2026



CAH

IMPACT REPORT

Living well in French, in Toronto



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CAH'S STRATEGIC FRAMEWORK

OUR MISSION

To provide French-language support to seniors and their caregivers in order to promote quality of life, independence, and participation in community life.

OUR VALUES

Inclusion

Welcoming, accessible services for all, without distinction.

Collaboration

Working together.

Creativity

Innovating to better meet needs.

Accountability

Acting with integrity and transparency.

Kindness

Placing people and kindness at the heart of everything we do.

OUR VISION

A high-quality, inclusive community environment and services at the forefront of best practices for aging well in French.



JOINT MESSAGE FROM THE CHAIR OF



Geneviève Grenier
DIRECTOR



Barbara Ceccarelli
EXECUTIVE DIRECTOR



Fabien Schneider
DEPUTY EXECUTIVE DIRECTOR

Throughout the year, CAH has continued to move forward with determination, guided by its commitment to quality, accountability, inclusion, and sustainable growth. We are pleased to share the progress we have made thanks to the dedication of our Board of Directors, staff, volunteers, and partners.

This year, we once again affirmed our commitment to continuous quality improvement as we prepared for our accreditation visit. Accreditation is more than a compliance exercise; it is an opportunity to reflect, learn, and ensure that the services we provide continue to meet the highest standards of excellence. Together, we undertook a comprehensive review of our governance policies and procedures to ensure alignment with current best practices.

Following the implementation of Ontario's new Non-Profit Organizations Act (ONCA), we reviewed and updated our core governance documents. We are proud to announce that this important work has now been completed. Our Articles of Incorporation have been revised to better reflect CAH's priorities, mission, and future direction. They are now also available in French, reinforcing our commitment to accessibility and service to our Francophone community. We look forward to presenting these updated Articles for your consideration at today's meeting.

As stewards of the organization, we have continued to examine how we fulfill our responsibility to ensure CAH's long-term sustainability. We recognize that we operate in a rapidly changing environment, where demand for services continues to grow while competition for increasingly limited resources intensifies. To respond proactively, we have undertaken an environmental scan and capacity-building initiatives aimed at strengthening our fundraising efforts and enhancing our ability to identify new opportunities.

We remain deeply grateful for the trust and generosity of our donors. We recognize that responsible stewardship involves building meaningful relationships, demonstrating our impact, maintaining transparency, and ensuring that every contribution entrusted to us is used effectively and responsibly.

Over the past year, we have also continued our efforts to strengthen equity, diversity, inclusion, anti-racism, and accessibility across our organization. Working alongside our management team, we have sought to deepen our shared understanding and strengthen our practices to ensure that inclusion is not merely an aspiration, but a tangible commitment reflected in our policies, work environments, and daily actions.

We are proud to announce that CAH now has a dedicated Equity, Diversity, Inclusion, Anti-Racism, and Accessibility Policy and Action Plan to guide our efforts moving forward.

We have also taken a closer look at accessibility through an intersectional lens, recognizing

THE BOARD AND THE EXECUTIVE DIRECTOR

that barriers are experienced differently depending on an individual's identity and circumstances. Accessibility is not a one-dimensional concept, and our work must continue to reflect the diverse realities of the communities we serve.

This commitment to accessibility and inclusion extends beyond policies and planning and is reflected in concrete actions. We are particularly proud to announce the launch of our new website—a dynamic and accessible platform designed to better serve our community, enhance our visibility, and showcase the impact of our work.

At the heart of everything we do is our commitment to serving some of the most vulnerable members of our community. In particular, we are seeing growing demand from older adults and caregivers seeking support with aging in place and dementia care.

We know these needs will continue to grow in the years ahead. Rather than simply reacting to change, we are anticipating the future and actively planning for it. We continue to invest in staff training and development while exploring ways to strengthen our capacity, adapt our services, and ensure that CAH remains well positioned to meet emerging needs.

As we reflect on the past year, we are reminded that progress is never the result of the efforts of a single individual or group. It is the result of a collective commitment, a shared vision, and a steadfast dedication to the people and communities we serve.

We extend our sincere gratitude to the members of our Board of Directors, our staff, volunteers, donors, partners, and all those in the community who support us for their trust and dedication.



