



Community Services
and Housing

St. Paul's L'Amoreaux Centre Annual Report 2016 - 2017



Vision Statement

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

Mission Statement

St. Paul's L'Amoreaux Centre supports healthy aging by providing client-centred housing, programs and services that meet the needs of diverse older adults

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



Strategic Goals 2013 - 2017

1. Address and Respond to the Needs of the Seniors Community
2. Advance Organizational Capacity
3. Diversify and Develop Resources
4. Expand and improve Service and Housing Space
5. Strengthen Leadership through Governance

everyone here belongs

Message from the Chair of the Board and Executive Director

The close of 2016-2017 marks the end of our current strategic plan. Each of our strategic directions was achieved and the organization is well equipped to support the growing population of older adults.

We continued to address the complex and wide-ranging social and health needs of older adults and caregivers. Our clients have diverse backgrounds and often experience difficulty accessing care or services. Therefore, we made improvements to be responsive, improve caregiver access, and develop our supports for mental health and frailty.

Refinancing our mortgage was a significant achievement that has already enabled us to renovate apartments and plan major capital projects. Donors' contributions and capital grants made it possible to renovate our Day Programs and plan upgrades to public spaces.

We established a new corporation, Senior Persons Living Connected, to strengthen our governance and ensure the sustainability of our mission. Its new Board of Directors, elected by a voting membership of volunteers and donors, has the focused expertise to assure a strong future. The support received from our funders through this transition was invaluable in making this a reality.

Looking forward, we are excited for what 2017-18 holds: Senior Persons Living Connected (SPLC) will advance our important work, and manage the affordable and subsidized housing. Stakeholders will provide important input to planning and service design, and we will build on quality improvement gains, and complete our 4th accreditation cycle.

In June, we bid farewell to Jim Kaufman, our Board Chair who has been a dedicated volunteer for over 25 years. We are grateful for his significant contributions supporting healthy ageing.

All of this was possible only through our incredible team of volunteers, Board of Directors, and employees who make a difference to the quality of life of older adults every day.

Sincerely,



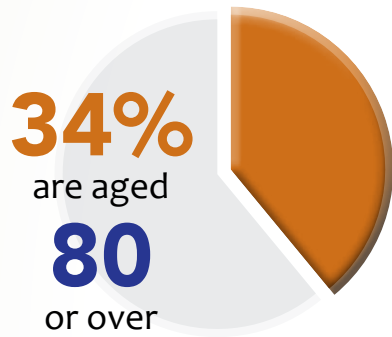
Jim Kaufman
Chair of the Board of Directors



Diane Duncan
Executive Director

Our Clients and Caregivers

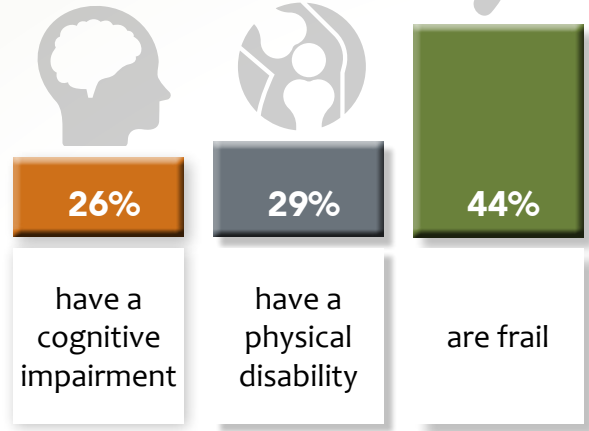
Many ethnicities



98%
agree that SPLC
services contribute to
independence and
quality of life



Of clients receiving direct care:



A Nod to the past
Services since 2000

6,201
clients received
help through
2,315,629
individual contacts



4,244
clients received
direct care through
198,940
contacts with our
professional staff



275,900

meals delivered to

2,066
older adults

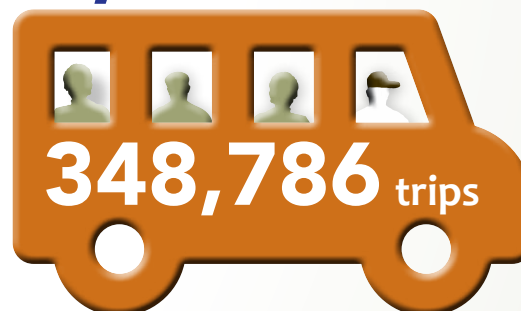
1,501,283
recreation classes
attended by
10,144
older adults



