



Senior Persons Living Connected Annual Report

Table of Contents

1. Mission, Vision, Values
2. Chair & Executive Director's Message
3. Seniors Living Connected - Tom
4. Who We Served
5. Seniors Living Connected - Won Jin
6. What Clients Say
7. Our Employees and Volunteers
8. Accessible Space: Capital Improvements
9. Financial Results and Collaborators
10. Donors
11. Funders & Board of Directors
12. What We Offer

Strategic Goals

- ▶ Address and respond to the needs of the seniors community
- ▶ Advance organizational capacity
- ▶ Diversify and develop resources
- ▶ Expand and improve service and housing space
- ▶ Strengthen leadership through governance

Mission

Senior Persons Living Connected supports healthy aging by providing client-centred housing, programs and services that meet the needs of diverse older adults.

Vision

We envision a community in which all older adults live in wellness and dignity with equal access to the supports they need.

S.E.N.I.O.R.S. Values



Board Chair & Executive Director's Message 2017-18

Dear Friends,

Welcome to our report on our first year as Senior Persons Living Connected. There is a lot in a name and ours carries special meaning. The acronym SPLC is an affirmation to St. Paul's L'Amoreaux Centre and the 40 year history from which this organization emerged. The name itself says a great deal about who we are here for: to **connect** older adults and seniors, as whole **persons**, to provide care, support, housing, active living programs, and community; enabling seniors to **live** fully as their best selves. **Senior. Persons. Living. Connected.**

This first year has been exciting and largely defined by establishing a strong new governance structure that enables a culture of increased community participation, transparency, and accountability. Those principles guided our daily work of supporting seniors and we are truly proud of what has been accomplished.

We are committed to ensuring our services are open and accessible to everyone. Employee knowledge is essential to making this happen, and so 122 attendees participated in education that will help us promote equity and inclusion for older adults with mental health and addictions concerns, as well as for LGBTQ2+ seniors. We also used input from older adults and caregivers to

improve our intake processes, create a caregiver pathway, and further develop our communication.

Building on our learning culture, we invested in training our employees, including a leadership development program and specialized training for Personal Support Workers that focused on care for persons with anxiety disorders, acquired brain injury, safe lifts and transfers, and more.

New revenue sources help us address the emerging needs we see among seniors and this year we secured United Way funding for the first time. We will be using this grant to start a new program in the summer of 2018 to reach under-served seniors.

Looking ahead, and with excellent input from our community over the past 6 months, our new Strategic Plan will soon be ready. It will involve seeking creative ways to continue this important work. We look forward to collaborating with you in ensuring all seniors are connected and *everyone belongs*.

Sincerely,



Edwardo Castro
Board Chair



Diane Duncan
Executive Director



Seniors Living Connected

Having a strong support system made up of people that genuinely care for your wellbeing can make all the difference in the life of an older adult. Tom, a client at SPLC, knows this to be true.

In the five years that we have known him, Tom has retained every bit of the humor and vitality that makes him such a joy to be around. His eyes twinkle as he tells jokes, and his laughter is nothing if not infectious. As a recipient of both housing and social & health support services, Tom has had the chance to interact with staff and volunteers from all corners of our organization. In the midst of his happy banter, Tom expressed earnest appreciation for the care he has received and the dedication of his Care Manager.

"The staff doesn't see it as a job," he says. "They do it because they care."

Tom has used our Addiction Supportive Housing (ASH) program since 2013. This program, that pairs housing at St. Paul's L'Amoreaux Centre with care management and support services from SPLC, is unique in helping older adults with substance use concerns to maintain their home and reconnect with life. Over the course of his time in the program, Tom developed a particularly strong connection with the staff that run ASH. "Any time I need something, no matter how big or small, I can count on them. It makes such a difference when you get older and realize people still care."

Who We Served in 2017-18



3411

3,411 older adults



17%

17% have been diagnosed with diabetes



28%

28% have 3 or more complex health conditions



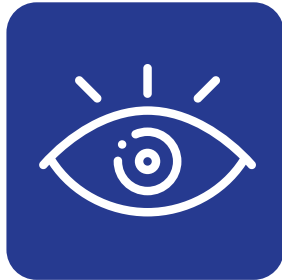
50%

50% have mental health & addictions concerns



9%

9% use 5 or more services



17%

17% have a sensory impairment



34%

34% have movement related health conditions



45%

45% have have vascular health conditions



Seniors Living Connected

An important part of healthy aging is finding the appropriate care to continue to live an empowered life. This can be a challenge when seniors are faced with language and cultural barriers that make an already confusing healthcare system downright overwhelming.