OUR SERVICES, OUR STORIES

TESTIMONIES

1 At my age, having access to affordable housing gives me great peace of mind. I no longer have to worry constantly about the cost of housing and can focus my energy on what really matters: my health, my wellbeing and my relationships.

What makes this place so special is the sense of belonging. I've found much more than just a flat here: I've found neighbours, friends and a community. I feel less lonely, safer and fully part of a community that reflects who I am.

As you get older, knowing that you have a safe home and people you can rely on makes all the difference. It's not just a place to live; it's a community where you truly feel at home.



2 It all began on 20 January 2026. When I got home at the end of the day, I found my husband sitting in front of the television, looking visibly confused. He had no obvious physical symptoms, but he was struggling to find his words, seemed disoriented and had lost some of his memory. Following numerous tests, the doctors told us that he had suffered two strokes and would need to undergo cognitive rehabilitation.

The weeks that followed were intense. My husband took part in a six-week rehabilitation programme involving several appointments each week with occupational therapists, social workers and various specialists. Overnight, I became a carer: managing his medication, organising appointments, accompanying him to consultations, all whilst continuing to work full-time.

My employer allowed me to work from home, for which I am very grateful. Despite this, the days were long and demanding. As we're originally from Quebec and don't have any family in Toronto, I had to manage everything on my own. My anxiety and exhaustion grew day by day, especially at the thought of eventually having to return to the office.

That was when I started looking into the resources available in the community. I had heard about CAH and the service it offered, and I was relieved to discover that it offered an adult day programme for older people.

From the very first contact, I immediately felt that we were no longer on our own. Since April 1st my partner has been attending the Adult Day Program at CAH once or twice a week. He enjoys the activities on offer and the opportunities to socialise with other people. The programme team is exceptional: competent, caring and deeply committed to the well-being of the participants.

For me, this support is invaluable. It allows me to catch my breath, get back to the office and regain some balance. Beyond the respite it offers, Clarisse, Susana and the whole team have given me invaluable advice to help us cope better with the current situation and prepare for the future.

I honestly don't know what we would have done without them or without the adult day programme. Their work is vital, particularly for French-speaking people in Toronto who need services in their own language. I can never thank them enough for everything they have done for my partner and me.

You are the real angels.

3 … To all the staff who have looked after our mother over the last 23 years, thank you from the bottom of our hearts.

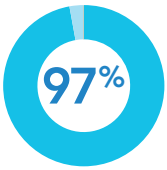
Your kindness, patience and dedication have been more precious to our family than words can express. Over the last two and a half years, you have treated our mum not just as a patient, but as a person, with dignity, compassion and kindness. This made an enormous difference to her comfort and our peace of mind.

We will always be grateful for the time, care and compassion you showed every day; your work has not gone unnoticed and will never be forgotten by our family…

SATISFACTION SURVEY RESULTS
of users

PROGRAMS AND SERVICES

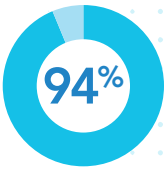
Program and services meet my needs.



I feel supported.

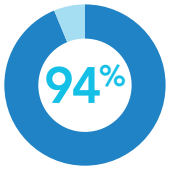


I am encouraged and supported to maintain or improve my independence.



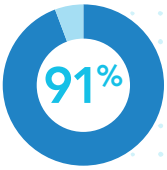
COMMUNICATION

I feel comfortable to speak to staff about any problem or concern.



TRAINING

Employees demonstrate cultural sensitivity.

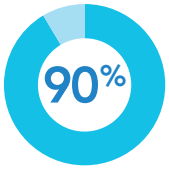


QUALITY OF LIFE

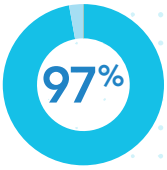
Employees are respectful and kind.



Employees show sincere concern for my wellbeing.



CAH offer a welcoming environment.



SATISFACTION WITH DAILY LIFE, LEISURE ACTIVITIES AND SOCIALISING

During a week do you feel that you have accomplished something that makes you proud or satisfied

NEVER	RARELY	SOMETIMES	YES OFTEN
0%	0%	41%	59%

100%

OVERALL SATISFACTION

Overall, I am satisfied with the quality of care and services.



