**

# ANNUAL REPORT



---

[agency@esssupportservices.ca](mailto:agency@esssupportservices.ca)  
[www.esssupportservices.ca](http://www.esssupportservices.ca)



# Our New Guiding Principles



## Vision

---

A community where all aging adults live with dignity.



## Mission

---

Caring for aging adults, in their homes and community, through programs that support well-being.



## Values & Guiding Principles

---

We will **ASPIRE** to demonstrate these values.

**Accountability** We are responsible for our words, actions, and results.

**Safety** We put our clients, families, staff, and volunteers first.

**Partnership** We embrace working with others to better serve our communities.

**Innovation** We explore new ways to meet the ever-changing needs of our communities.

**Respect** We welcome, include, and celebrate everyone in our community.

**Excellence** We strive for the best quality service.



# Letter from the Board Chair and CEO

## Dear Members and Friends,

In fiscal 2025-2026, ESS remained calm and continued to deliver much-needed services to the community, despite anxiety and turmoil that escalated in Canada and around the world.

We were guided by our 2025-2027 Strategic Plan and achieving the priorities it established, namely:

- **Enhancing Client and Family-Centered Care**, by investing in major improvements in our facilities, including modernizing the kitchenette at our Wesburn Adult Day Program site and undertaking a much needed replacement of the ceiling in our South Adult Day site; launching a three-year Ontario Trillium Foundation funded expansion of our exercise and fitness program; continuing our collaboration to bring palliative care into client homes; piloting an outing program to take caregivers to arts, historical and cultural destinations.
- **Preparing for Change**, by exploring the risks and potential benefits of AI and other digital tools for greater efficiency; increasing engagement in the health systems reforms led by the four different Ontario Health Teams we support; and establishing new partnerships to extend our reach and connections to more diverse communities.
- **Investing in our People**, through our first Annual Staff and Volunteer Appreciation Event; enriching benefits offerings for contract employees; heightening our efforts to strengthen staff leadership development and succession management; upgrading our volunteer recruitment and orientation systems; soliciting staff and volunteer feedback on our progress in achieving the goals in our Strategic Plan.
- **Increasing our Effectiveness**, through the implementation of initiatives to address gaps and weaknesses identified through surveys that revealed client and staff concerns about our programs and services; adopting digital tools; and shifting client data records from paper to electronic tools.

While our Strategic Plan kept us focused, monitoring events and external trends presented opportunities while simultaneously posing threats, it remained important. Looking ahead to fiscal 2027 with flat-lined government funding, despite rising costs, has emerged as a major concern. Focused advocacy efforts, including the need to subsidize the transportation program to keep it viable during these inflationary times, have initiated collaboration with the Ontario Community Support Association (OCSA).

Heightened consideration was given to revenue generation, specifically from foundation grants. While some success was achieved, opportunities to fill the gap through non-governmental sources have been limited. One of our strategies to address this shortfall has been to strengthen our support with associations and partners such as the Ontario Health Teams and Toronto's Social Planning Council.

We continue to monitor the many factors, sometimes beyond our control, and remain fluid to ensure we maintain our ability to serve seniors in our community. ESS is responsive to change, which remains very important to our future growth and development.

We look forward to another great year, built on the excellent leadership of our Board of Directors and the remarkable commitment of our senior management team, staff, and volunteers. All our accomplishments this year were the result of their hard work and give us confidence as we move into fiscal 2027.



*Erica Teklits*  
**Erica Teklits**  
Board Chair



*Alison M. Coke*  
**Alison Coke**  
CEO

# Our Impact

**3,538**

Unique adults and caregivers served



**2,736**

Inpatient days of care provided in our Overnight Respite program



**1,531**

attendances in our Seniors' Lunch Program

**14,577**

rides for community Programs, Social Outings and medical appointments

**6,439**

friendly visits provided



**5,283**

volunteer hours given

**19,014**

attendances in our Exercise and Falls Programs

**42,125**

Inpatient days of care provided through our Assisted Living Program

**\$215,284**

raised through fundraising, donations, and designated donations

**5,718**

hours of in-home respite care provided



**12,494**

attendances in our Adult Day Program

# 2025-2026 Highlights

## Health and Wellness

### Daystrom Seniors Club

Our senior Group of the Daystrom community enjoyed many outings over the summer, they got to explore

- o Gracedale Park
- o Sir Casimir Gzowski Park
- o Rowntree Mills Park
- o Albion Mall
- o Woodbine Mall
- o Yorkgate Mall



**Seniors Lunch** is operating at full occupancy and through our client satisfaction survey, we have received some wonderful client feedback about the program:

- o “It is truly wonderful that ESS covers such a vast range from food to music to exercise and relating games and that we are all blessed to have Abbie as an inspiring light, widening our horizon in all she does.”
- o “Feels like Home!”
- o “A wonderful experience I wish I had been exposed much earlier.”



