



*Bringing Quality Care Home<sup>®</sup>  
For Over 40 Years*



## Centering in on **Transitional Care**

**CANES Community Care** first began in 1982 as a Home Maintenance program, servicing seniors' homes in Etobicoke and the Rexdale areas of Toronto. CANES has now grown to become a Not-For-Profit agency that assists clients while providing care services in the home, along with emotional and social support, while helping thousands of seniors to continue to take part in the life of their community.

The **CANES 2023 Annual Report** provides our key stakeholders, clients, and partners with a summary of our operational and financial performance during the fiscal year from **April 1st 2022 to March 31st 2023**.

This document will assess how well we are performing, and how our outcomes for **2022-23** are measured against the targets set out in our **Strategic Plan**, which are detailed further in our **CANES Playbook** and our **Vision 2025 Documents**.

### Table of Contents

- 1 Our Supporters, Mission, Vision, and Values
- 2 A First Look at Transitional Care, and Board of Directors
- 3-5 Joint Message from the CEO, and Chair of the Board
- 6 Headlines - Part 1: **An Accreditation Canada '3-Peat'**
- 7, 8 **2023 Report Theme: Centering in on Transitional Care**
- 9 Headlines - Part 2: **Donation and New Partnerships**
- 10 Programs and Services Delivered 2022/23
- 11-13 Summary Financial Statements (BDO Financial)
- 14 Our Funders and Community Partners
- 15 Our Care Services and General Information

# Supporters

**CANES Community Care Staff** who deliver programs and services to our clients

**Our Clients**, assisted living residents and recipients of our care programs and services

**Federal and Provincial Governments** who support CANES Community Care

**Support Partners** who provide services and assist our clients and their families

## Mission

Provide outstanding support and care services that enhance the lives of our clients, enabling them to remain home and in their community.

## Vision

Live Well, Age Well  
- with CANES Community Care.

## Values

### Reliable

CANES is committed to consistently providing high quality care that clients can trust.

### Responsive

CANES builds meaningful collaborations with clients, families and partners focused on optimal outcomes for the individuals we serve.

### Reputable

CANES is an acknowledged leader, preferred partner and employer of choice.

### Reaching

CANES is always evolving, innovating and embracing opportunities to ensure our clients get the best care.







## A First Look at Transitional Care

2

Transitional care programs encompass a broad range of services and environments designed to promote the safe and timely passage of patients between levels of health care and across care settings. High-quality transitional care is especially important for older adults with multiple chronic conditions and complex therapeutic regimens, as well as for their family caregivers. These patients typically receive care from many providers and move frequently within health care settings. A growing body of evidence suggests that they are particularly vulnerable to breakdowns in care and thus have the greatest need for transitional care services. Poor “hand-off” of these older adults and their family caregivers from hospital to home has been linked to adverse events, low satisfaction with care, and high re-hospitalization rates.

Many factors contribute to gaps in care during critical transitions. Poor communication, incomplete transfer of information, inadequate education of older adults and their family caregivers, limited access to essential services, and the absence of a single point person to ensure continuity of care all contribute. Language and health literacy issues and cultural differences exacerbate the problem.

CANES Community Care is focused on trying to close these gaps, while pursuing opportunities to develop new programs and services that will improve access to quality care through Transitional Care. Read further to find out more about how CANES is centering in on Transitional Care as one of its primary care services moving forward.

## CANES Board of Directors - 2023

Janet Cadigan

Lindsay Cox

Atul Kapoor

Kelly Stadelbauer  
(Vice Chair)

Joanne Campbell  
(Corporate Secretary)

Carla Eisnor  
(Treasurer)

Joe McReynolds

Doug Thomas  
(Board Chair)

Amit Chalam

Lori Holloway

John Rattray



**Gord Gunning,**  
Chief Executive Officer  
CANES Community Care



**Doug Thomas,**  
Chair of the Board  
CANES Community Care



## Message From our CEO and Board Chair

*"You cannot escape the responsibility of tomorrow by evading it today"* - Abraham Lincoln

In our Spring Newsletter we quoted John D. Rockefeller Jr. who said "The secret of success is doing the common thing uncommonly well". At CANES Community Care we pride ourselves on delivering high quality care every day. We also live by Abraham Lincoln's philosophy that "You cannot escape the responsibility of tomorrow by evading it today". We take our responsibilities very seriously - never evading them.