I would recommend CAH to others who are in need.



Active living centre Fair

In February 2026 CAHs organised the Active living centre fair at the Oshawa Civic Recreation Complex, bringing together around forty participants and some fifteen exhibitors to discuss active ageing in French in the Durham region. The event enabled Francophone older adults to discover resources and services tailored to their linguistic and cultural environment, whilst fostering enriching exchanges with community organisations, local partners and elected representatives. A panel discussion on the question 'How can we age actively in French in the Durham region?' also sparked important reflections on the needs and development prospects for the Francophone older adult community. Feedback received highlighted the quality of the organisation and the relevance of the content presented. The fair also helped to strengthen ties between local stakeholders and to advance efforts towards the development of a Francophone Active Living Centre in the region.

OUR ACTIVE LIVING CENTRE
throughout the year



JANUARY 6th 2026

Galette des rois



FEBRUA

Black Hist



DECEMBER 15th 2025

Nathalie Nadon
Sings live



DECEMBER 5th 2025

Intergenerational exchang
Mgr Charbonel



APRIL 28th 2025

Dance day -Chair Dance



MAY 7th 2025

Sing and Dance – Retraite Active de Peel



RY 2026
ory Month



FEBRUARY 25th 2026
Active living centre fair in Oshawa



APRIL 17th 2026
Karaoke with Ontario French University



APRIL 21th 2026
Volunteer recognition



OCTOBER 15th 2025
Thanksgiving Day celebration



OCTOBER 31th 2025
Halloween



ge



AUGUST 8th 2025
Outing to see Indigenous wall murals



JUNE 11th 2025
Senior's month celebration





JUNE 20th 2025
Celebrating National Indigenous Peoples Day



JULY 3rd 2025
Canada Day BBQ



IMPACT REPORT 2026

AFFORDABLE SUPPORTIVE HOUSING



CAH is able to offer **135 affordable** apartments with services adapted to the needs of its French-speaking senior residents. This model is increasingly meeting the needs and wishes of our clients and their caregivers.

250 residents benefit from housing

62 residents benefit from on-site support services

CONGREGATE DINING

4,977
meals served

HOME MAKING



79 clients

5,100 hours of service

This program is designed for older adults who need support services to age in their own homes in French, with dignity and comfort.

SECURITY CALLS / VISITS

12,135
interactions

ADULT DAY PROGRAM



77 clients (Toronto + Oshawa)

36,836 hours of service

This activation program for individuals individuals experiencing decline of physical and cognitive autonomy is run in French by a dedicated team, in a welcoming, kind and safe environment.

SYSTEM NAVIGATION



248 clients

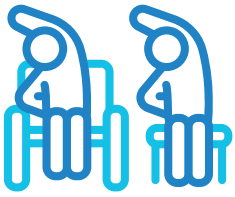
4,426 interactions

Our case managers help clients navigate the healthcare system and community support services, including CAH services.

CAREGIVER SUPPORT

909
interactions

ACTIVE LIVING CENTRE



3,320 transportation service units

Our Active Living Centre encourages older adults to remain active, pursue their interests and participate in the life of the francophone community.

PROGRAMMING

988
hours

VOLUNTEERS



Our volunteers make a real difference in the lives of our clients. They help build an inclusive community where people thrive in French.

48 volunteers

2,151 volunteer hours

OUR VOLUNTEERS AND

The volunteer engagement of volunteers remains at the heart of the CAH's mission and actively contributes to the vitality of the Francophone community in the Greater Toronto Area. Once again, this year, volunteers of all ages took part in our activities and events, including students from Collège Boréal and the Université de l'Ontario français. Their presence has enriched community life with a valuable intergenerational dimension, fostering exchanges, the sharing of experiences and a stronger sense of belonging to the local Francophone community.

Over the past year, we have invested time and resources in revamping our volunteer program. Working alongside long-standing and new generations of volunteers, we have collaboratively developed a programme that meets both the needs of our service users and the expectations of those who choose to get involved and share their time. Through proactive recruitment, a structured orientation process and an approach based on active listening and mutual support, we aim to ensure that every volunteer feels welcomed, valued and a full member of the CAH team.