**Exercise and Falls Prevention** has had a splendid year with many notable highlights such as the OTF Grant that awarded us a generous \$582,900 Grow Grant over three years, from September 2025 to August 2028.

The Ontario Trillium Foundation’s (OTF) mission is to build healthy and vibrant communities throughout Ontario by investing in community-based initiatives and strengthening the impact of Ontario’s non-profit sector

To date, this grant enabled us to:

Hire 2 new admin support staff and 1 additional instructor to fill in on cancellations

Revamp our assessment process into “Wellness Care Plans” (Have completed almost 90 to date)

Deliver fitness focused workshops: DROM, Tai Chi, Qi Gong, Chair Yoga, Nordic Pole Walking

Have saved over 70 classes from being cancelled thanks to new staff providing coverage



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

## We also gained two new class locations

- o Royal Canadian Legion Maple Leaf / Swansea Branch
- o 100 Quebec Ave

## And new partnerships such as the

- o Laughter Yoga one time workshops from TNO (The Neighbourhood Organization) in June 2025



## Satisfaction Surveys

- o 155 exercise and falls prevention participants responded to the survey
- o 87% ‘definitely-for the most part’ reported that their physical health has improved by participating in the program.
- o 98% reported they would ‘definitely-for the most part’ recommend ESS Support Services to friends and family.
- o “Couldn't do without!!! I feel so much better since my participation!”
- o “I am very grateful for the opportunity to participate in an exercise program that is not only meeting my mobility needs but provides a very supportive group and environment. I am especially grateful to the facilitator who is very professional and approachable.”

## Staff Development

Through our membership in the North Etobicoke Cluster Partners, our organization has actively participated in the Canadian Red Cross/Community Coordination Plan Resilience pilot, an ongoing collaborative initiative aimed at strengthening community preparedness and response capacity.

In support of our continued commitment to staff development and service excellence, our team engaged in a robust schedule of professional training throughout the 2025–2026 period. In September 2025, three Case Managers completed the Crisis Prevention Institute's Verbal Intervention training. The following month, thirty-seven Personal Support Workers (PSWs) received training in Evacuation Sheet protocols. November 2025 saw further investment in staff capacity, with one PSW completing Mental Health First Aid: Supporting Older Adults; one Manager and one Case Manager participating in Medication Management training; our Marketing and Communications Specialist completing the AODA Accessible Design 101; and one Director and one Manager attending the OHT Health Equity and Cultural Humility session.

In February 2026, five Case Managers completed interRAI CHA training, one Program Coordinator and one Case Manager participated in Dementia Foundation training, and one Manager, three Program Coordinators, and three Senior Program Coordinators took part in the Tiered Exercise Program. Most recently, in March 2026, one Intake Coordinator, one Case Manager, one Manager, and thirteen PSWs successfully completed the Crisis Prevention Institute's Nonviolent Crisis Intervention training.



## Major Renovations

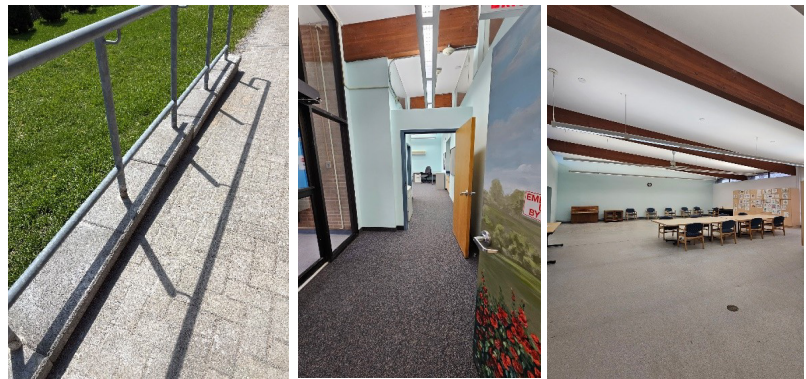
We are pleased to share that our Alderwood Adult Day Program location has recently undergone important infrastructure improvements, made possible through funding from Ontario Health in support of one-time facility repairs. Thanks to the outstanding work of Riteway Construction, the space now features a new drywall ceiling, fresh paint, enhanced pot lighting in the bathrooms, new radiator heating in the office, and a re-laid, reinforced exterior accessible ramp complete with dual handrails.

These upgrades reflect our ongoing commitment to providing a safe, accessible, and welcoming environment for the clients, staff, and visitors who rely on this space each day. We are proud of how far Alderwood has come — and grateful to everyone who helped make it possible.

