



Senior Persons Living Connected
2018-2019 Annual Report



Table of Contents

| | |
|--|-----------|
| 40 Years of Serving Seniors | 2 |
| Strategic Directions 2018-23, Vision, Mission, Values | 3 |
| Why We Care | 4 |
| Impact Stories | 5 |
| Building Connected Communities and Reducing Isolation and Poverty | 7 |
| Financial Results 2018 | 8 |
| Partners and Collaborators | 8 |
| Donors | 9 |
| Board of Directors | 10 |



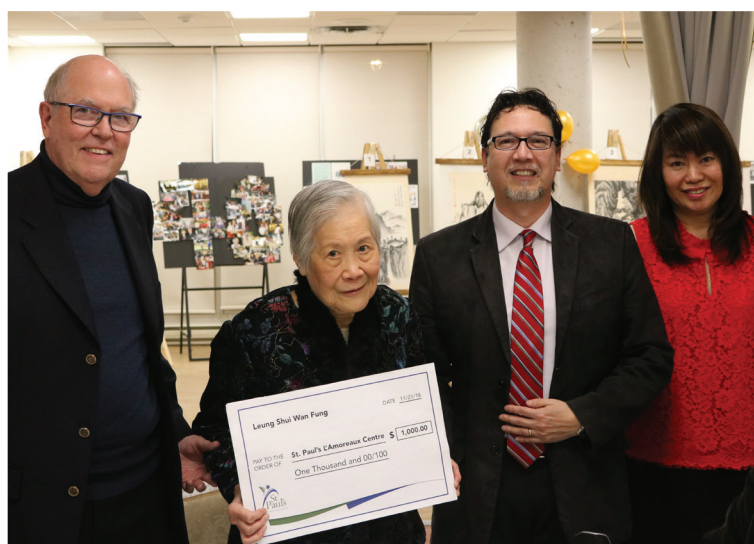
40 Years of serving seniors

Last year was truly a milestone for Senior Persons Living Connected and St. Paul's L'Amoreaux Centre, as 2018 marked exactly 4 decades of serving the older adults of this incredibly diverse community.

On November 21 and 23 "the Centre" celebrated its 40th birthday with 2 charity gala dinners and a silent art auction of watercolour paintings by the late artist and instructor, Andrew Sau Hung Fung.

For many years, Mr. Fung taught traditional Chinese watercolour painting classes as part of our Recreation program.

After his passing, his wife, Mrs. Leung Shui Wan Fung, generously donated the paintings in his memory. We are incredibly grateful to all those who contributed to making this celebration such a success.



**Accredited
With
Exemplary
Standing**



In May 2018, SPLC achieved Accreditation Canada's highest quality standard: Exemplary Standing. We have been accredited since 2007 and were also awarded with Exemplary Standing in 2013.

Strategic Directions 2018-2023



Healthy Living

- Cultivate Living at Home
- Connect Within Community



Growing and Thriving

- Broaden Financial Resources
- Unleash Creativity and Innovation



Collaborating

- Strengthen Housing and Service Connection
- Seek Impactful, Enriching Collaborations

Vision

Building inclusive communities where all seniors are connected to living their best possible life.

Mission

Understand the aspirations of seniors and respond with innovative supports.