Now that we are finally coming out of the pandemic our Board of Directors and senior management would like to extend our sincere gratitude to all our front-line employees for accepting their responsibilities each and every day. Because of this well-established culture in our organization we have been able to not only maintain but to expand our services in many areas. Here are some highlights of our accomplishments over the past year:

### Governance:

The major initiative for the 2022/2023 year was the amendment of the Corporation's By-Laws to be compliant with the now enacted "Not-for-Profit Corporations Act, 2010 (Ontario)". Although CANES has until October 2024 to amend by-laws and other governing documents, consistent with the Board's approach to be proactive with respect to corporate governance, the Board developed and approved, with the help of external legal counsel, both amended by-laws and as necessary, Board policies.

The Board believes in strong corporate governance and was pleased that the 2022 Accreditation Canada review of the organization's governance practices confirmed these important practices are in place. Looking forward, the Board will continue to monitor developments in governance best practices for implementation at CANES.

**Transitional Care:** During the past seven months CANES expanded its Transitional Care program for Alternate Level of Care (ALC) patients with two new programs.

We were very pleased to be selected as the community service provider to work with Trillium Health Partners and launch the new THP@Home program. Working closely with the integrated care team at Trillium and the Mississauga Ontario Health Team this program supports patients outside the walls of the hospital to unlock inpatient hospital capacity for those who need acute care the most. The target patient population is patients with complex health needs, such as multiple comorbidities, chronic illness and cognitive impairment, and social needs, such as living alone or with an elderly partner and lacking family supports.



## Continued...

There are two clinical pathways - one that is a short-term intensive pathway with care services for two weeks or less. This pathway is primarily focused on rapid, supported return home from the Emergency Department to avoid admission or reduce hospital length of stay. The second pathway is a hospital-to-home complex discharge transition pathway that provides care for up to 16 weeks. This pathway is focused on medium-term functional, medical and social stabilization and optimization at home to prevent becoming an ALC patient in the hospital or prevent a prolonged hospitalization. Our performance target is to serve 180 patients annually and have already served over 70 patients since its launch in December 2022.

The early success of THP@Home was recognized by Trillium Health Partners at its Better Together Gala where CANES Community Care received an award. The Gala was held at the Mississauga Convention Centre on May 18, 2023.

Our second transitional care expansion in the last seven months was the approval of a 20 bed Behavioural Unit to support William Osler Health System at Sorrento Retirement Residence in Bolton. CANES already supports 10 ALC patients in a dedicated space at the Sorrento site. The Ministry of Health approved this expansion through the Alternate Health Facilities funding stream to further support patient access and flow at Osler. This new unit was launched on December 17, 2022 and we served 25 patients from January to March 2023.

CANES now operates 73 Transitional Care beds in three retirement homes and 20 beds in the community (Oakville and Mississauga). We have served 847 Transitional Care patients since inception in 2017 and are now serving 257 patients annually. With a view to further growth, CANES recently executed a Master Agreement with Sunrise Senior Living to offer Transitional Care services at selected Sunrise retirement communities in the Central Region of Ontario Health.

**Assisted Living and Cluster Care:** CANES was approved by the Region of Peel - Peel Living - to add two new Assisted Living sites bringing our total to nine Assisted Living buildings. The new Assisted Living buildings are at 12600 Kennedy Road Caledon (Mayfield Seniors Apartments) and at 12065 Hurontario Street Brampton (Snelgrove Place -Seniors Apartments). CANES will be serving 38 clients at these new sites bringing the total number of Assisted Living clients served on an annual basis to 370.

**Continuous Quality Improvement:** Since our last Accreditation Canada site survey in 2018 CANES has worked diligently to review our Home Support standards, our Home Care standards, our Governance standards and our Leadership standards - over 600 standards in all. Under the leadership of Raveen Kalra, Chair of the CQI Committee and our fearless Janet Sanchez, Senior Director of Quality and Integrated Care (who lost her battle with cancer in May of this year) we achieved Exemplary Standing from Accreditation Canada in September 2022. We have been awarded this highest standing from 2022 to 2026. CANES will continue to review our policies and procedures to ensure that they reflect best practice and meet all compliance requirements with new legislation.