923,190
Total volunteer hours
served by
3,940
volunteers



3,946 riders took



348,786 trips

ACHIEVEMENT

RESULTS

Address and Respond to Needs of the Community

Helping caregivers
Positively impacting mental health
Connecting and exchanging knowledge with health system partners

- ✓ Rolled out ICE (In Case Of Emergency) forms to over 400 tenants and residents to inform EMS Toronto during a medical emergency.
- ✓ Helped 32 older adults rebuild their lives through 1,849 harm reduction interactions in Addiction Support Programs.
- ✓ Applied best practice approaches to support GAIN patients of which 94% have dementia and 57% rate as Moderate to Severely Frail in the Clinical Frailty Scale.
- ✓ Collaborated in knowledge exchange with over 1500 professionals at academic and healthcare symposiums: University of Toronto Faculty of Pharmacy, Nurse Practitioners Association of Ontario, Seniors Care Network Board of Directors, Central East LHIN Mental Health & Addictions Systems Review and regional Geriatric Assessment & Intervention Network (GAIN).

Advancing Organizational Capacity

Developing a learning culture
Building a culture of Quality Improvement
Leveraging technology

- ✓ Delivered 22 training sessions to 58 distinct employees to enhance skills for person/family centred care for those with or developing responsive behaviours.
- ✓ Hosted “Celebrate the Culture of Quality” Day to engage external and internal guests in quality improvement, and to share lessons learned from our IDEAS Alumni Award project.
- ✓ Launched a Quality Improvement committee involved with developing and implementing the annual Quality Improvement Plan.
- ✓ Implemented property management and job order software.

Diversify and Develop Resources

Acquiring new funding sources for services
Partnering to enhance services

- ✓ Refinanced our mortgage at a competitive market rate that will result in annual savings.
- ✓ Purchased 2 new accessible vehicles with funding from the Central East LHIN to promote the independence of seniors.
- ✓ Obtained 3 capital grants to renovate public spaces and upgrade building systems.
- ✓ Initiated Health Links Coordinated Care Plans (CCPs) through a shared multi-agency electronic system.

Improve Service and Housing

Improving Housing and Work Spaces

- ✓ Renovated two Day Programs, including major kitchen renovations.
- ✓ Renovated the exercise room in the Terrace and added new equipment.
- ✓ Renovated 30+ rental apartments with initial savings from mortgage refinancing.

Strengthen Governance

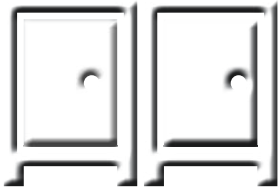
Renewing the governance structure

- ✓ Senior Persons Living Connected (SPLC), our new service and property management corporation began operations April 1, 2017.
- ✓ SPLC successfully achieved charity status and funding transfers.
- ✓ Increased community participation through SPLC’s first Annual General Meeting.
- ✓ Diversified the collective set of governance skills with newly elected board of directors.

Housing and Facilities

56

in-unit renovations



25

Unit
Turnovers



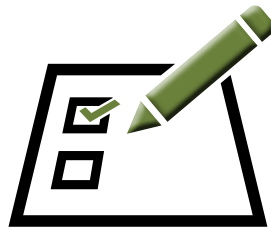
100%

building fire
inspections
complete



job orders
complete

3,594



100%

of annual unit
inspections complete

Our Employees and Volunteers

Our outstanding employees, volunteers and placement students make everything possible.



151

employees

550

volunteers and placement students



1,738





training
hours

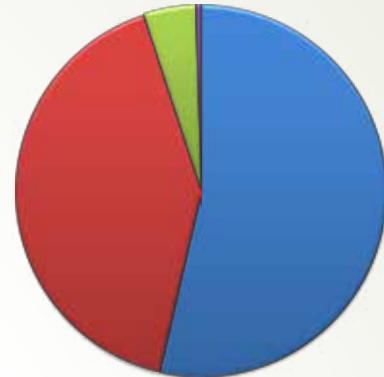
45,034 hours worked



Financial Results

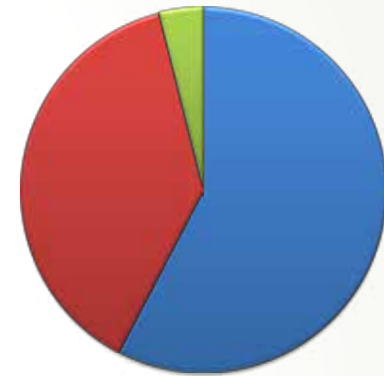
Revenue

	Programs & Services	\$5,440,092
	Building	\$4,196,632
	Non-Funded Services	\$467,470
	Donations & Fundraising	\$42,475
		<hr/>
		\$10,146,669



