



Community Services
and Housing

St. Paul's L'Amoreaux Centre ANNUAL REPORT 2012-2013



Mission

We are a caring, client-focused not for profit organization, dedicated to improving the quality of life of seniors in the communities we serve, by providing services and housing in an accessible, professional and progressive manner.

Vision

To provide a services and housing environment for seniors that allows them to live independently in their community with wellness and dignity. To provide this environment regardless of language, culture or ability to pay.

Values

Service - Committed to providing quality service that is client focused, efficient and effective

Excellence - Committed to providing programs, services and housing with excellence and competence

Nurturing - Committed to creating a nurturing and caring environment to serve the best interests of our clients and create a rewarding environment for staff

Inclusive - Committed to maintaining an inclusive and welcoming environment regardless of race, colour, religion, sexual orientation or ethnicity

Outcomes - Committed to creating positive outcomes through collaboration with clients, caregivers, partners, staff and volunteers

Respect - Committed to creating a culture of respect among clients, staff, and volunteers

Safety - Committed to ensuring client, volunteer and staff safety



Table of Contents

Message from Chair and ED	1
Our Story	2
2012-2013 Accomplishments	3
Service and Program Highlights	5
Looking to the Future	14
Donors	15
Financial Overview	17
Funders	19



Message from Chair and Executive Director

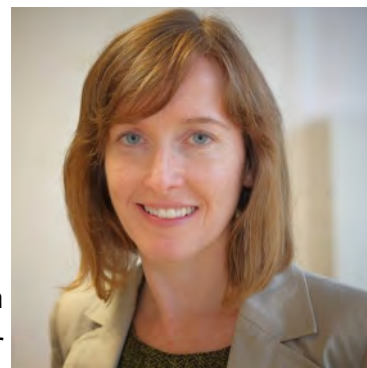
Since opening its doors to seniors' apartments in 1978, St Paul's L'Amoreaux Centre has been dedicated to improving quality of life for seniors. That concept began with housing and has grown to include many additional services with the knowledge that achieving quality of life has a different meaning for everyone and that we all have different support needs to get there. Access to health care, along with housing, good nutritious food, and a sense of inclusion and connectedness to others are among the determinants of good health – and none of these in isolation can effectively support healthy aging.

In this report we want to share with you our accomplishments over the 2012-2013 fiscal year that have, and will, make it possible for more people to connect with the care and support they need. At this time we are seeing new needs for seniors' care in our community and new challenges arising from a rapidly changing healthcare system. We need to be able to respond and actively prepare for the shifting landscape ahead. For this reason, this has been a year of strengthening our foundation of integrated services for seniors and older adults. We embarked on a strategic planning exercise that has refreshed and revitalized our vision for how we can contribute to quality of life for each individual who comes to us and to the community to which we all belong. We have placed enormous effort into things that people rarely see but that are essential to all that we do, such as our technology, developing the capacity of our staff and volunteers, making improvements to our buildings, and growing our resources through fundraising and recognition of who we are and what we do. And of course all this is to make possible what we do best: serving seniors and their caregivers with our many programs and services.

We are excited about letting you know all that we have achieved towards supporting each person along the journey to aging in health through connections to care. We invite you to read on!



Jim Kaufman
Chairman of the Board



Diane Duncan
Executive Director

Our Story

At St Paul's L'Amoreaux Centre (SPLC), we promote and support healthy aging and have been doing so for 35 years. This has been a place of support and a home to thousands of seniors for over three decades. SPLC prides itself on a model of housing together with services and programs that support wellness, community connections and great quality care. It is a place that is here for active



older adults, seniors beginning to experience new health needs, those needing more intensive support and for caregivers who need a helping hand and peace of mind. We



believe that this holistic approach is a strength to people who want to continue to live at home and participate in their community, and to the community itself which values and benefits from a healthy and vibrant senior population. No two people are exactly alike and this is why we provide a range of options to keep people connected and make healthy aging possible.

What began as an apartment building for a few hundred seniors 35 years ago has grown into a happy and vibrant place to which 6,000 people look every year for support and where 600 volunteers choose to share their time for the betterment of everyone.

Our vision to create an environment that enables seniors to live with wellness and dignity has not changed. And it is why we strive to serve and connect everyone, from any background or walk of life, to the support and care they need and deserve.