To highlight their exceptional contribution and reaffirm our gratitude during National Volunteer Week in April 2026, CAH organised a Cocktail party attended by nearly 40 volunteers.

Through their generosity, dedication and commitment, our volunteers help to make CAH a welcoming, caring organisation that is deeply rooted in its Francophone community.



Volunteering at the Centre d'Accueil Héritage is a real privilege for me, as every task Tristan and Michael entrust me with not only allows me to gain experience, but also to grow as a person. Through these encounters, age barriers fade away, giving way to a genuine sense of community, which promotes everyone's well-being and strengthens my desire to make a positive contribution. *(LJD)*

What perhaps struck me most was seeing people who fight every day to ensure that French continues to thrive here in Toronto. In such an English-speaking city, their commitment to their language and culture has deeply inspired me. What strikes me on every visit is also the richness of the people. They are welcoming, kind, full of talent and stories. We sometimes think we're coming to give, but in reality, we receive just as much as we give. *(MF)*



OUR FUNDRAISING





THE IMPACT OF SHARING

The 2025 Christmas Sharing fundraising campaign raised **$16,902** to support the most vulnerable older adults in our community, who are facing rising prices for essential goods as well as unexpected expenses such as the cost of glasses, a hearing aid or veterinary care for a sick pet.

Every year, many of you respond to our appeal and show your solidarity with older adults. This year, your generosity resulted in $13,394 in donations, either handed over directly to CAH or made online via CanaDon, a platform that enables you to support our mission throughout the year. What a supportive community!

An additional $3,508 were raised in person at the entrance to the magnificent Christmas concert by the vocal ensemble Les Voix du cœur, a loyal partner to whom we are deeply grateful. This sum includes the $1,170 generously donated by the choir members themselves, as well as a cheque for $500 from the Hélène Tremblay Lavoie Foundation.

Thanks to your generosity, we will be able to meet the needs of at least 100 older adults over the coming year.

OUR FUNDERS

We extend our deepest thanks to the funders who continue to place their trust in us year after year: **Ontario Health Toronto**, the **City of Toronto** (Support Services, Housing Assistance, and Community Services), **Catholic Charities**, and the **Ontario Ministry for Seniors and Accessibility**.

We also gratefully acknowledge **Ontario Association of Seniors' Centres (OACAO)**, for funding the Active Living Fair and the **Links2Wellbeing** social prescribing initiative.

Every dollar entrusted to CAH is 100% invested to help us build a stronger and more inclusive community for our clients

OUR FINANCIAL REPORT 2025-26

You can consult our detailed financial report at any time on our website **www.caheritage.org** under PUBLICATIONS.