Expenses

	Programs & Services	\$5,474,335
	Building & Maintenance	\$3,648,270
	Non-Funded Services	\$370,423
		<hr/>
		\$9,493,028



Friends

We are grateful to these organizations that have collaborated, shared, and partnered with us.

Agincourt Community Services Association

Better Living Health and Community Services

Bridlewood Mall

Caring for Aging Relatives Scarborough Consortium

Central East Community Care Access Centre

Hong Fook Mental Health Association

Momiji Health Care Society

Mt. Sinai Wellness Centre

Pinewood Centre

Scarborough Addictions Services Partnership

Scarborough Centre for Healthy Communities

Scarborough GAIN cluster

Scarborough Ride

Scarborough and Rouge Hospital

Seniors And Law Enforcement Together (S.A.L.T)

TAIBU Community Health Centre

TransCare Community Support Services

Donors

Patron \$2000+

Christina
Hurlock-Chorostecki
Gabrielle Tung
Sing Tao
Canada Foundation
Tina Liu

Friend \$1000+

Bridlewood Mall
Management Inc.
Dunja Kreznarich
John Barnes
Shoppers Drug Mart

Friend \$500+

Clive Esty
CMS Building
Consulting Inc
Diane Duncan
Jim Kaufman
Ogden Funeral
Homes Limited
Veneva Yip
Wai-Yee Ma

Supporter \$200+

Canada Brokerlink
Chartered Professional
Accountants Of Ontario
Dean Mercer
Diana W Ing
Donato Caprara
Finy Auw-Yang
Health Source Plus Inc.
Irene Tsui
Jocelyn Ngo
Joseph Sue-Ho
Kathryn Flynn
Kui Yuen Ling
Nabil Missiha
Napoleon Capulong
Pamela Yick
Rita Mok
Shirin Vellani
Sophie Xiao Mei Li
Susan Greenbloom
The Toronto Municipal
Employees' Credit Union
Limited

Trio Net Solutions Inc.
Yuen Ling Tsang

Associate \$100+

Andrew Hannaford
Ching Chan Siu
Douglas Goodchild
Herbie Chu
Jan Whyte
Jenny Chung
Joanna Chow
Lai Ying Cheung
Lash Property
Management Limited
Leo & Esther Daignault
Lorraine Chu
Peter Lai
Raymond Ha
Ricky Ting
Stella Lo
Steven Chong
Tilak Tao
Yuen Yee Leung

Thank you to the individuals who donated to the Zahra Abdille Scholarship fund.

This list represents gifts made between April 1, 2016 and March 31, 2017. Every effort has been made to ensure the accuracy of this list. Please accept our sincerest apologies if an error has been made. Thank you for your generosity.

Funders and Board of Directors

St. Paul's L'Amoreaux Centre has remained a leader in seniors' 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 individuals, and the community as a whole.

Our Funders:



Finally, we thank our Board of Directors for their excellent support and governance:

Board of Directors 2016-2017

Jim Kaufman
Chair

Robert Horne
Vice-Chair

John Barnes
Treasurer

Reginald Liu
Secretary

Lilian Chin-Mason

Clive Esty

John Gordon

Sam Harris

Rev'd Canon Dean Mercer

Rev'd Jesse Parker

Veneva Yip



Community Services
and Housing

-  **St. Paul's L'Amoreaux Centre (Head Office)**
3333 Finch Avenue East
Scarborough, Ontario M1W 2R9
-  (416) 493-3333
-  info@splc.ca
-  www.splc.ca
-  www.facebook.com/splcweb

Other Service Locations:

St. Paul's Terrace Seniors Residence
2800 Warden Avenue
Scarborough, Ontario 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

Bridlewood Mall
2900 Warden Avenue
Scarborough, ON M1W 2S8

Mon Sheong Court
2020 McNicoll Avenue
Scarborough, ON M1V 0B5