When his wife was diagnosed with dementia Won Jin felt he needed to find support. However the couple only speaks Korean, and they were unaware of the types of healthcare and social support services available to them in Canada.

When they lived in South Korea, Won Jin was an active, engaged member of his community. He was an award winning photographer, and continues to have a deep interest in photography as an art

form. SPLC hoped to help him regain that level of engagement, and connect him with the appropriate care services for his wife. After building a trusting relationship with his Care Manager, he admitted that he never imagined such support could be available. "This community has given us so much," he says. "I want to pay it forward."

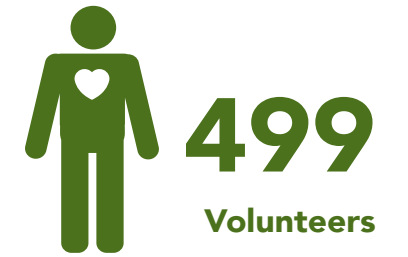
SPLC strives to contribute to the dignity and independence of older adults like Won Jin and his wife, by connecting them with person-centred healthcare and support services. Since he has started working with our staff, Won Jin feels he can get the full benefits of our community and testifies that he and his wife have never been happier because of the support and care provided by SPLC.

What Clients Say



2017 Client Experience Survey Results	Satisfied	% Change from 2016
SPLC respects client values, expressed needs & preferences	94.0%	+8.0%
SPLC shares information, communication & education	93.8%	+6.7%
SPLC coordinates & integrates services across boundaries	93.6%	+5.7%
SPLC enhances quality of life in the care environment & activities of daily living	94.9%	+1.3%

Our Employees and Volunteers



Accessible Space: Capital Improvements

Our public washrooms are newly renovated and fully accessible! With the generous support of the Ontario Trillium Foundation (OTF) and the federal Enabling Accessibility Fund, we were able to take an important step towards creating a more inclusive and accessible facility for our community. Their contributions to St. Paul's L'Amoreaux Centre (The Centre) enabled the renovation of the public washrooms and recreation space, and now everyone can fully participate in SPLC programs – regardless of mobility level.

The new washrooms were designed with safety, hygiene, inclusion and attractiveness in mind. Each washroom is equipped with touchless technology for both convenience and infection prevention. Sharps containers and grab bars keep users safe from cuts or falls, while the fixtures have been located for easy wheelchair access. One washroom is gender neutral and both are bright, clean and spacious.

With no barriers at our entrances and automatic door openers, the accessible public washrooms are one more improvement to making our service and program space open and welcoming for everyone to participate. We are immensely grateful to The Centre and our provincial and federal funders for their partnership.



Through capital improvements such as this one, SPLC will keep working together with The Centre to ensure we are open to everyone and celebrate the diversity of our community, keeping older adults healthy and independent for as long as possible.

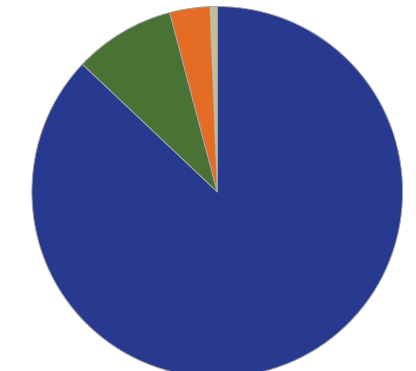


▲ *Unveiling of accessible washrooms; From left to right: Suba Satgunaraj, Vanett Hart, Centre Board Chair Bob Horne, Diane Duncan, & MPP Soo Wong*

Financial Results 2017-18

Revenue

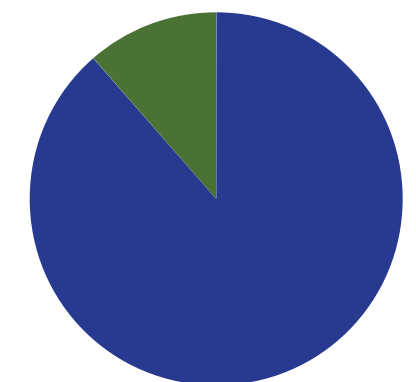
Program & Services	\$5,509,334
Management Fees	\$556,649
Non-Funded Services	\$222,168
Donations	\$39,326



Total: \$6,327,477

Expenses

Programs & Services	\$5,510,657
Building & Ground	\$711,261



Total: \$6,221,918

Collaborators

We are grateful to these organizations for partnering, sharing & collaborating with us.

