



Ontario
Trillium Foundation



The Friends Strengthens Access to Care Through Digital Innovation Initiative

Ontario Trillium Foundation-funded project enhances community connection, service access, and caregiver support across Muskoka and Parry Sound

Muskoka & Parry Sound, ON — May 2026

The Friends Supporting Those with Long-Term Health Care Needs is proud to announce the successful advancement of its Digital Innovation Initiative, made possible through funding from the [Ontario Trillium Foundation \(OTF\)](#), an agency of the Government of Ontario.

This initiative represents a major step forward in how individuals and families across Muskoka and Parry Sound can search for and connect with the organization for easier access to programs and services.

Improving Access, Strengthening Connection

Serving hundreds of individuals each year, The Friends provides essential supports to seniors and adults living with physical disabilities—helping them maintain independence, dignity, and quality of life.

Through this project, the organization has:

- Modernized its digital presence to make it easier to access services
- Improved navigation and referral pathways for clients and community partners
- Strengthened communication with caregivers and families
- Enhanced visibility of programs and supports across the region
- Reduce administrative burden on staff
- Support faster recruitment of caregivers

The initiative is expected to benefit approximately **700 individuals annually**, while supporting over **100 staff and volunteers** in delivering care.

“These improvements are about more than technology,” said Theresa Michele, Programs Manager for Muskoka. “They’re about making it easier for people to find help, for caregivers to access support, and for our team to focus on what matters most—delivering care in our community.”

Acknowledging Support from the Ontario Trillium Foundation

This initiative was made possible through the generous support of the Ontario Trillium Foundation.

The Friends gratefully acknowledges The Ontario Trillium Foundation for its support to not only help us improve access to essential services, but to develop a meaningful and lasting impact for vulnerable residents and their family caregivers across Muskoka and Parry Sound.

The Ontario Trillium Foundation is an agency of the Government of Ontario.

Looking Ahead

With a strong digital and strategic foundation now in place, The Friends is preparing for the next phase of implementation, including expanded digital outreach.

These efforts will continue to enhance how individuals connect to care—ensuring that more people can remain supported, independent, and engaged within their communities.

About The Friends

The Friends Supporting Those with Long-Term Health Care Needs is a community-based, non-profit organization funded by the Ontario Ministry of Health. For over 40 years, The Friends has provided supportive programs and services to seniors and adults with physical disabilities across Muskoka and Parry Sound—helping individuals live with dignity, independence, and connection at home.