**Finance:** After several years of reporting operating surpluses we experienced a significant drop in referrals for some programs in the third and fourth quarters of our fiscal year. There were several systemic factors that caused this drop which was difficult to mitigate in a short period of time. As a result, CANES Community Care experienced a year-end deficit of \$1.1M on an operating budget of \$30.7M.

**Community Partnerships and Ontario Health Teams:** We have maintained our community partnerships while supporting the work of the Central West OHT and the Connected Care Halton OHT. We have also signed an agreement with Reconnect Community Health Services to support each others Business Continuity Plan and we are exploring new initiatives with Partners Community Health and the Mississauga Health OHT.



# Continued...

**Accessible Transportation:** We continue to support several Meals on Wheels (MoW) agencies as they continue to struggle with securing volunteer drivers. We are delivering MoWs in Mississauga, Brampton and Caledon and have done so since the start of the pandemic. Our Home at Last service - supporting patients discharged from hospital - has expanded to support Trillium Health Partners. We now deliver over 300 Home at Last rides annually. We continue to provide rides to the Malton Integrated Care Clinic in partnership with VHA and we are in discussions with HCCSS and Care Partners to provide rides to a soon to be established Nursing Clinic in Mississauga.

**Health Human Resources (HHR):** Our People and Culture Department at CANES has been very busy organizing our mandatory training on HR Downloads, preparing for the transition to Ceridian Dayforce and recruiting a number of staff to support our growing Transitional Care and Assisted Living programs. We have hired RNs, RPNs, Schedulers, Home Maintenance staff and Drivers.

**Technology:** CANES is moving forward to upgrade our Client Relationship Management (CRM) software by transitioning from Procura to Alayacare. This transition will be complete over the summer months and will improve our routing, scheduling, and clinical care capabilities. We are also moving from ADP to Ceridian Dayforce software. This new cloud platform combines HR, Payroll, benefits, workforce management and talent management in a single application. It is more robust and will allow the CANES People and Culture Department to better manage the growing CANES workforce. We are maintaining and expanding our Virtual Care services and we are working with our hospital partners - William Osler Health System and Trillium Health Partners - to gain access to current client data as they are discharged from hospital into our care.

**Strategic Priorities:** We continue to monitor the various changes in our health care landscape and adjust our strategic priorities accordingly. CANES sponsored a successful Partners Forum last November 2022 where 30 partners participated in a facilitated discussion. Many ideas and suggestions came out of that Partners Forum and led to CANES sponsoring a Thought Leaders Session in January 2023. This session was facilitated by Santis Health and the many ideas generated there are now being incorporated into our CANES Playbook and our Annual Work Plans going forward.

**Looking Forward:** While there are many transformations under way in our health care system, CANES is optimistic about the future. We believe that we are well positioned to build upon our successes, to create new partnerships and to deliver expanded wraparound care to our seniors in the coming months and years ahead. We will continue to deliver our care services "uncommonly well".

Sincerely,



Gord Gunning, CEO,  
CANES Community Care



Doug Thomas, Board Chair,  
CANES Community Care



# Headlines - Part 1

## CANES Awarded third consecutive Exemplary Standing from Accreditation Canada.

CANES Community Care is extremely proud to announce that the agency has once again achieved **'Exemplary Standing'** from Accreditation Canada. This is the third consecutive award at the highest level - a **three-peat**. This four-year accreditation was recently awarded by the Accreditation Decision Committee following a site survey from September 19 to 21, 2022.

"This is a very significant achievement, and it is with great pride that the Board of Directors recognizes the competence, commitment and compassion of all our staff. The CANES team is essential to our success as an agency performing at the highest level," stated Doug Thomas, Board Chair. "I would also like to recognize Raveen Kalra, Chair of the CQI Committee and her volunteer members for the significant work they have done in reviewing our policies and procedures to ensure that CANES met all the Required Organizational Practices."

"Our agency was tested on both the home support standards and the home care standards during this review - for a total of 616 standards that were applicable to CANES. And we met **614 out of 616** standards with minor recommendations on the unmet standards. This is an incredible achievement" noted Gord Gunning, CEO.