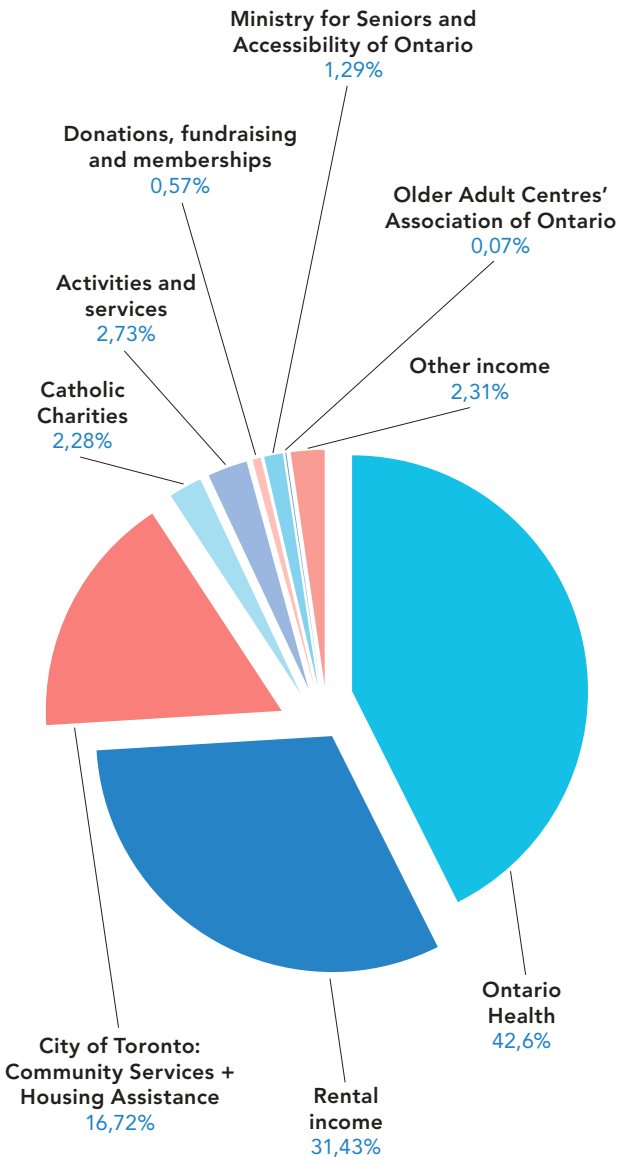
STATEMENT OF FINANCIAL POSITION

as of March 31 2026 ($)

	2026	2025
ASSETS		
Current		
Cash	498 769	285 206
Short-term investments	0	0
Government subsidies receivable	64 308	63 807
Accounts receivable	111 760	82 562
Prepaid expenses	45 797	43 630
	720 634	475 205
Tangible Capital Assets	1 060 509	1 060 509
Long-term Investments		
Cash bonds and other remplacement reserve (restricted)	1 513 082	1 331 628
	3 294 225	**2 867 342**
LIABILITIES and NET ASSETS		
Current		
Accounts payable and accrued liabilities	464 820	418 642
Deferred contributions	27 134	14 699
Rental deposits	43 642	39 855
Loan payable	0	0
	535 596	473 196
Net Assets (Deficiency)		
La Place Saint-Laurent (unrestricted)	837 046	669 363
La Place Saint-Laurent (internally restricted)	0	0
Community Support Services	0	0
Centres d'Accueil Héritage	408 501	393 155
Replacement reserve	1 513 082	1 331 628
	2 758 629	2 394 146
	3 294 225	**2 867 342**

BREAKDOWN OF REVENUES

from April 1, 2025 to March 31, 2026



SUMMARY STATEMENT OF OPERATIONS and changes in net assets

as of March 31 2026 ($)

	2026	2025
REVENUES		
Government Grants		
Ontario Health	1 968 146	1 957 546
Ministry for Seniors and Accessibility of Ontario	59 420	50 948
Community Services Recovery Fund	0	(13 373)
Older Adult Centres' Association of Ontario	3 178	5 125
City of Toronto: Community Services + Housing Assistance	772 564	789 648
Canada Mortgage and Housing Corporation Grants	0	595 156
Other Grants		
Catholic Charities	105 376	109 364
Activities and services	126 029	132 285
Rental income	1 458 140	1 416 881
Vacancy loss	(5 965)	(3 885)
Donations, fundraising and memberships	26 539	25 711
Interest income	34 514	29 903
Other income	72 058	73 661
	4 619 999	**5 195 716**
EXPENSES		
Bad debts	6 428	499
Cable television	40 933	34 195
Natural gas	44 830	59 791
Hydro	127 357	124 587
Water	78 147	87 839
Repairs and maintenance	438 537	476 186
Security (Garda)	240 638	237 964
Food centre and social activities	103 975	92 579
Program supplies	34 551	36 410
Rent	93 692	92 646
Salaries and benefits	2 364 325	2 305 266
Advertising and promotion	15 468	13 431
Education	22 155	12 100
Insurance	85 154	85 614
Office and general	46 716	39 193
Office equipment	101 220	117 170
Telephone	31 291	30 576
Meetings and travel	17 049	17 148
Professional fees	217 636	200 873
Bank charges	2 354	2 503
Amortization of capital assets	0	0
Spending by the Reserve	143 060	1 172 507
	4 255 516	**5 239 077**
Excess of Revenues over Expenses before allocation	364 483	(43 361)
Allocation from Place Saint-Laurent	300 000	450 000
Allocation to the Reserve	(300 000)	(450 000)
EXCESS ou (DEFICIENCY)	**364 483**	**(43 361)**

OUR BOARD OF DIRECTORS 2025-26



Geneviève Grenier
DIRECTOR



Denis Frawley
VICE-DIRECTOR



Joelle Harfourche
TREASURER



Normand-Babin
SECRETARY



Dominique Janssens
ADMINISTRATOR



Michel Tremblay
ADMINISTRATOR



Raisa Pesel
ADMINISTRATOR



Safia Fakim
ADMINISTRATOR



Vanessa Cangé
ADMINISTRATOR

Our deepest gratitude goes to the members of our Board of Directors, whose dedication, leadership, and generosity strengthen our organization every day.