Some of our 2012-2013 Accomplishments

Day Programs

Received expansion funding from the Central East LHIN to create **seven more spaces weekly** so that seniors and their caregivers are able to have the support they need to continue to age at home.

Supportive Housing

Trained and worked with professional partners to **increase supports offered to our Addictions Supportive Housing clients.**



Human Resources

Went paperless through QHR Net so staff could check their pay statements online; implemented QHR Scheduling to improve efficiency and **reinvigorated a training program to include back care and anti-harassment and bullying.**

Fundraising

Held the **Annual Neighbourhood Walk for Seniors**; launched a staff Fundraising Committee; held two concerts with performances by Recreation Groups to benefit SPLC; developed our first ever Holiday Mail Campaign and hosted monthly Community Breakfasts.

Housing

Trained staff in **new skills** that help provide increased building maintenance support to our residents.

Marketing & Communications

Designed new Corporate Thank You cards; instituted accessibility training and **filmed the Rogers Breakfast TV Show!**

Meals on Wheels

Added 2 to 3 new clients every month!



Recreation

Had a full and rewarding year by holding two concerts to help raise funds for SPLC, hosting community events and by launching new and **exciting day trips for our seniors!**

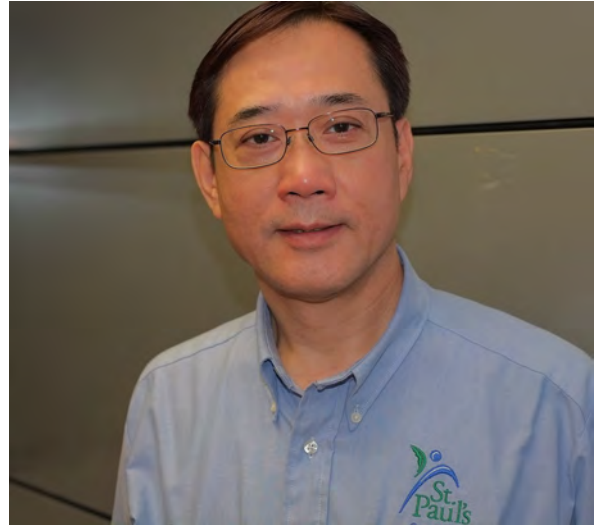
Community Health Promotions

Organized workshops on Diabetes Prevention

(providing effective strategies for older adults and seniors to maintain a healthy lifestyle);

Financial Literacy (showing ways to manage finances and avoid abuse and fraud); and

Seniors Neighbourhood Safety Walks (so police could train seniors in recognizing possible concerns for community safety).



Friendly Visiting

Had its **first ever Holiday Celebration party** so

Friendly Visiting volunteers could share their experiences and have a good time!

Information Technology

Rolled out Windows 7 and Office 2010; created a **new multi-user building maintenance database system** that cut costs by allowing the old subscription system to be cancelled; and a database system for Transportation that optimizes the use of drivers and vehicles — both systems are also fully integrated with employees' email!

The Volunteer Department

Won the **2012 June Callwood Award for Excellent in Volunteerism**; held our Annual Volunteer Appreciation Night and Student Summer Barbecue; launched a Volunteer Advisory Committee and professional development program open to all volunteers.

Transportation

Expanded services to include rides for hemodialysis patients (over 100 rides in February and may continue to expand).

Nutrition

Provided more nutrition training for clients, staff and volunteers; **launched new healthy options on our menu at the Terrace Restaurant!**

2012-2013 Service and Program Highlights

The Social Determinants of Health

The social determinants of health are factors which affect people's health that they may or may not have control over, such as disability, income and access to health care. Here at St. Paul's L'Amoreaux Centre, we know the impact of these factors on people's health and have services and programs to address them.

Some of the ways we connect people to care to support better health (and tackle the social determinants of health) are through addressing **Housing, Mobility Needs, Food and Nutrition, Access to Health Services, Social Inclusion and Health and Wellness.**

Housing

St. Paul's L'Amoreaux Centre doesn't just provide seniors with a place to live, but also a home with access to support services and community where everyone belongs.

Housing Needs

Good housing is important for everyone. Whether you are newly born or nearing one hundred, we know evidence shows that having access to good quality, affordable housing impacts on a person's physical and mental health. For this reason, like with all our programs, St. Paul's L'Amoreaux Centre has made a commitment to improving health by providing for seniors' housing and care needs. We have three housing options, each providing a high quality, affordable, stable environment that includes a home and connections to care.



