



Annual Report 2020-2021

**Senior Persons
Living Connected**



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Year in Review

Passionate about seniors living their best life, we are an organization providing innovative support to seniors to help make that possible. This has been a challenging year, but the team at Senior Persons Living Connected (SPLC) worked tirelessly to keep seniors connected, active and well.

Throughout the year, new and essential in-person services were offered safely and compassionately to promote health and wellbeing. Our teams adapted to ever-changing public health guidance to keep seniors safe. We also worked closely with Scarborough Health Network (SHN) to run three COVID-19 testing clinics and the first mobile vaccination clinic for seniors' housing in Scarborough.

Living connected has never been more important.

To make our programs available for seniors, we embraced technology and virtual care, providing programs in multiple languages. We also offered coaching and devices to seniors. Technology became essential to continuing vital programs such as Adult Day Programs, counselling, support groups, active living classes, and specialized interventions like Geriatric

Assessment and Intervention Network (GAIN) and mental health and addictions care.

We must acknowledge the incredible support we have had from our community and partners. Thank-you to our local elected officials, MP Jean Yip, MPP Aris Babikian, and Councillor Nick Mantas, who offered support and helped seniors by delivering donations of supplies such as masks and sanitizer.

These days, SPLC is looking to the future. We are a proud partner in the Scarborough, Ontario Health Team, which will help make more accessible and integrated care a reality. Recognizing that this past year has changed the ways we will live and work in the future,

SPLC has developed a one-year strategic plan to guide us as we emerge from this pandemic.

We look forward to a return to safe, in-person programming when the time is finally right. ♪



A handwritten signature in blue ink, appearing to read 'Diane Duncan', with a long horizontal flourish extending to the right.

Diane Duncan, Executive Director



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.



Values

#inclusive

#resourceful

#leader

#compassionate

#collaborative

Strategic Plan 2021-2022

We developed a one-year strategic plan for this unprecedented year. It reflects the adaptive support people need to get through the pandemic and further development of our collaborative, specialized care that will be needed as we emerge out of it.



Maintain Pandemic Response

- Connect seniors to food, socialization, and vaccination supports
- Renew active living programs and at-home services



Build for Demand

- Expand specialized, interprofessional care for complexity and frailty
- Co-design equitable, person-centred care with seniors and caregivers



Build Relationships

- Evolve our innovative, integrated care in partnership with the Scarborough Ontario Health Team
- Advance options for ageing in place with collaborations

Healthy Meals, Healthy Seniors

Like many adult children, Theresa Kwan is the primary caregiver for her parents. Her father recently celebrated his 85th birthday and her mother is 87. Her parents live on their own with help from their daughter. Theresa said the Meals on Wheels program is very important to her parents and to her, "It's a game changer!" Theresa's parents have difficulty getting around. Making their own meals can be overwhelming, at the best of times.

The pandemic has been especially difficult for her parents. "They used to enjoy meeting up with friends for Dim Sum but they can't do that anymore. The restaurant they used to go to has closed and they are away from their friends," said Theresa. Her parents, like so many people, feel isolated in their own home. The visit from their Meals on Wheels driver is something that brightens their day. "They look forward to seeing him. He's so caring and patient with my parents. I don't know what we would do without Meals on the Wheels," said Theresa.

At SPLC our Meals on Wheels program offers a selection of culturally appropriate meals to reflect the diversity of the community we serve, with food ranging from Caribbean, Chinese, Greek, South East Asian, and more.

Theresa's parents appreciate the option of having meals they can enjoy. "We tried to switch it up with some Western style meals but my parents prefer the Chinese meals. My mom is Diabetic and a picky eater but she likes these meals, and it's



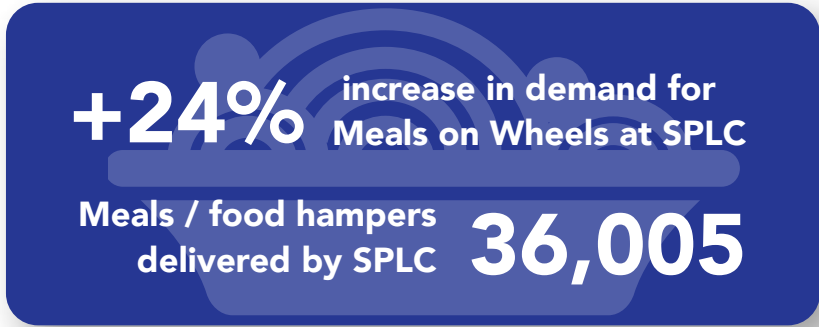
important for her to have her meals on time."

Access to well-balanced meals is especially important to isolated seniors. Healthy meals provide the energy and nutrients needed to maintain health in older adults. Every meal is prepared fresh daily and can be tailored to meet individual needs. Low sodium, pureed, and renal diets are just some of the special options available for clients.

Did you know that Meals on Wheels is so much more than just a meal? The program also offers physical, emotional and psychological benefits to clients. Program volunteers perform a valuable security and social welfare check for isolated clients.