"The Surveyors from Accreditation Canada noted that CANES Community Care has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. They went even further to commend CANES for its ongoing work to enhance its clinical services and to integrate accreditation standards into its operations to improve the quality and safety of its programs and services."



**ACCREDITATION  
CANADA**

**Third Consecutive  
Exemplary Standing**



## Centering in on **Transitional Care** - A Person-First Approach

Transitional care programs are where a multidisciplinary team comprehensively assesses a patient's medical and psychosocial needs, addresses modifiable barriers, and links them to primary care and can help address critical gaps in care for people with complex needs moving between locations of care, such as from hospital to home. These programs vary widely, both in terms of what services they provide, and whether services are delivered before hospital discharge, after discharge, or as part of a "bridging" intervention with both pre- and post-discharge components. CANES has developed an integrated, person-first approach to transitional care post-discharge. Below is how CANES will center in on this new program moving forward.

1. The client should be seen by the multidisciplinary, transitional care team within 10 days of their hospital discharge. The multidisciplinary team ideally includes a caregiver, medical provider, health advocate, and social worker to assess the patient with a comprehensive, holistic perspective. The patient sees all team members during his or her initial visit.



2. The initial visit includes the creation of a step-by-step care plan that is developed by the entire care team, including the client, and addresses both health and social needs. Interventions to address social determinants of health, connections to community resources, mental health supports, and medication management strategies are initiated at the first visit.

3. Schedule follow-up visits every 1-2 weeks to support healthy behaviours, and provide ongoing encouragement and education to empower patients to increase skills and work toward a sustainable self-monitoring plan.

4. Connect the client to a community-based primary care provider like CANES (new provider or existing relationship if present) when he or she has been identified as ready to leave the transitional care practice. Upon discharge from transitional care, the primary care provider should be alerted and sent a medical summary.



# Expanding on the Transitional Care Platform

## William Osler Health System and CANES launch new Behavioural Program at Sorrento in Bolton

William Osler Health System (Osler) and CANES Community Care are pleased to announce an expansion of its Alternate Level of Care (ALC) beds at Sorrento Retirement Residence (Sorrento) in Bolton, Ontario. ALC refers to patients who no longer require acute care services, and are ready to move to an “alternate” setting, different from the hospital, which is better suited to meet their on-going healthcare needs and level of care. Twenty new beds will be dedicated to ALC patients who suffer from cognitive decline and/or behavioural disorders and are non-acute, but who are waiting in hospital for long-term care placement.

“This initiative will help improve the patient experience and outcomes,” said Dr. Frank Martino, President and CEO, William Osler Health System. “Osler’s partnership and integration with our Central West Ontario Health Team is a strong example of a collaborative response to the needs of our community and recovery of the health system. We look forward to working closely with CANES Community Care and the team at Sorrento to ensure our patients are cared for in the setting that is most appropriate for their needs.”



“CANES has been an excellent partner from the original installation of ten ALC beds at our Sorrento Retirement Residence back in the fall of 2021,” stated Raymond Nicolini, President, Sorrento Retirement Residence. “The CANES team has always been responsive to any required changes and adapt well to the patients’ needs in an efficient and effective manner - we look forward to strengthening our partnership going forward.”





## Headlines - Part 2

**CANES Receives \$5000 donation for its technology program for isolated seniors living in their own homes.**



CANES has received a generous donation from local home care provider, Home Instead. CANES has been a community partner with Home Instead for over a decade, and we appreciate their ongoing support of our current programs and the assistance with our new programs in development. The generous \$5000 donation will go towards supporting isolated seniors in their homes by providing clients with technology, such as iPads and internet access to connect with family and friends through social media platforms and photo sharing applications.

**Local Partnership Expands Access To High Quality Access in Home Care.**



February 21, 2023 (Mississauga, Ontario) - Trillium Health Partners (THP) and CANES Community Care are pleased to be collaborating to deliver a new community-based program to support patients transitioning from hospital to home sooner. Called THP@home, the new program offers time-limited support that allows patients to complete their recovery at home, or wait safely at home for longer-term community-based services, such as ongoing home care or admission to long-term care.

