



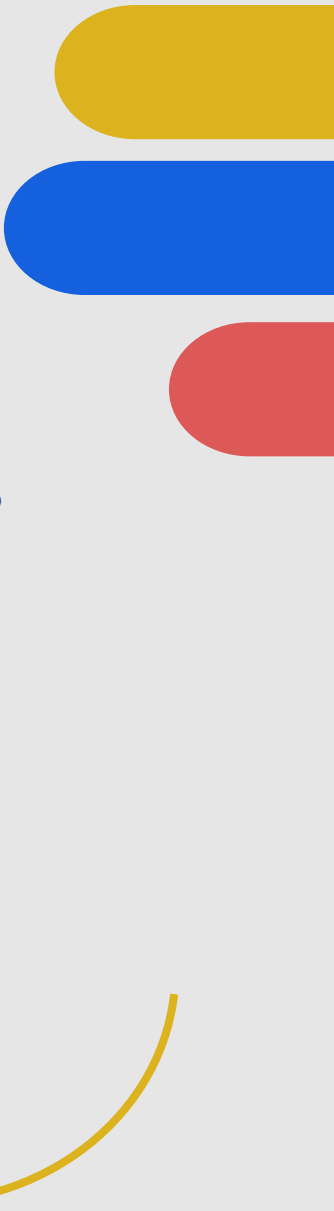
THE
CHARLES H. BEST
DIABETES CENTRE



ANNUAL GENERAL MEETING

SEPTEMBER 15, 2026

Welcome & Overview



01 Board Chair & Executive
Director Address

02 Highlights &
Annual Business

03 Patient & Caregiver
Survey Results

04 Founder's Award



Serge Babin, Board Chair Address





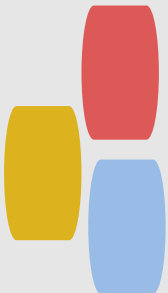
Approval of Agenda



Agenda



1. Welcome and Address from Serge Babin, Board Chair.
2. Approve the agenda for the 2026 AGM.
3. Approve the minutes from the AGM meeting of September 16th, 2025.
4. Executive Director Address, Lorrie Hagen.
5. Patient & Family Survey Results
6. Review Audited Financial Statements for YE March 31st, 2026, Michael Banfield.
7. Elect the Directors of The Charles H. Best Diabetes Centre Board (2026/2027).
8. Appoint the auditors for the fiscal year ending March 31, 2027.
9. Founder's Awards Presentation