Rental Units

St. Paul's L'Amoreaux Centre has 298 rental units for seniors and older adults with disabilities. We offer units both at market rent and subsidized rates for seniors with more limited means. There are a range of both bachelor and one-bedroom units, some of which come with a meal plan at our wonderful Terrace Restaurant and all of which provide access to our programs and services.



Life Lease

St. Paul's L'Amoreaux Centre offers an innovative "Life Lease" option which is similar to purchasing a condominium. These one and two-bedroom units are in a separate building attached to St. Paul's L'Amoreaux Centre but once again provide access to programs and services like our restaurant, security and library.

Addictions Supportive Housing

Through a partnership with Community Outreach Programs in Addictions, we also provide rental units to seniors who have been under-housed or homeless and are in need of specialized care related to their addictions and mental health.



Mobility

What we know at St. Paul's L'Amoreaux Centre is: providing services which address mobility needs means people can have improved health and fully participate in their community.

Transportation Needs

From our constant contact with seniors, we understand that the ability to get to where you want and need to go is important. Seniors, like everyone else, have medical and banking appointments, grocery shopping, social events, and family and friends they'd like to visit. We believe seniors should be as active and fit as possible, and our transportation service was designed with that in mind. How did we do this? We own three accessible buses and four vans which can take seniors and their caregivers (who ride for free) to hundreds of places across the greater Toronto area. Why? Because we recognize to be connected to care, seniors need and deserve door-to-door service and when you can no longer drive yourself, or choose not to battle traffic, we are here to help!



Accessibility (AODA)

Here at St. Paul's L'Amoreaux Centre, we make every effort to anticipate and meet the customer services needs of clients, visitors and staff who need some extra support because of disabilities. As demonstrated in our corporate values, we believe in creating an environment that is inclusive, which means we do things like welcome service animals and make information available in large print. Why? Because we are committed to making sure special needs don't limit people's access to and experience of our services.



Because of our commitment to inclusivity, on January 1, 2012, St. Paul's L'Amoreaux Centre became AODA compliant. This means we updated our policies and trained staff members and volunteers about the needs of people with disabilities.

Food and Nutrition

Studies tell us that a diet of good healthy food improves concentration, cognitive functioning and reduces a person's risk of developing heart disease. Here at St. Paul's L'Amoreaux Centre we are committed to offering people options they can afford!

Nutrition Needs

Dine-In, Take-Out or Delivery? Here at St. Paul's L'Amoreaux Centre our clients and visitors have options that cater to any need.

The Terrace Restaurant is our on-site restaurant serving lunch and dinner 6 days a week. It provides meals for residents, visitors, staff and members of the local community with both dine-



in and with a take-out options. With an increased commitment to fresh, healthy and locally-sourced ingredients serving both Western and Chinese food, the Terrace Restaurant is just one example of how much we care about your nutrition.

Meals On Wheels is one of those key services that helps seniors with higher needs to remain at home. It provides hot, delicious and healthy meals to the doors of seniors across Scarborough, and even lets

clients order good quality frozen meals. Seniors can choose their daily meal from multiple menu options. The menu and meals are prepared on site, monitored by a registered dietitian, and delivered with a smile. This year, 568 seniors who were facing a challenge that made meals difficult to cook benefited from this fabulous service.

Fruit And Vegetable Market – Once monthly, St. Paul's L'Amoreaux Centre hosts a fresh food and vegetable market. Through our partnership with Food Share and with the support of our amazing volunteers, you can order your own fresh food box or buy items individually in our

market! From carrots and cabbages to pears, there is something for everyone.

**In 2012-2013
we delivered 19,805 meals
to local seniors.**

**In 2012-2013 we served
43,677 meals to
seniors and visitors at
the Terrace Restaurant.**

Access to Health Services

Navigating the health care system can be challenging when you or a loved one is facing hardship. With this in mind, we've developed a Case Management system that can help seniors and older adults with disabilities better understand the options available to them and be in the driver's seat when making choices about their health and care needs.

Case Management

Our Case Management team helps clients to navigate the health care system and provides ongoing support when facing life changes and significant needs. Our services include: developing care plans in partnership with the client based on assessed need, providing information and referrals, counselling, client advocacy, crisis management, client and caregiver support groups and service coordination. Through our services, seniors have someone "in their corner" helping to connect them to the care and services they want and need.