Right now, this community support program is more important than ever. Our Meals on Wheels volunteers delivered almost 35000 meals last year; an increase of 24% from the previous year. The need in the community continues to grow and so does the risk of food insecurity.

The Meals on Wheels program at SPLC makes a difference in the lives of people like Theresa and her parents along with so many other seniors in the SPLC community. ♡



A Sanctuary at Last

Imagine what it would be like if you were a senior who had to deal with the day-to-day challenges of dementia and the ever-precarious possibility of homelessness. This was the case for one client who had found refuge in a series of unregulated group homes where care was often deficient.

A life filled with abrupt and traumatic changes and a great deal of uncertainty caused the client to be very guarded, defensive and unable to trust many people. When the GAIN team's Behavioral Support Ontario Registered Practical Nurse was assigned to the case it was obvious there would be challenges.

The first hurdle to overcome was to gain the client's trust. "The client would ignore me and wouldn't even open the door," said the BSO RPN. He went on to explain that on those few occasions the client did open the door, he would avoid eye contact. Verbal conversation was very minimal and then the client would close the door once again.

Undeterred, the healthcare professional continued to visit the client. "In the beginning, I kept trying to see the client regularly, once or twice a week," explained the dedicated RPN BSO. Over time the client began to trust the friendly face in the doorway and engaged in brief conversations.

Patiently and compassionately, the RPN BSO continued to build a rapport with the client. It took about six months before the client felt comfortable enough to allow the caring professional to take vital signs during visits. This major breakthrough meant the work of providing the client with much needed care and advocacy could finally begin.

Right now, **8,700 people** in Toronto are experiencing homelessness.

30%+ live with a **mental health issue**, and **25%+** live with an **addiction**.



The living conditions in the unregulated group home where the client was living were unacceptable and unsafe. The RPN BSO was able to help the client find a better group home where a compassionate caretaker can ensure he has a clean, safe and caring environment to live in with other residents. Now, the client finally had a sanctuary and a place to call home.

The caring and compassionate GAIN team member continues to see the client on a regular basis to follow-up on care and provide wellness checks. Today, the client lives a life that is filled with care and support because of the compassion and persistence of the GAIN team RPN BSO. √



The Virtual House Call

Mr. J loves his wife Mrs. J but he was having difficulty dealing with the symptoms of her dementia. He reached out for help and Senior Persons Living Connected Geriatric Assessment and Intervention Network team was there for him and his wife.

Mrs. J needed to see a Geriatrician and her husband needed support to help with his wife's ever-increasing needs.

The GAIN Clinic team provides comprehensive care for patients and plays a vital role in the lives of many of our community members.

"We initially saw the patient last year for concerns regarding cognitive decline, increased risk of falls, agitation, and wandering or BPSD – Behavioral and Psychological Symptoms of Dementia," explained the BSO RPN.

The Geriatric Assessment and Intervention Network (GAIN) Clinic is a network of coordinated health care services that provide clinical care and education. A team of health care professionals work collaboratively with patients and families where health concerns may threaten a person's ability to live independently.

The term "dementia" doesn't actually refer to one, specific disease. Rather, it's an overall term for a set of symptoms that are caused by disorders affecting the brain.

It can often take time before a patient can see a Geriatrician and it has been even harder during the pandemic. Virtual appointments may be too overwhelming for some people and simply inaccessible for others.



The patient was referred to a Geriatrician in March 2021. A virtual appointment was booked and the BSO RPN was able to help both Mrs. J and Mr. J by going in to the home and setting up the necessary equipment, walking them through the process, and helping with follow-up.

About 70% of the time a healthcare team member is needed to go in to the home and set-up everything for the virtual appointment. Approximately two to three patients per month have been able to access Virtual appointments with a Geriatrician during the pandemic.

The patient's family was so excited that this could happen and they were surprised too by the amount of time Dr. V spent with Mrs. J. During the ninety-minute Virtual appointment, Mr. and Mrs. J and their family were able to talk about the ever-changing challenges brought on by dementia as well as the care and education available to meet those challenges.

Dr. V was able to hear their concerns, review and change the patient's medications, and discuss the goals of care. The doctor also took time to speak with Mr. J about the inevitable aspects of his wife's dementia and to also assure him that she can still live a full and dignified life. ♪

Virtual Connections

For SPLC client, Mr. A, not having a personal computer was preventing him from being able to connect with others at a time when he so desperately needed it.

Mr. A, who used to attend in-person programming through SPLC's Adult Day Program, has special needs due to mobility and cognition. Throughout the pandemic, he was isolating with his elderly mother, and when she died in 2021, he was left with no family nearby. Alone and grieving, his health started to decline.

To help, SPLC loaned Mr. A a tablet specially programmed for seniors and that includes one-click access to live tech support. With the tablet, we taught him how to use Zoom and now he has a routine to look forward to that includes joining friends for online exercises. "He is no longer focused solely on the grief and sadness of losing his mother. The class gives him something to look forward to everyday," said an Adult Day Program team leader.