Approval of AGM 2025 minutes





Lorrie Hagen, Executive Director Address Acknowledgements





The Charles H. Best Diabetes Centre

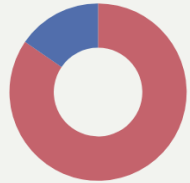
Year in review



Clinical Programs



Our type 1 diabetes patients



79%

Adult Patients (2061)
32 newly diagnosed



21%

Paediatric Patients (376)
53 Newly diagnosed, up by 43%



61%

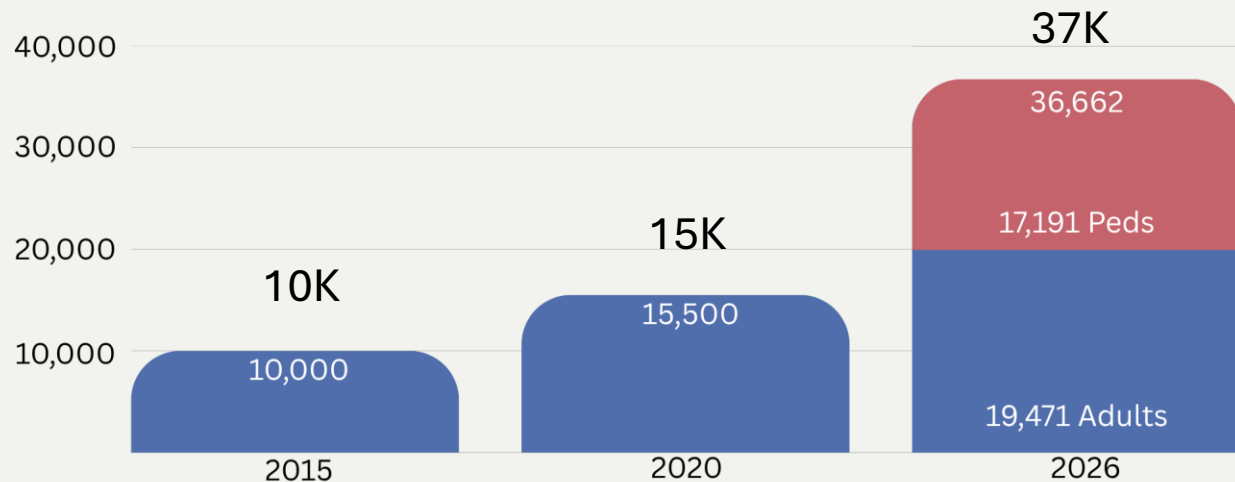
on insulin pumps
**Highest ever



39%

on insulin injections

Patient Interactions



54

Emergency Department
avoidances.

2,585

Urgent Care on-call support.
Up by 51%.

Building on the Best Campaign



We're raising \$11 million to expand and modernize our Centre for the next generation of T1D patients.

Progress

- Site plan and architectural designs complete
- Ministry of Health confirmed financial support
- Goal is to break ground in 2027

Growing Together: Our Team & Community



The 'Best' Team has grown

1	Executive Director
3	Social Workers
3	Development & Fundraising
5	Clinical Admin & Financial Controller
7	Dietitians
9	Nurses
11	Board Members
2	Medical Advisors

Community Engagement

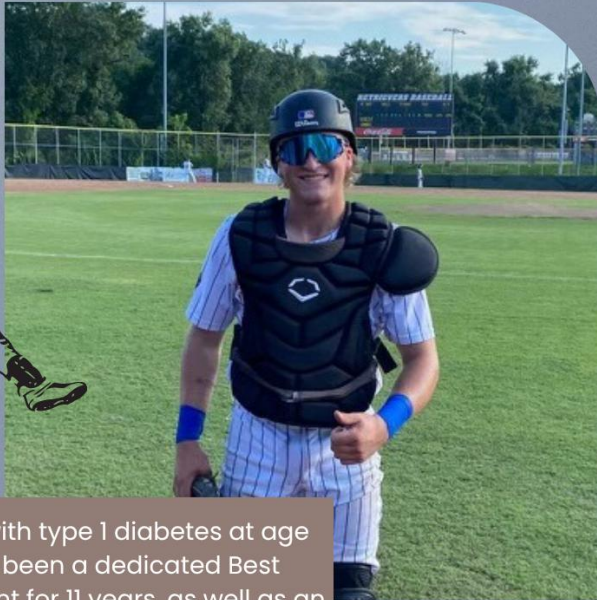
9	Peer Connection Group Opportunities
6	Volunteer Led Fundraisers
278	Memberships purchased
68	Tribute Gifts

Volunteer Hours



Thanks to 160 volunteers who gave 2700 hours

Meet our Patients



Diagnosed with type 1 diabetes at age 9, Adam has been a dedicated Best Centre patient for 11 years, as well as an avid baseball lover. Beyond the game, Adam works hard to educate his teammates about diabetes, fostering understanding and teamwork both on and off the field. He is currently attending the University of Northwestern Ohio, studying Automotive High Performance Technology while pursuing his love of baseball.

—— Adam



THE
CHARLES H. BEST
DIABETES CENTRE



Diagnosed at age 11, Jahmoia has been a dedicated Best Centre patient for 13 years. A driven and disciplined athlete, she has pursued her passion for soccer all the way to the NCAA Division 1 level. Managing T1D alongside elite training takes careful planning and determination! With a strong mindset and supportive team, Jahmoia continues to excel on the field, proving that diabetes is no barrier to chasing her dreams.

—— Jahmoia



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Patient & Caregiver 2026 Survey Results

Patient & Caregiver Survey Results



We surveyed:

274

Adult Program

53

Pediatric Program

Results At-a-glance

 **97%** feel positive about their overall experience

 **97%** feel supported by their education team

 **92%** feel communication with their care team is strong

 **92%** feel supported by their mental health team

 **96%** are happy with the administration team

98%

**agreed The Best Centre
has improved ability to
self manage type 1
diabetes.**

Patient & Caregiver Survey Results



Satisfaction Rate

Percentages represent a combined total of satisfied & very satisfied.