### Before:



### After:



We are also proud to announce the successful completion of a kitchen renovation at Wesburn Manor. Clients are now enjoying a refreshed and modernized kitchen, complete with extra counter space, updated and covered cabinetry, and stylish new under-cabinet lighting. The transformation speaks for itself. See the before and after pictures!

A heartfelt thank you to our valued partners who made this project possible: Ontario Health - for their funding support, City of Toronto Long Term Care Division — for their organizations, and extra funding support Tribro Group Ltd. — for their skilled and professional craftsmanship, Wesburn Long Term Care Administration for their accommodations and space.

Together, we're standing by our mission to help care for aging adults, in their homes and community.

### Before:



### After:



## Volunteer Program

This year, volunteers contributed an impressive 5,283 hours of service across ESS Support Services programs, providing invaluable support to clients, staff, and community initiatives. Recruitment and onboarding efforts were sustained across Adult Day Services (ADS), the Seniors' Lunch Program, the Friendly Caller Program, and the Volunteer Advisory Committee (VAC), with volunteers supporting client engagement, meal service, recreational activities, and program operations across multiple sites.

Orientation and training materials were enhanced to improve consistency and preparedness, while regular meetings, newsletters, and feedback surveys strengthened communication and collaboration.

Volunteer appreciation was highlighted by a special recognition dinner at Canadiana Restaurant, and development of a formal recognition program — including annual awards and milestone recognition — was initiated.

Friendly Caller volunteers continued providing vital social connection and telephone reassurance to seniors and vulnerable clients, and throughout a year of operational changes and program relocations, volunteers demonstrated remarkable flexibility and dedication in their commitment to the community they serve.



## Staff & Volunteer Appreciation BBQ Event

We had 'sizzling' good times at our Staff & Volunteer Appreciation BBQ!

On July 31st 2025, we came together to celebrate the amazing people who make everything we do possible. From laughter to delicious food—it was a day full of fun, connection, and gratitude!

A HUGE thank you to our incredible partners:

The Rosemount Cafe for the tasty bites and refreshments

Taylor's Toons for the fabulous cartoon drawings

DJ KSO for keeping the vibes high all day!

Special thanks to MP of Etobicoke Centre, Yvan Baker, for attending our event and accepting our appreciation award, ESS Honour Roll for 2025.



We were also proud to present the Laura Kennedy Award for Direct Service Excellence for 2025 to our driver team.

**Our driver team:**

- |                          |                    |
|--------------------------|--------------------|
| Iban Tapia               | Abdiraman Abdulle  |
| Ivette Valenzuela        | Michael Nyim-Asare |
| Temorshah Balouch (Shah) | Peter Bonyun       |
| Mohamad Balouch (David)  | Behzad Ghorbani    |
| Sharde Abrams            | Roberto Gallegos   |
| Gordon Slater            |                    |

This event aligns with one of our strategic priorities: Investing in Our People.

Events like this help foster a culture of increased transparency and engagement within the organization. And our continuous efforts to improve our employee rewards, recognition, and benefits program.

**Caregiver Support Group**

Our caregiver support group program provides a space for caregivers to connect, share experiences, and learn from one another. Through the Caregiver Connect Outings, participants have explored the city together, building friendships and finding moments of joy alongside fellow caregivers.

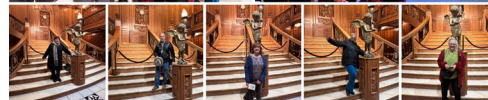
None of this would be possible without the generous support of Petro-Canada's CareMakers Foundation for investing in caregivers and recognizing the vital work they do every day.

Here's to continued connection, support, and community!

Additionally, the program underwent significant changes improving its impact on caregivers in a positive manner. With the help of our group coordinator, each session now closes with a mindful meditation or body scan, leaving caregivers with a moment of stillness to carry with them. At the heart of our program is a caregiver-centred approach — one that honours who they are beyond their caregiving role.

The group also gently explore ways to separate identity from responsibility, helping caregivers release guilt and embrace self-care as a necessity, not a luxury. Together, they build resilience through a variety of calming, mindful, and tactile strategies designed to ease anticipatory grief, process loss, and manage everyday stress. Expressive art brings a light-hearted yet meaningful dimension to our sessions, creating a safe and open space where feelings can surface naturally and connections can deepen.

Peer support is woven throughout as well — caregivers draw strength from one another, sharing tools and insights from their own lived experiences. Perhaps most importantly, this group has become a space where caregivers can simply breathe, be themselves, and speak freely without fear of judgment. The shift has been intentional: rather than focusing solely on resources and information, our sessions are now truly about the caregiver — their inner world, their peace, and their wellbeing.



