

Annual Report 2025 Summary

The theme for 2025 seemed to be “Stabilization”.

From a Corporate perspective, we’re comfortable with how the year went. Yes, there were the usual bumps in the road and challenges, but we felt more confident in facing them. We’re finally over the staffing crises we experienced post Covid and seeking new hires has returned to a manageable number. This represents a more stable workforce.

There has been a positive shift in general staff attitudes to valuing their jobs and genuine interest in our clients.

We held a successful staff appreciation event that was well attended and enjoyed by all.

We have three dedicated and competent Supervisors who can lead their programs well and collaborate with each other, sharing suggestions and experiences for the benefit of all our clients.

We also kept organized and up to date on our CARF Plan Reviews and Updates. Which means we meet most CARF Accreditation standards on a regular basis.

Program-wise, the biggest transition occurred at Bridges where they faced the challenges of a new building and claimed it as their own. The new Supervisor implemented a more structured Day Program Plan that has been successful, both for clients seeking more variety in activities and staff being more clearly directed what activities to engage in.

At Gatehouse, the decline and eventual death of a much-beloved resident, drew the staff closer together and brought out some of the most compassionate care ever seen. The care provided was truly inspiring. As we said goodbye at our Celebration of Life, staff took great care in seeing the finest details of her likes and enjoyment were included. A culturally diverse group of staff pulled together and sang some of her favorite songs. It was beautiful.

At Soderholm, the physical and cognitive decline of one of the residents necessitated new equipment and staff training, which the staff embraced in a positive way.

CR Day has been steady with a cohesive staff who work reliably well together. Their skill in managing behaviors and anticipating triggers is to be commended.

All programs have tried out and implemented new activities, keeping things fresh and engaging for our clients.

On a corporate level, we reviewed and renewed our Strategic Plan to focus more on doing what we do to the best of our ability, rather than looking to expand, when we may not have the capacity to do so. We’re proud of the systems we have in place to support our staff and to manage difficulties.

Significant expenditure has been made over the year with health and safety as a means of prioritizing expenses. Bridges and Soderholm were the main recipients of spending this year.