THP@home is a partnership with THP and CANES Community Care that allows patients who no longer require hospital care to return home sooner with the support of community care providers. With dedicated Care Navigator support to oversee each patient's transition plan and recovery after discharge from the hospital, THP@home offers a variety of supports based on unique patient needs. This includes connections with community support services such as transportation or meal delivery, coordinating with the patient's family physician or helping them get connected to a physician if they don't have one, and setting up safe and appropriate in-home care.

"THP continues to work with partners to find locally-driven solutions to meet the care needs of the community we serve," said Stephanie Joyce, Senior Vice President, Patient Care Services and Health System Integration. "The hospital is a place to get medically stable; home is where you get better and truly recover. THP@home is another way for us to provide people with the care they need to get home from the hospital sooner-which is what our patients tell us they want-and helps ensure hospital beds are available for the sickest patients who need them most."



# Programs and Services Delivered 2022/23

CANES Community Care offers thirteen different care services to almost 5,000 clients living in Brampton, Malton, Etobicoke, and Woodbridge as well as providing accessible transportation and homecare services throughout Mississauga, Oakville, Milton and Halton Hills this past year. Statistics included are from the CW-LHIN area, unless stated otherwise including the MH-LHIN.

PROGRAMS and CARE SERVICES	NUMBER OF INDIVIDUALS			UNITS OF SERVICE		
	2020 2021	2021 2022	2022 2023	2020 2021	2021 2022	2022 2023
● Homemaking/Respite/Cluster/Personal	492	679	793	51,274	97,938	123,972
● Caregiver Support and Counselling	424	396	395	4,590	4,094	4,280
● Assisted Living	345	367	370	97,131	101,180	101,399
🏠 City of Toronto HFA (Homes For the Aged)	59	59	59	11,680	11,680	11,680
● Home Maintenance	798	1,021	1,046	5,165	4,905	4,983
● Congregate Dining (Holiday Meal Delivery)	626	660	672	626	660	672
● Friendly Visiting	76	76	59	4,288	4,095	2,493
● Ride Connect Transportation *(Stats include MH-LHIN, CW-LHIN and rides to Malton Care Clinic)	1,135	915	949	47,079	48,965	53,163
● Home@Last	250	268	269	682	728	672
● High Intensity Supports at Home (HISH) *(Stats include both MH-LHIN, CW-LHIN areas)	142	174	97	52,443	72,256	46,889
● Intensive Seniors Community Team	39	39	34	1,950	1,685	1,650
● Psychogeriatric Resource Consultant	N/A	N/A	N/A	952	670	978
● Transitional Care *(Stats include both MH-LHIN, CW-LHIN areas)	149	206	285	189,720	179,137	235,232
<b>TOTAL Cumulative total*</b>	<b>4,535</b>	<b>4,833</b>	<b>5028</b>	<b>467,580</b>	<b>527,993</b>	<b>588,063</b>
<b>Volunteer Activities *(Cumulative total)</b>	<b>37</b>	<b>35</b>	<b>26</b>	<b>2,966</b>	<b>2,774</b>	<b>1,374</b>

CANES continues to serve clients inside their own homes while offering 360 degrees of quality care services that allow them to remain living throughout their community. We strive to support our clients to maintain their independence through the delivery of almost **590,000** units of service annually, while serving over **5000** individual clients.





Tel: 289 881 1111  
Fax: 905 845 8615  
www.bdo.ca

BDO Canada LLP  
360 Oakville Place Drive, Suite 500  
Oakville ON L6H 6K8 Canada

---

## Report of the Independent Auditor on the Summary Financial Statements

---

To the Directors of CANES Community Care

### Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2023 and the summary statement of operations for the year then ended (the "Summary Financial Statements"), are derived from the audited financial statements of CANES Community Care (the "Organization") for the year ended March 31, 2023.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the criteria disclosed in Note 1.

### Summary Financial Statements

The Summary Financial Statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the Summary Financial Statements and the auditor's report thereon, therefore, is not a substitute for reading the Organization's audited financial statements and the auditor's report thereon.

### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 6, 2023.

### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the criteria disclosed in Note 1.

### Auditor's Responsibility

Our responsibility is to express an opinion on whether the Summary Financial Statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Audit Standards (CAS) 810, 'Engagements to Report on Summary Financial Statements'.