Mr. A and other seniors received tablets on loan through SPLC's Live Vibrantly program, offered in partnership with the United Way of Greater Toronto. It's just one example of how SPLC has innovated with technology in order to ensure seniors continue to have quality care, support, and opportunities to connect with others through the pandemic.



Another leading way that SPLC has been using technology is through Virtual Care clinical interactions with tablets. This program, a partnership with TransCare Community Services, helps SPLC's Geriatric Assessment and Intervention Network (GAIN) team to assess clients and connect them and their caregivers virtually with the right support. This service has been particularly important during the pandemic when face-to-face engagements with care teams have been limited.

Many seniors have benefited through SPLC's online programs offered through the Adult Day Programs and Active Living Centre. These programs include everything from exercise, art, conversation circles and online support groups. Many programs are offered in various languages

such as Cantonese, Mandarin, Korean and Tamil.

While SPLC looks forward to seeing more seniors in-person in the coming year, staff will continue to be resourceful to offer new and inclusive ways to encourage active lifestyles and remind seniors that even while we are alone, we are still connected. 7

1050
Seniors onboarded
onto our virtual
care programs

Donations of Personal Protective Equipment

We thank Councillor Nick Mantas, MP Jean Yip and MPP Aris Babikian for facilitating donations of PPE from:

Canadian Confederation of Fujian Associations

CHI Health Pharmacy

Chinese Community Centre of Ontario

Chinese Cultural Centre of Greater Toronto

Confederation of Toronto Chinese Canadian Organizations

Distinguished Chinese Society International

Empowering Young Women Association

Fujian Communities Association of Canada

Global Asian Interactive Youth Association

Great Enlightenment Buddhist Institute Society

GTA Kurdish House

Heart and Stroke Foundation

Hunan Association

Mr. Chen

Mr. Lei Wang

New Immigrants Foundation for Special Needs

NR Global Inspiration

PBG BioPharm Inc.

Triplewell

Yanyun Liu and Weiping Zheng

Thanks to many other Private Donors:

Dione Chan, Pansy Ho and Wendy Tsang

Philip Chan

Pot Belly Bags

TAIBU Community Health Centre

Custodia Senior Support Services

Canadian Tamil Medical Association

Markham Centre Realty Inc.

Toronto Christian Community Church

Che Ping Tang

Shui Fong Chan



Donors

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

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Young Nak Korean Presbyterian Church

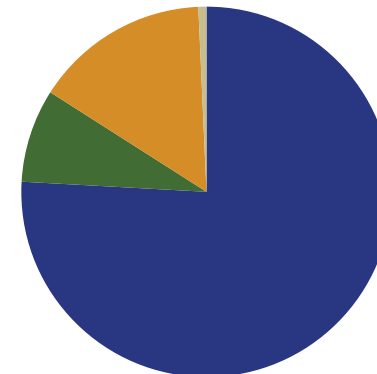
Yvonne Au

Yvonne Lopes

Financial Results 2020-2021

Revenue

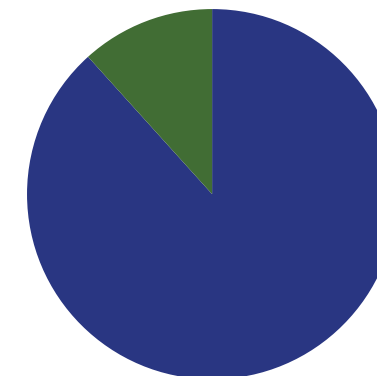
 Program & Services	\$5,214,986
 Management Fees	\$560,564
 Non-Funded Services	\$1,049,313
 Donations	\$48,481



Total: \$6,873,344

Expenses

 Programs & Services	\$5,214,986
 Non-funded Services	\$690,452



Total: \$5,905,438

Partners and Collaborators

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

Agincourt Community Services Association	Association Ontario	Human Endeavour	Scarborough Health Network
Alzheimer Society of Toronto	Caring for Aging Relatives Scarborough Consortium	Love Toronto Korean-Canadian Community Services	Scarborough Ontario Health Team (S-OHT)
Arthritis Society	CICS (Centre for Immigrant & Community Services)	Mount Sinai Wellness Centre	TAIBU Community Health Centre
Brain Beat Dance Canada Seniors Association (BBDCSA)	Dr. Mark Lachmann	Newe Towne Medical Pharmacy	The Access Point
Bridgepoint Active Healthcare	Dr. Alejandra Villalobos Vazquez	Primary Care Memory Services	Toronto Community Housing
Bridlewood Mall	Dr. Ray Berry	Scarborough Centre for Healthy Communities	Toronto Public Health
Calvary Manor	Dr. Kam-Tong Yeung	Scarborough Centre for Healthy Communities - Palliative Care Community Team	Toronto Public Libraries
Canadian Healthcare Association	Home & Community Care – Central East LHIN	Seniors Care Network	TransCare Community Support Services
Canadian Hearing Society	HANCA Seniors Association	Scarborough and Law Enforcement Together (S.A.L.T)	Toronto Memory Program
Carefirst Seniors & Community Services Association	Hong Fook Mental Health Association		Providence Healthcare
Canadian Mental Health			

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 2020-2021

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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.