"Our professionally-trained case managers work to empower clients and their caregivers in their self-care journey by providing supportive counselling while acting as a linkage to other care services."

Melinda Lau

Client Intervention Manager



Wellness Clinics

Having access to primary health care can make a big difference in health outcomes. St. Paul's L'Amoreaux Centre offers a range of free health clinics provided by partners and our very own wonderful staff. By offering easy access to arthritis management, foot care, physiotherapy and support from

nurses and physicians for blood sugar and blood pressure monitoring, seniors are able to better manage their own health.

Home Support and Supportive Housing

The vast majority of seniors tell us their goal is to age at home. No matter what our clients' personal goals are, we aim to help them live with wellness and dignity. Maintaining independence can be as simple as having someone to help with cleaning, or receiving a bit of extra help with personal care. Our goal? To create a supportive service which meets the individual needs of people living both at St. Paul's L'Amoreaux Centre and in the community. For this reason we have both Supportive Housing offered in our rental housing and Home Support Services offered to homes throughout Scarborough. Both of these services provide clients support with their "activities of daily living" in a manner which meets their unique needs.

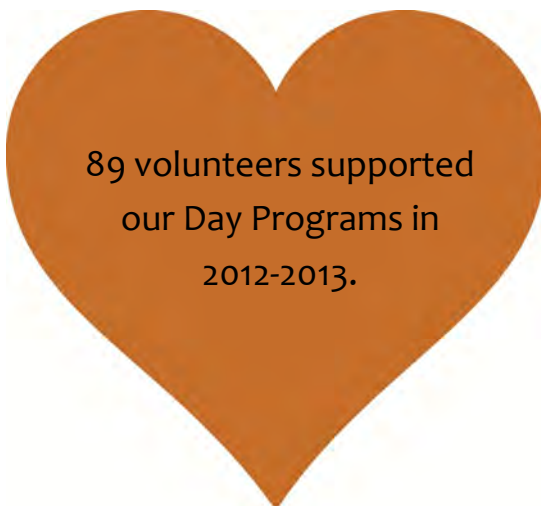
Each of these services provide essential respite and support to caregivers.



Day Programs

If you ever get the chance to watch one of our Day Programs here at St. Paul's L'Amoreaux Centre, what you'll see is compassion in action. Monday to Friday, if you stood outside St. Paul's L'Amoreaux Centre, you would witness 54 seniors arriving to begin their time in our Day Programs. Here they'll engage in activities that support mental stimulation, improve mobility and stamina, and connect

people with one another as well as supports like personal care and hot nutritious meals. Within our Day Programs, we individualize care-plans and programming to be culturally appropriate and language specific, while also addressing special health needs like dementia and physical frailties such as stroke and Parkinson's disease.



89 volunteers supported
our Day Programs in
2012-2013.

Social inclusion

Friendly Visiting

Here at St. Paul's L'Amoreaux Centre we understand that sometimes aging can mean increased isolation because of changes in health condition, limitations of mobility, or family members who are busy or live too far away. That's why we have made a commitment to providing a bit of extra support to those in need. What does this support look like? It matches a trained and supervised volunteer with a senior who would benefit from a friendly weekly visit. This important time they spend together may include playing a game, listening to music, reading or just engaging in some friendly banter. Volunteers also assist with grocery shopping and escorting clients to medical and banking appointments. Our telephone reassurance program provides scheduled phone calls to provide peace of mind and ensure seniors who are more isolated are safe in their homes.

“Our volunteers are such a marvel. You cannot help but be inspired that so many people choose to give freely of their talents and time to be with others. They listen, laugh, serve meals, share information, lead an activity, hold a hand. All of these seemingly simple things make an incredible difference. And our volunteers care enough to offer these as a gift to someone they don't know.”

*Diane Duncan
Executive Director*



This year, 238 seniors benefited from a relationship with a Friendly Visiting volunteer!

Volunteering

At St. Paul's L'Amoreaux Centre we know that volunteering impacts on lives, not only the life of the person receiving the support, but the life of the volunteer too.

In 2012-2013, more than 600 volunteers helped us improve the health outcomes of the seniors we support. How? By building

relationships and helping seniors stay active physically and mentally. In fact, volunteers are

so important to us we made it a strategic priority for 2010-2013 to find new opportunities to involve seniors in volunteering!