- | | | |
|--|---|---|
| Agincourt Community Services Association | HANCA Seniors Association | The Scarborough and Rouge Hospital |
| Arthritis Society | Hong Fook Mental Health Association | Seniors and Law Enforcement Together (S.A.L.T.) |
| Bridlewood Mall | Momiji Health Care Society | TAIBU Community Health Centre |
| Calvary Manor | Mt. Sinai Wellness Centre | Toronto Community Housing |
| Carefirst Seniors & Community Services Association | Scarborough Addictions Services Partnership | TransCare Community Support Services |
| Caring for Aging Relatives Scarborough Consortium | Scarborough Centre for Healthy Communities | |
| Home & Community Care - Central East LHIN | Seniors Care Network | |

Donors

Our donors provide vital support that enables SPLC to connect older adults with their community.

Patron \$2000+

Florence deVries
Shui Wan Fung
Sze Sze Lee
Gabrielle Tung

Yuk Lan Cheung
Diana W. Ing
Jim Kaufman
King Leung
Joseph Sue-Ho
Vera W.L. Wang

Wendy Lee
Sil Ming Lew
Betty Li
Man Lit Liu
Julian Lo
King Yu Man

Friend \$1000+

John Barnes
Kan Koon Mui
Jayanthan Sritharan
Bridlewood Mall
Shoppers Drug Mart

Jan Whyte
Veneva Yip
Cantonese Opera Class
Ralph & Maureen Philips
Family Foundation

Ivy Matthews
Edward Ng
Man Sheng Nip
Ba Phan
Tilak Rao

Associate \$100+

Friend \$500+

Bobby Chan
Lai Ying Cheung
Diane Duncan
Clive Esty
Paulyn Yao
The Regroup Inc.
Dome Services Group

Duncan Abraham
Kung Mun Cheung
Ellen Mun Cheung
Nan Curren
Janice Duncan
Amanda Falotico
James Garland
Chen Hua Huang

Evelyn Marie Singh
Judy Shute
L Tanaka
Han Ming Tang
Esther Tsang
Kenny Wang
Trevina Wang

Supporter \$200+

Michael Bazos
Bradely Bourne
Edwardo Castro
Jason Chan
Winnie Chan

Man Hin Hung
Peggy Ho
Katsu Iguchi
Chandra Kiran
Suzanne Lam
Eddy Law

Rita Au Yang
Qi Ci Zhang
PPI Management Inc.
New Fusion Optical Co.
Tsung Tsin College
North American
Association-Wain Chui Chan

Funders & Board of Directors

Our Funders

Senior Persons Living Connected has remained a leader in senior care, housing 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 older adults and the community as a whole.



Central East Local Health Integration Network
Ministry of Health and Long-Term Care
Ontario Seniors' Secretariat



Employment & Social Development Canada
New Horizons for Seniors Program



City of Toronto
Toronto Public Health

Our Board of Directors

We extend our sincerest thanks to our volunteer Board of Directors for their excellent support and governance.

Board of Directors 2017-2018

Edwardo Castro - Chair

Andrea Gouden

Andre Bowen - Vice Chair

Reginald Liu

Alice Chow - Treasurer

Veneva Yip

Ching Huang - Secretary

Reverend Dean Mercer

Besar Xhelili

Steve Shaw

What We Offer

Independence Support

- Personal care
- Light housekeeping

Community Connections

- Friendly visiting and shopping
- Meals delivery
- Recreation classes, day trips, cultural events

Getting Around

- Transportation to medical appointments and grocery shopping

Crisis and Support Coordination

- Care Management
- Intake and Referral services

Mental Health and Addictions

- Addictions Support Program
- Addictions Supportive Housing
- GAIN Community Team

Affordable Housing - Property Management Of:

- Social housing
- Affordable housing
- Life lease housing

Active Living and Wellness

- Recreation, exercise and arts programs
- Health education and promotion
- Wellness clinics: chronic condition management, geriatric specialists



 3333 Finch Avenue East
Scarborough, Ontario M1W 2R9

 (416) 493-3333

 info@splc.ca

 www.splc.ca

Our Service Locations

St. Paul's Terrace Seniors Residence

2800 Warden Avenue
Scarborough, ON M1W 3Z6

St. Paul's Church, L'Amoreaux

3333 Finch Avenue East
Scarborough, ON M1W 2R9

Wishing Well Manor

2008 Pharmacy Avenue
Scarborough, ON M1T 3P7

Toronto Public Libraries

Scarborough

Calvary Manor

7011 McCowan Rd
Markham, ON L3S 3L7

Bridlewood Mall

2900 Warden Avenue
Scarborough, ON M1W 2S8

Mon Sheong Court

2020 McNicoll Avenue
Scarborough, ON M1V 0B5

Everyone Here Belongs



2018

Annual Report