Each board member brings a remarkable wealth of expertise, professional experience, and lived perspectives that enrich our decision-making and help guide our organization with wisdom, integrity, and vision. Together, they represent a diversity of backgrounds, skills, and experiences that reflects the rich diversity of the communities we serve.

United by a shared commitment to governance by and for Francophones, our Board plays a vital role in ensuring that the voices, needs, and aspirations of our community remain at the heart of our work. Through their stewardship, they help shape a future where Francophone older adults can age with dignity, inclusion, and access to the services and supports they need to thrive.

Their commitment extends far beyond board meetings. Through thoughtful governance, strategic oversight, and a genuine passion for community wellbeing, they contribute to creating meaningful and lasting impact on the quality of life of the older adults we serve.

We thank each of our board members for their time, expertise, leadership, and unwavering dedication. Their collective contribution is instrumental to advancing our mission and strengthening the wellbeing of Francophone communities today and for generations to come.



CELEBRATING OUR NEW WEBSITE :

A GATEWAY TO CONNECTION, ACCESSIBILITY, AND IMPACT

We are proud to announce the launch of our new website—a dynamic and accessible platform designed to better serve our community, strengthen our visibility, and showcase the impact of our work.

In today's digital world, a website is often the first point of contact between an organization and the people it supports. For us, it is much more than that. It is a gateway—one that allows clients, caregivers, partners, and community members to easily find us, understand our services, and connect with the support they need.

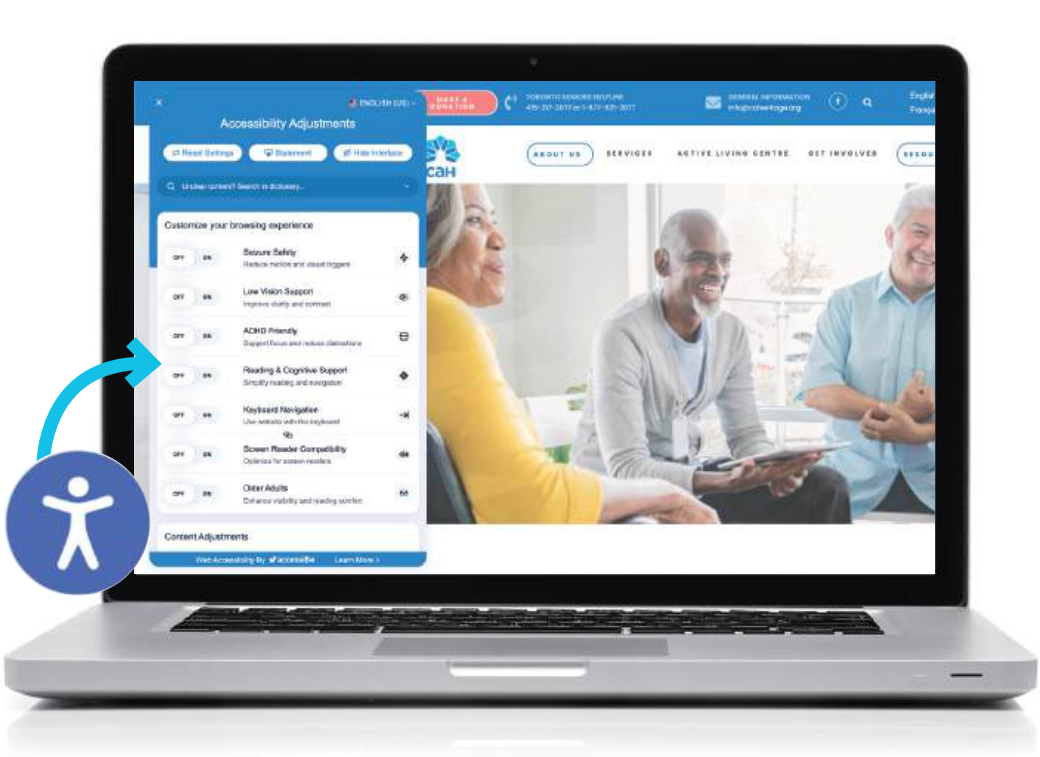
Our new website has been thoughtfully designed with accessibility and inclusivity at its core. We recognize that the people we serve have diverse needs, and we are committed to ensuring that everyone can navigate our platform with ease, regardless of ability or technological comfort. Clear navigation, readable content, and user-friendly features are all part of our effort to create a welcoming online space for all.