97%

Overall Experience with The Best Centre

97%

Educator (Nurse & Dietitian) Team

92%

Mental Health Team (Social Workers)

96%

Admin/Recption Team

92%

Communication - Physician & Care Team

Patient & Caregiver Survey Results



What is Working

You told us you value:

- “A team that feels like a well-oiled machine”
- “Support that helps us feel confident and safe”
- “Access to help when we need it”
- “Non-judgmental support from a team that understands”
- “A proactive approach to evolving needs”

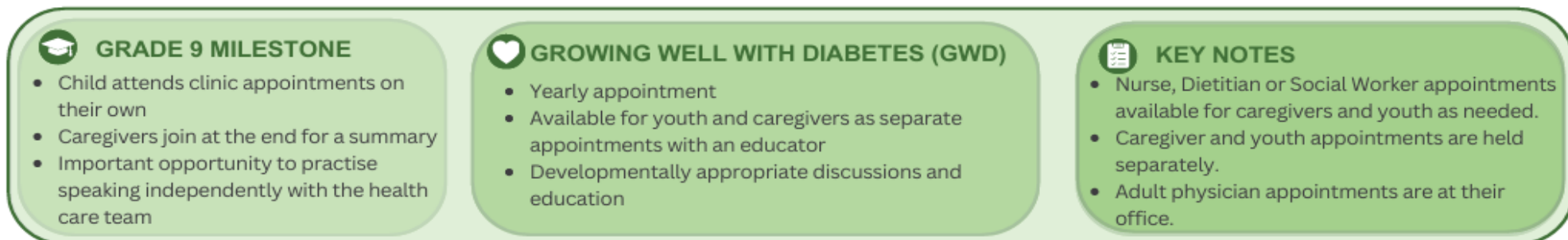
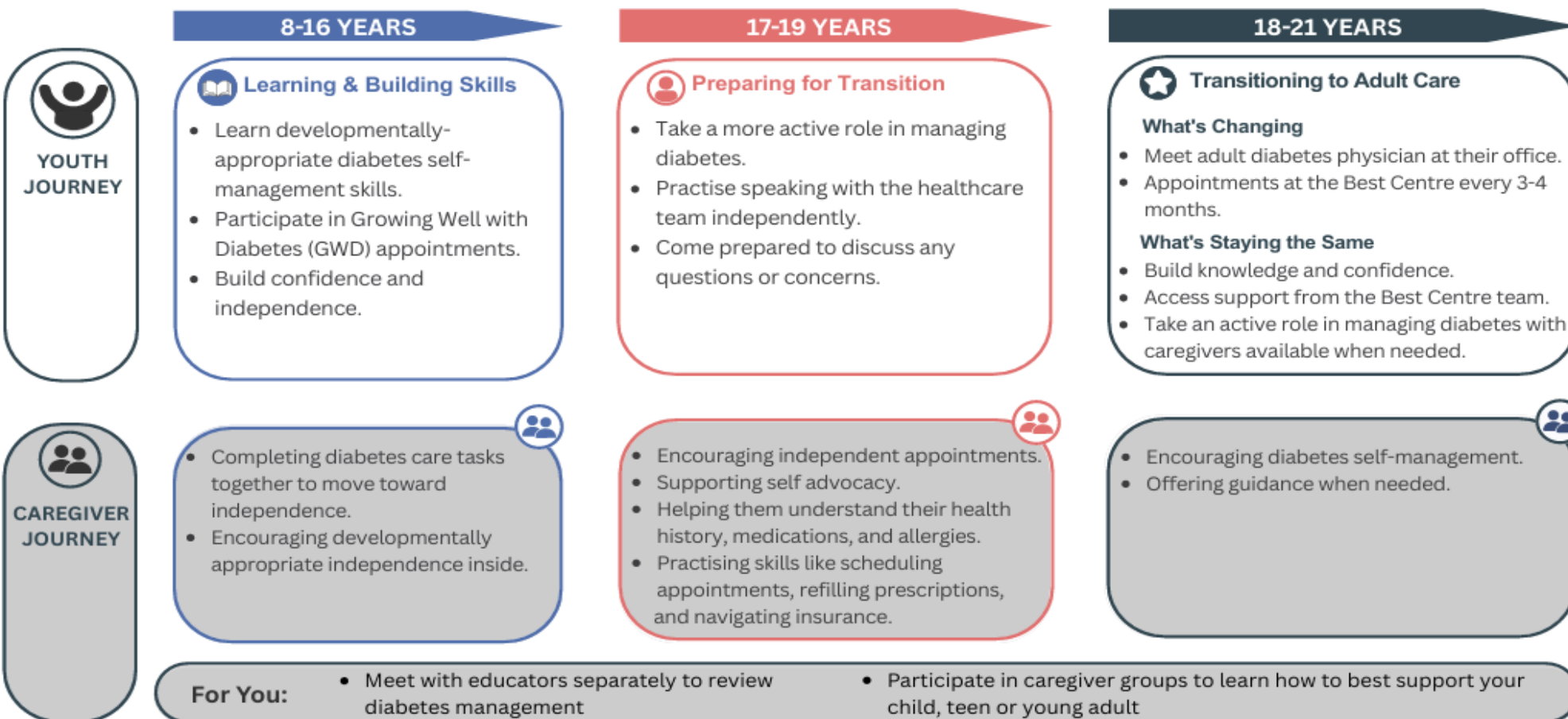
What we can Improve