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

Service Excellence Nurturing Inclusive Outcomes Respect Safety



Why We Care

Empowering people to better manage their own health



64%

of SPLC's clients are affected by mental health and addictions concerns

31%

of SPLC clients live alone



SPLC clients have been prescribed an average of **15** medications

39%

of older adults served by SPLC are over 80 years old



28%

of older adults served by SPLC, use 3 or more services



511

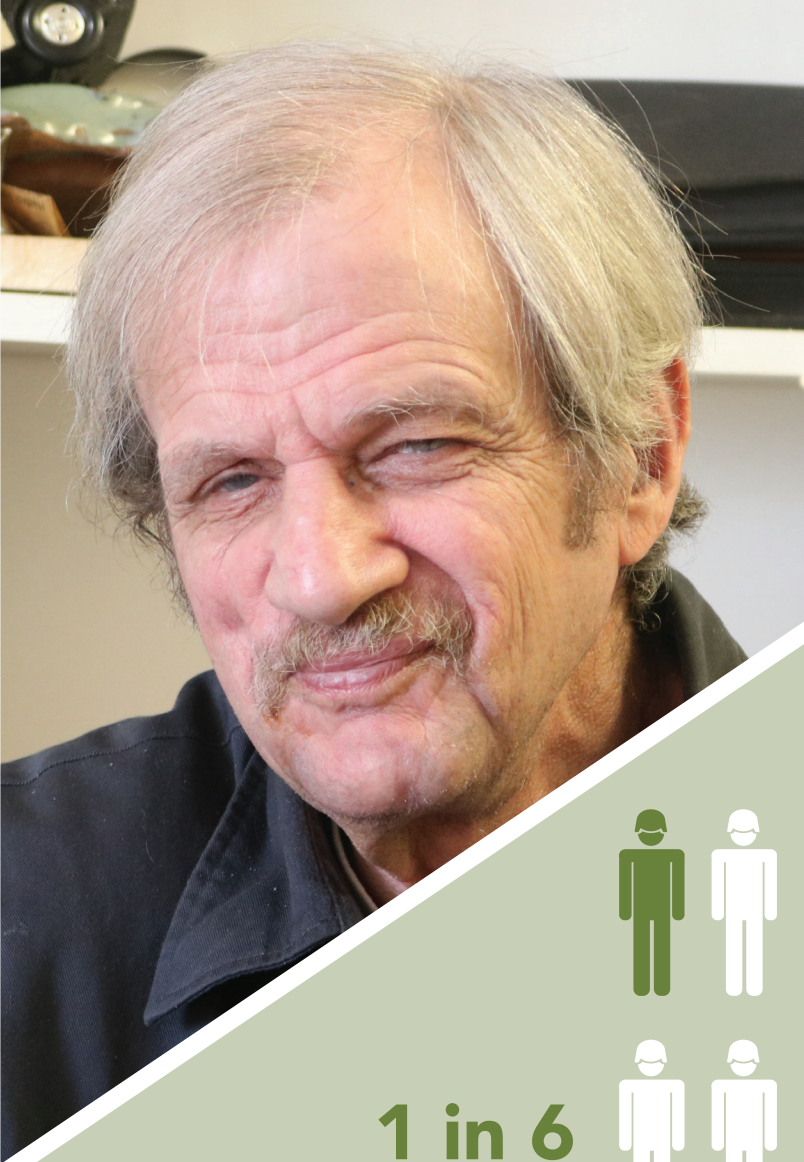
Case managed clients use an average of 4 SPLC services



72%

of older adults do not speak English or French as a first language

*Statistics refer to clients who use SPLC's community support services



Impact Story: Support for Complex Health Concerns

For 7 years, Dave served in the Canadian Armed Forces. He also worked with the Canadian Standard Association (CSA), helping to ensure the safety and quality of nearly every product and service that Canadians use. He is strong, smart, and has a real interest in science and philosophy. Yet, for older adults like Dave, who have experienced trauma, getting access to healthcare and support services can be incredibly challenging.

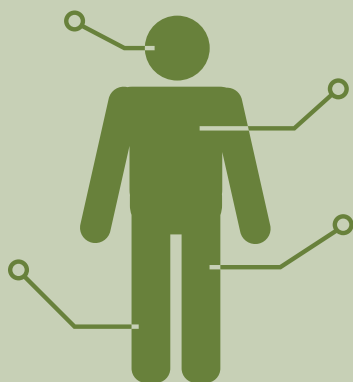
Navigating the healthcare system is often confusing and stressful, but for many of the thousands of older adults that SPLC serves each year, this process can be even more difficult. That's because **66% have 4 or more complex health concerns**, and when these include **mental health and/or addictions concerns**, it can make the course of finding the right resources much harder. Due to the **complexity of his health concerns**, it took many years for Dave to qualify for, and receive, the support he needed.