In 2012 our Volunteer Department was honored by the Minister of Citizenship and Immigration with the prestigious June Callwood Outstanding Achievement in Voluntarism Award – and our volunteers deserved it! With more than 600 volunteers ranging in ages from 14 to 90+ and hundreds of ways people of all ages and abilities can be involved, we show that even when it comes to serving as a volunteer, everyone here belongs.

“When I tell people at community meetings that we have over 100 Recreation programs a week ranging from tai chi to country line dancing, arts programming, gardening club and craft groups, they can’t help but be impressed.”

Volunteer and Client

Health and Wellness

Recreation

We know that keeping active physically, mentally and socially helps people to age well and to increase the time they can remain in their own home and to enjoy life! The more than 2000 seniors who use our Recreation Programs will tell you themselves: St. Paul's

L'Amoreaux Centre has something for everyone. And because accessibility is so important to us, our Recreation Department has made sure that our membership fees are low, there are free programs available, caregivers are welcome (at no additional cost) and the fitness classes are adapted to varying needs.

Did you know our Recreation Department also runs day trips and special events? In 2012-2013 clients enjoyed Tamil and Chinese New Year celebrations, a Chinese Opera Show, day trips to Lake Couchiching, Metro Zoo, Rouge Valley and the Kortright Centre. Clients also enjoyed a massive Canada Day Party!



Health Promotion

Health Promotion is defined by the World Health Organization as “the process of enabling people to increase control over their health and its determinants, and thereby improve their health.” What we understand here at St. Paul's L'Amoreaux Centre is that good health is a right and our strategic priorities, programs and services all aim to help people achieve it, not only through healthy choices, but by removing some of the barriers to good health. One of the key ways St. Paul's L'Amoreaux Centre does this is by having an active and engaged Health Promotion Program.

The Health Promotion program consists of peer leaders (trained community members who deliver health education in a culturally sensitive way), as well as specialized and experienced Health Promotion workers and volunteers. Together they increase seniors' and older adults' engagement in physical activity, healthy eating and prevention activities by holding workshops, organizing groups like a gardening club and hosting a fruit and vegetable market. In addition, they help build individual and community capacity in prevention, early detection and management of chronic health conditions.

In 2012-2013, St. Paul's L'Amoreaux Centre's Health Promotion Team were involved in three special projects: A Seniors' Neighbourhood Safety Walk with Police Division 42, teaching Financial Literacy to seniors through a partnership with the Canadian Centre for Financial Literacy and a Diabetes prevention project made possible by a grant from Toronto Public Health.

In 2012-2013 more than 1000 community members attended programs run through our Health Promotion department.



Looking To The Future

Reading the pages of this report, it is easy to see how connecting people to care involves so many different services to effectively meet people's needs towards aging in health. We view it as a privilege to be in the position of supporting people who have contributed so much in their lifetimes to their community. Equally, we are honoured to be invited into people's lives to help open doors to wellness and good quality care and to support seniors and their families through advocacy.

As we pen the final details for this report, it is now June 2013 and we have already embarked on exciting initiatives. We believe that these will enable us to strengthen our ability to serve the seniors in our community for this year and the years ahead. And we look forward to partnering with you as we do.

"For over 23 years I've experienced SPLC connecting people to the care they need. They come here not sure what we offer in housing, programs and services, then express their appreciation and leave with a real sense of community."

*Bernadette Patience
Customer Service
Representative*



Donors

St. Paul's wishes to thank its donors for their generosity and loyal support

Patron \$1000+

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Dhillon, Mahendra
Kaufman, James
Paul O'Connor Funeral Home Limited
Poon, Bill
Shoppers Drug Mart (Bridlewood Mall)
Tung, Gabrielle
Williams, Doreen

Friend \$500+

BDO Financial Services Limited Partnership
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Chung, Doreen
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Or, Siu Hung
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Chong, Ernest

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Leung, William
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Kwan, Hazel
Kwan, Yuk Ling
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Lam, Jenkin
Lau, Tim Heung

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Lee, Victoria
Leung, Keniva
Lewis, Ethel
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Li, Wing Na
Ling, Peng Jan
Linton, Wray
Liu, Windy
Lo, Mary
Luk, Luen Yuk
Mah, Lincoln
Mann, Alice
Martil, Mary Cecilia
Teresa
Mcintyre, Irene
Nagaratnam,
Parameswary (Judy)
Nanji, Sadrvdin
Ng, Diana
Norville, Helgard
Pao, David Y.T.
Papadopoulos, Steve
Penn Tam, Lorraine
Phan, Ba
Prithiras, Selvaratnam
Ring, Low And Way Chin
Ring, Way Chin
Scelfo, Liborio
Shin, Patty