You told us you would like:

- More peer connection opportunities
- Improved communication about Best Centre activities
- More support in schools and community settings
- Expanded mental health support for families
- More education for caregivers on all life transitions

TRANSITION PROGRAM: GROWING INDEPENDENCE

Our transition program helps patients and families prepare for the move to adult care. As children gain independence, our developmentally appropriate individual educator appointments help them build the self-management skills and confidence to take an active role in managing their type 1 diabetes.



Patient & Caregiver Survey Results



Tell us what is going well with the services received at The Best Centre.

Having access to help (urgent care after-hours) is above and beyond.

Everything feels like a well-oiled machine.

Always a positive reception and open to discuss any and all things T1D. Love the comprehensive team that is always available and willing to support.



The flexibility to be able to see my team more often has really helped me reach my goals. I really appreciate the breadth of knowledge the team has (medical, mental health, insurance, products available).

My child has been able to learn and navigate her T1D with confidence.

Accessibility to nurses, dieticians, and mental health support in one place is outstanding and the peer connection group is great.

Continuous support and education, proactive approach to evolving T1D - helps us navigate.

“Everything!”

No one tries to change me, they just work with me to improve my health.

Patient & Caregiver Survey Results



What We're Doing Next

113

Interested in focus groups

Thank you for
stepping forward!

The Best Centre team has action plans in progress:

- Offering a variety of peer support groups in both formal and social settings
- Implementing new communication tools (text appointment reminders), and enhancing overall communication and visibility
- Strengthening advocacy and support for schools through new partnerships
- Exploring more and alternative mental health resources for families
- Expanding programs and opportunities for education around life transitions
- Continue to learn from our patients and families through focus groups.

Thank you to our FY25-26 Donors!



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Thank you to our FY25-26 Donors!



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Zancor Homes



Audited Financial Statements





Elect Directors for 2026/2027

Term Ending September 2027

Serge Babin (Chair)

Pepe Bakshi

Michael Banfield (Treasurer)

Dana Dignard

Mike Grass

Marlene Grass (Founder)

Christa Hruska

Kinza Mahoon

Rishita Peterson

Ian Robertson

Carol Stevenson (Vice-Chair/Secretary)

Medical Directors

Dr. Valerie Lewis

Dr. Jeremy Gilbert

Ex-Officio

Lorrie Hagen – Executive
Director





Appoint the Auditors for FYE2027





Founder's Awards

The Founder's Award was established by The Charles H. Best Diabetes Centre in 2024 to honour individuals who have demonstrated exemplary dedication, commitment, and impact in serving the mission and vision of the organization.

Named in honour of our Founder, Marlene Grass, RN, MSM, this award celebrates individuals who embody the spirit of passion and service for The Best Centre and the type 1 diabetes community.