## The Just Vertical & Seneca Greenwall Project

ESS Support Services is a proud participant in a multi-year, cross-Canada research initiative exploring how indoor vertical farming can address food insecurity and mental wellness.

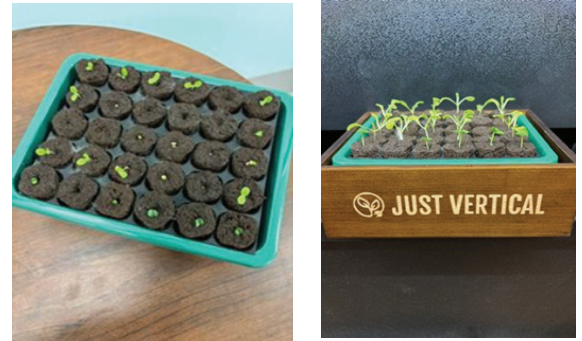
Led by Seneca Polytechnic and Just Vertical, the project brings together colleges, schools, long-term care facilities, and community organizations to study the real-world impact of hydroponic grow walls. It is funded by the Natural Sciences and Engineering Research Council of Canada through its College and Community Social Innovation Fund.

ESS joined through the installation of a Just Vertical Greenwall at our overnight respite centre at 30 Rosemount Avenue. Over the past year, the wall has produced thriving crops — yielding delicious salads, pesto, and more for clients, staff, and volunteers alike.

The research assesses how grow walls contribute to food security, mental health, and community connection, with outcomes including a practical implementation guide and policy recommendations.

For ESS, this project reflects a core strategic priority: partnering with innovators to co-create solutions that serve our communities — now and into the future.

Seedlings -Genovese Basil and Butter Lettuce



The Green Wall in Full Bloom  
Time to Harvest

## Communications/Outreach

We are proud to be an active presence in the community! This year, we had the opportunity to participate in local fairs and community events, where we engaged with residents, raised awareness about our programs and services, and shared valuable resources and information with those we serve. A few notable events we attended: Amber Morley's Fall Fest, Fairfield Seniors Fair and the Central West Ontario Health Team Navigation Conference.



## ESS Statement of Revenue and Expenses Year Ended March 31

<b>REVENUE</b>	<b>2026</b>	<b>2025</b>
Ministry of Health		
Ontario Health Toronto Region	\$4,584,091	\$4,540,131
Municipal funding from the City of Toronto	132,722	128,234
Non-government funding:		
United Way	227,925	276,589
Other	104,684	35,677
Client fees	636,404	602,411
Recoveries from external sources	465,346	434,930
Transportation partnerships and other	335,912	328,807
Fundraising projects and donations	215,284	53,658
Amortization of capital grant	1,770	3,540
<b>Total Revenue</b>	<b>6,704,138</b>	<b>6,403,977</b>
<b>EXPENSES</b>		
Salaries and wages	4,558,275	4,387,542
Benefits	658,617	676,303
Occupancy	444,528	429,624
Administrative and other	263,450	246,477
Purchased services	111,171	108,670
Food Services	110,561	110,171
Travel	100,103	97,321
Minor equipment purchases	76,624	34,880
Office Expenses	74,726	79,379
Service supplies	55,585	48,542
Fundraising	27,797	18,990
Training-staff	21,951	20,823
Volunteer training and recognition	2,505	2,333
<b>Total Expenses</b>	<b>6,505,893</b>	<b>6,261,055</b>
Excess of revenue over expenses before undernoted	198,245	142,922
Amortization of deferred grants	32,451	47,755
Amortization of capital assets	(57,712)	(73,019)
<b>Excess of revenue over expenses for the year</b>	<b>\$172,984</b>	<b>\$117,658</b>

The complete financial statements of the Agency audited by Tinkham LLP, Chartered Professional Accountants, are available upon request.

# Contact Us

Address: 48A Rosemount Ave.  
York (Toronto), ON M9N 3B3

Phone: (416) 243-0127

Fax: (416) 243-7987

Email: [agency@esssupportservices.ca](mailto:agency@esssupportservices.ca)

## Social media Handles

 [esssupportservices.ca](http://esssupportservices.ca)

 [esssupportservices](https://www.facebook.com/esssupportservices)

 [@ess\\_seniors](https://twitter.com/ess_seniors)

 [\*\*ESS Support Services \(Etobicoke Services for Seniors\)\*\*](https://www.linkedin.com/company/ESS-Support-Services-(Etobicoke-Services-for-Seniors))

We are supported by funding  
from the Government of Ontario



**ESS**  
**Support**  
**Services**