Shook, Steve
Sit, Frank
Somerville, Jewel
Tan, Yu Zhen
Tang, Nancy
Tong, Lin Ho
Tsang, Alice
Tsang, Flora
Tsang, Kwok Choi
Tseung, Yee Fong
Tuling, Jean
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College Of Business &
Technology
Volpe, Anne
Wilmot, Vincent &
Daphne
Wong, Ann
Wong, Bo Wai
Wong, Chor San
Wong, John
Wong, Kam Yin
Wong, Roberta
Wong, Christopher
Wu, Rui An
Yeung, Lai Yuen
Yeung, Sabrina
Yip, Gary
York Tsui, Lai
Yum, Claire
Zirnis, Ingrid

Members \$50+

Andjelkovic, Radmila
Au-Yeung, Ben
Barnes, Kathy
Beekie, Isha
Bernal, Antonio
Blenman, Norma
Broderick, Angela
Burke, Larry
Chan, Sai Sing
Chan, Wong Ying
Chan, Kam Ho
Chau, A Loc
Cheng, Yuk Har
Cheung, Irene
Cheung, Lai Ying
Cheung, Yick Chiu
Cheung, Ying Wah

Community Partners

Arthritis Society
Bridlewood Mall
Canadian Diabetes Association
Canadian Hearing Society
Canadian National Institute for the Blind
CareFirst
Centre for Addiction and Mental Health
Central East CCAC
Central East LHIN
COPA (Community Outreach Programs in Addictions)
Food Share
Grace Chinese Gospel Church of North York
L'Amoreaux Collegiate Institute
Mon Sheong Court

Newe Towne Pharmacy
Operation Springboard (SOAR Program)
Osteoporosis Society of Canada
Scarborough Caring for Aging Relatives Consortium
Scarborough Centre for Healthy Communities
Scarborough RIDE
Shoppers Drug Mart (Bridlewood Mall)
TIA Rehabilitation Group
Toronto Community Housing Corporation
Toronto Housing Connections
Toronto Police, 42 Division
Toronto Public Library
TransCare Community Support Services
Wellspring
Yee Hong Centre for Geriatric Care

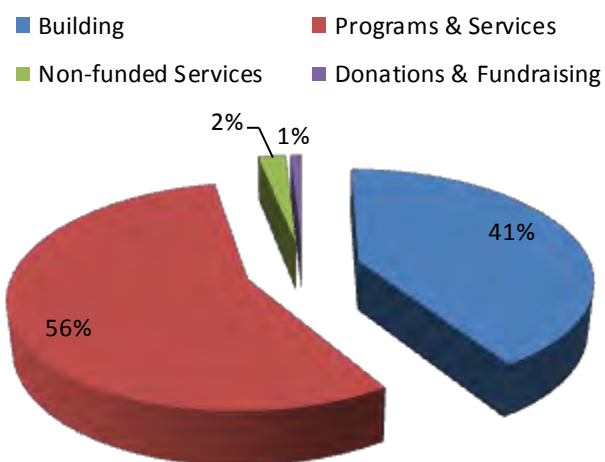
Financials 2012-2013

To view our detailed audited financial statements, please go to our website: www.splc.ca

Centre:

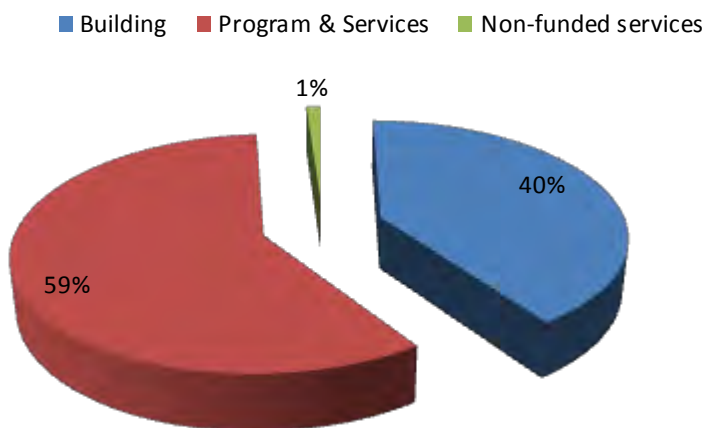
Revenues:

Building	\$3,297,121.00
Programs & Services	\$4,484,033.00
Non-funded Services	\$180,187.00
Donations & Fundraising	\$72,538.00
	<u>\$8,033,879.00</u>



Expenses:

Building	\$3,092,115.00
Programs & Services	\$4,474,291.00
Non-funded Services	\$85,106.00
	<u>\$7,651,512.00</u>

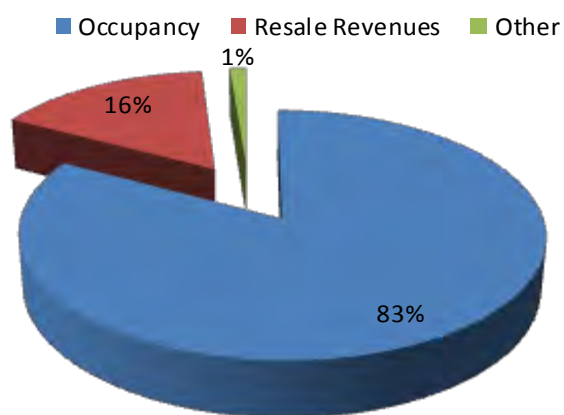


Financials 2012-2013

Terrace:

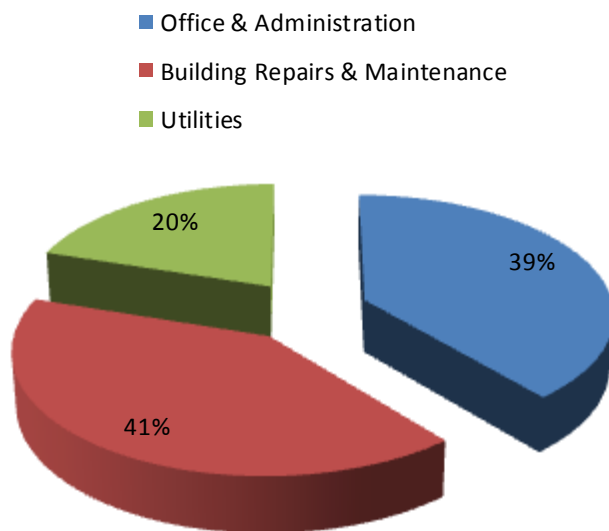
Revenues:

Occupancy	\$834,578.00
Resale Revenues	\$159,300.00
Other	\$12,330.00
	<u>\$1,006,208.00</u>



Expenses:

Office & Administration	\$351,081.00
Building Repairs & Maintenance	\$370,362.00
Utilities	\$180,673.00
	<u>\$902,116.00</u>



Our Funders

St. Paul's L'Amoreaux Centre has remained a leader in the field of seniors' care and health promotion due to the continued support of our funders. Ongoing funding makes many things possible and is essential to the health and wellbeing of individuals, and the community as a whole.

We would like to particularly thank:

**Central East LHIN
City of Toronto**

**Ministry of Health and Long-Term Care
Human Resources & Social Development
Canada**

We would also like to thank the wonderful funders who provided project funding in 2012-2013:

**Heritage Canada
New Horizons for Seniors Program**

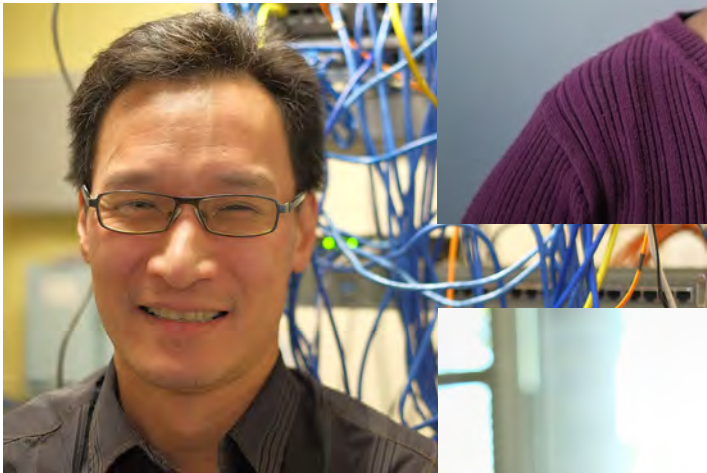
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