SPLC worked in partnership with Dave and his family to provide stable housing with ongoing support. Today, he continues to build a new network of social connections, is a regular attendee in SPLC programming, and is quickly integrating into his new community. We are grateful that Dave has allowed SPLC to be a part of his journey, and for witnessing him overcome these challenges.



1 in 6

Canadian Armed Forces
veterans need help
reintegrating into society
- Statistics Canada



66%
of older adults
served in 2018
have 4 or more
complex health
concerns

Impact Story: Caring for Caregivers

Zhimai Zhang worked as an engineer for many years, while his wife, Xue Hui worked as a doctor. But after being diagnosed with cancer and suffering several strokes, Mrs. Zhang's health drastically deteriorated. Mr. Zhang became her primary caregiver, and found himself struggling to find the support his family needed. The couple did not speak English, and after spending months in a rehabilitation centre so Mrs. Zhang could recover from a stroke, they found themselves facing a hefty medical bill. After this point Mrs. Zhang would need the help of a long-term care home, but none accepted her due to the complexity of her care needs. *"I felt hopeless and alone. I had no idea such support [that SPLC offers] was available," says Mr. Zhang.*

Finding Help

The couple was referred to SPLC, and in November 2014 they moved into St. Paul's L'Amoreaux Centre's affordable housing. SPLC advocated on their behalf to waive the medical bill, and arranged for Personal Support Workers to help feed and dress Mrs. Zhang. Their Case Manager also acquired a donated hospital bed for her so that feeding and sitting up may be done more easily. Throughout this time, Mr. Zhang attended SPLC's Caregiver Support Group sessions in his language so that he might **learn to cope with the stressors of caring for his wife, while also taking care of his own mental and physical well-being.** After Mrs. Zhang passed away, Mr.

A Place to Belong

Zhang continued to attend support group sessions. He has become part of a community of peers and friends who share their experiences and expertise to support one another. *"Although I was born in China, I feel I belong here," he says. "It is very rare to find such a caring community."*

3,510

clients received help with healthcare navigation and caregiver support



Building Connected Communities and Reducing Isolation and Poverty



In partnership with the United Way of Greater Toronto, SPLC has been fighting isolation among many of north-east Toronto's underserved seniors. The program, "Building Connected Communities", works with Korean, Tamil, and Mandarin-speaking seniors. Participants bond and build connections through group activities and events. United Way's contribution of \$100,000 per year over the course of 3 years, allows SPLC to coordinate a host of programs and services designed to promote healthy living and combat senior isolation.

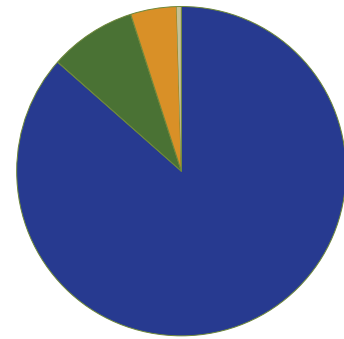
In 2018, **96%** of participants agreed that their physical health and wellbeing had been positively affected, while **84%** agreed that the programs had enhanced their community/ social connection.



Financial Results 2018-19

Revenue

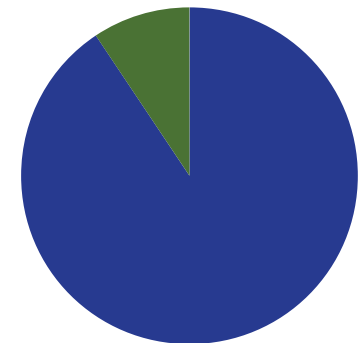
| | | |
|---|-------------------------------|-------------|
|  | Program & Services | \$5,662,810 |
|  | Management Fees | \$558,396 |
|  | Non-Funded Services | \$295,994 |
|  | Donations | \$29,306 |