*BDO Canada LLP*

Chartered Professional Accountants, Licensed Public Accountants

Oakville, Ontario  
June 6, 2023

## CANES Community Care Summary Statement of Financial Position

March 31 2023                      2022

### Assets

#### Current

Cash	\$ 5,102,144	\$ 6,512,996
Accounts receivable	1,595,987	1,096,017
HST receivable	79,429	102,883
Prepaid expenses	144,833	145,471
	6,922,393	7,857,367

#### Investments

2,042,521                      1,715,376

#### Capital assets

1,554,134                      1,704,101

\$ 10,519,048    \$ 11,276,844

### Liabilities and Net Assets

#### Current

Accounts payable and accrued liabilities	\$ 7,342,117	\$ 6,699,392
Deferred revenue	27,840	94,843
	7,369,957	6,794,235

#### Deferred capital contributions

1,138,578                      1,355,701

#### Deferred rent

471,404                      473,796

8,979,939                      8,623,732

#### Net assets

Funds invested in capital assets	415,636	348,400
Internally restricted - Reserve Fund	750,002	1,641,698
Internally restricted - Jennie May Fund	373,471	368,677
Unrestricted	-	294,337
	1,539,109	2,653,112

\$ 10,519,048    \$ 11,276,844

On behalf of the Board:

*Douglas Thomas*

---

Director

*Carla Esmo*

---

Director

## CANES Community Care Summary Statement of Operations

For the year ended March 31	2023	2022
<b>Revenue</b>		
Government grants and allocations	\$ 17,627,613	\$ 18,207,486
Program services	12,201,450	11,236,312
Other revenue	343,528	1,117,308
Staffing services	89,414	392,834
Fundraising and donations	13,844	8,419
Gain on disposal of capital assets	4,400	2,000
Amortization of deferred capital contributions	506,256	457,453
	<b>30,786,505</b>	<b>31,421,812</b>
<b>Expenditures</b>		
Remuneration, benefits and purchased services	25,454,258	25,514,612
Administrative and occupancy	4,698,204	3,544,262
Other	1,091,839	1,074,346
Amortization	688,352	611,452
	<b>31,932,653</b>	<b>30,744,672</b>
<b>Excess (deficiency) of revenue from operations</b>	<b>(1,146,148)</b>	<b>677,140</b>
<b>Investment gain</b>	<b>32,145</b>	<b>15,125</b>
<b>Net excess (deficiency) of revenue over expenditures</b>	<b>\$ (1,114,003)</b>	<b>\$ 692,265</b>

### Note to the Summary Financial Statements

#### 1. Summary Financial Statement Preparation

Management is responsible for the preparation of the summary financial statements. The summary presented includes only the summary statement of financial position and the summary statement of operations. It does not include the statement of changes in net assets, statement of cash flows, or the notes to the financial statements.

Copies of the March 31, 2023 audited financial statements are available at the CANES Community Care head office.



# Our Funders and Community Partners

CANES Community Care gratefully acknowledges the on-going financial support of our funders and supporters.

Ministry of Health

Central West Home and Community Care

Mississauga Halton Home and Community Care

City of Toronto

Home Care Ontario

Ontario Health Teams (OHTs)

Meals on Wheels

Grant Funding as Available

Fundraising Initiatives

Department of Veteran Affairs Canada

Donor Individuals and Organizations

Fees for Services



Veterans Affairs Canada

Anciens Combattants Canada



# Programs and Care Services

## Home Care

- Homemaking/Personal and Respite Care
- Home Maintenance
- Assisted Living
- Intensive Seniors Community Team

## Programs

- Transportation
- Friendly Visiting
- Caregiver Counselling
- Community Outreach
- Congregate Dining

## Specialty Services

- Home at Last
- Behavioural Supports
- Transitional Care
- HISH (High Intensity Supports at Home)



*Bringing Quality Care Home®*



## Head Office

10 Carlson Court, Ste. 200  
 Toronto, ON M9W 6L2  
 416-743-3892  
 information@canes.on.ca  
 www.CANES.on.ca



@CANESCommunity



Centering in on  
**Transitional Care**