Beyond access, this platform allows for meaningful engagement. Clients and caregivers can explore resources, stay informed about programs and services, and connect with us more directly. It also creates new opportunities for feedback, helping us listen, learn, and continuously improve what we offer.

Importantly, our website is also a space where the full scope of our work can be seen and recognized. Too often, the impact of community-based support remains unseen. Through this platform, we can better share our stories, highlight the experiences of those we serve, and demonstrate the difference that compassionate, community-focused services make every day.

This launch represents an important step forward in strengthening our presence and deepening our connection with the community. We invite you to explore the new site, share it within your networks, and continue to engage with us as we grow.

Together, we are building not only a stronger organization, but a more connected and inclusive community.



OUR PERSONAL SUPPORT WORKER TEAM 2025-26

At CAH, our values of inclusion, collaboration, creativity, responsibility and kindness are brought to life every day in the way we work. They shape an environment where everyone is welcomed, respected and encouraged to contribute fully with their expertise and ideas.

There are numerous opportunities for professional development, training and continuous learning, as well as opportunities for collaboration that allow everyone to make their unique contribution. Team spirit, mutual support and helping one another create a climate of trust where challenges are tackled together and successes are celebrated collectively. We also believe that enjoying our work is essential: laughter, camaraderie and moments of togetherness are an integral part of our culture. It is this combination of professionalism, commitment and enjoyment that makes CAH an inspiring place to work, grow and make a positive impact on the lives of the people we serve.









OUR TEAM 2025-26

Adiel Harindintwari
Personal support worker

Alain Plasse
Driver

Antoinette Mabiala Nyanduri
Personal support worker

Arlette Moumneny
Personal support worker

Audrey Fomene
Personal support worker

Audrey Tra
Personal support worker

Barbara Ceccarelli
Executive director

Bella Cyubahiro
Personal support worker

Brigitte Auger
Recreationist - ADP Oshawa

Clarisse Nangue-Ngangong
Program director

Claude Bayemi
Case manager

Danielle Lea Tchamba
Food service worker

Davidson Pierre
Janitor

Donatile Ishimwe
Personal support worker

Dushko Ristov
Cleaner

Elie Aurelien Djemen
Personal support worker

Esther Loseke Kota
Personal support worker

Emmeline Bellerive
Personal support worker

Fabien Schneider
Deputy executive director

Frida Ndereyimana
Personal support worker

Guillaume Frantz
Food service worker

Haley Walton
Personal support worker

Hassiatou Salé
Manager - PSL

Hélène Ngombe
Personal support worker

Isabel Kiambi
Personal support worker

Jacques-André Jacquier
Driver

Jaqueline Yamga-Mbouga
Food service worker

Jean Tété
Administration/Communications

Julie Kaniki
Recreationist - Adult day program

Julie Nisin
Case manager

Junie Zamor
Care coordinator

Jean-Claude Legault
Driver

Leslie Isaro
Personal support worker

Linda Legault
Director - Quality control

Madina Bah
Food service worker

Madina Oudahmane
Case manager

Marie Magaly Mondesir
Personal support worker

Mbelu Ndiadia
Personal support worker

Mia Rakotoasimbola
Personal support worker

Michaël Dilenga
Recreationist - ALC

Micheline Meya
Personal support worker

Michelle Chiquina Djomo
Personal support worker

Nathalie Binti Saidi
Personal support worker

Octavie Dwasma
Personal support worker

Sedjibo Severine Lehi
Food service worker

Sisana Feijóo Quintas
Case manager

Tristan Mille
Community engagement coordinator

33 Hahn Place, Suite 104
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caheritage.org


























Living well in French, in Toronto

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