Total: \$6,546,506

Expenses

| | | |
|---|--------------------------------|-------------|
|  | Programs & Services | \$5,662,810 |
|  | Building & Ground | \$585,648 |



Total: \$6,248,458

Partners and Collaborators

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

- | | | |
|--|---|---|
| Agincourt Community Services Association | Community Services) | Seniors Care Network |
| Alzheimer Society of Toronto | Home & Community Care - Central East LHIN | Scarborough Health Network |
| Arthritis Society | HANCA Seniors Association | Seniors and Law Enforcement Together (S.A.L.T.) |
| Bridlewood Mall | Hong Fook Mental Health Association | TAIBU Community Health Centre |
| Calvary Manor | Love Toronto Korean-Canadian Community Services | The Access Point |
| Canadian Healthcare Association | Mt. Sinai Wellness Centre | Toronto Community Housing |
| Carefirst Seniors & Community Services Association | Scarborough Addictions Services Partnership | Toronto Public Health |
| Caring for Aging Relatives Scarborough Consortium | Scarborough Centre for Healthy Communities | Toronto Public Libraries |
| CICS (Centre for Immigrant & | | TransCare Community Support Services |

Donors

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

Patron \$2000+

Canada Helps

Gabrielle Tung

Sze Sze Lee

Friend \$1000+

Bridlewood Mall Management Inc.

CMS Building Consulting Inc.

Jayanthan Sritharan

Shui Wan Fung

Friend \$500+

Andrea Gounden

Clive Esty

Lai Ying Cheung

Rita Mok

Shun Chi Chan

The Regroup Inc

Supporter \$200+

Albert Hon

BP Clinic

Cantonese Opera Class

Christopher Brunette

Diana W Ing

Diane Duncan

Donato Caprara

Eddy Law

Health Source Plus

Jan Whyte

Jim Kaufman

John Ding

Ralph & Maureen Phillips Family Foundation

Ralph Phillips

Sylvia Li

The Toronto Municipal Employees' Credit Union Ltd.

Vera W.L. Wang

Yan Wang

Yuk Lan Cheung

Associate \$100+

Amanda Falotico

Andrew Hannaford

Betty Li

Bob Ho

Caterlina Lau

Chen Hua Huang

Christopher Wong

Develus Systems Inc.

Don Ou

Edwardo Castro

Gang Ling Guo

Gary Yip

Gemma Joneja

Grace Choy

Helen Duncan

James Garland

Joan Bush

Jocelyn Ngo

John K. Wong

John Luk

Karman Chan

Katsu Iguchi

Lash Property Management Ltd.

Lilian Chin Mason

Lin Ho Tong

Man Lit Liu

Mary Lo

Nina & Anton Ivanovsky

Peggy Ho

PPI Management Inc.

Steven Chong

Suzanne Lam

Wendy Lee

Yee-May Wong

Board of Directors

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

Senior Persons Living Connected Board of Directors 2018-2019

| | | |
|----------------|----------------|----------------------|
| Edwardo Castro | Ching Huang | Reginald Liu |
| Andre Bowen | Besar Xhelili | Veneva Yip |
| Anna Giagkou | Andrea Gounden | Reverend Dean Mercer |

St. Paul's L'Amoreaux Centre Board of Directors 2018-2019

| | | |
|-------------|--------------------|----------------------|
| Steve Shaw | John Barnes | Sam Harris |
| Bob Horne | Lillian Chin-Mason | Reginald Liu |
| John Gordon | Clive Esty | Reverend Dean Mercer |

Everyone Here Belongs



3333 Finch Avenue East
Scarborough, Ontario M1W 2R9



(416) 493-3333



www.splc.ca



info@splc.ca



[@splcweb](https://www.facebook.com/splcweb)



[@splcdotca](https://twitter.com/splcdotca)

Canada

 Ontario

 TORONTO

camh
Centre for Addiction and Mental Health

 United Way
Greater Toronto