

2009-2010 Annual Review

Annual General Meeting: September 27, 2010

Chairperson's Report:

With a new three-year Strategic Plan in place, your North York Seniors Centre Board of Directors focused its efforts in the 2009-10 year on ensuring it was best structured to execute on the components of the Plan for which the Board has responsibility. As a result, the Board's committee structure was re-evaluated and restructured.

A Fundraising Committee was newly formed. The Fundraising Committee is focused on identifying opportunities to enhance existing operational fundraising ventures and contributing to the creation of an annual fundraising plan.

A Stakeholder Relations Committee was also convened. The Stakeholder Relations Committee works in cooperation with management to determine the role of Board members in supporting North York Seniors Centre's marketing plan and assists in representing and promoting the organization with various key stakeholders.

Along with the Governance and Quality Audit committees, which were left unchanged from the prior year, this new structure has improved our Board effectiveness and made certain we have a governance model that suits the needs of the organization.

Your Board remains committed to ensuring North York Seniors Centre's programs allow our aging population to remain vital, healthy and connected to their community. We are also dedicated to enhancing the lives of all seniors who need assistance to live safely and independently in their own homes. That is why we were delighted that the Centre was chosen to provide supportive housing services at Beecroft Manor and Kempford Manor. Providing assisted living is a new chapter for our organization and the Board would like to commend the Centre's staff for quickly and efficiently ramping up these services. The hard work put into effectively managing this new service solidified the trust of our main funder, the Central Local Health Integration Network (CLHIN), in our ability to deliver on our action plans and commitments.

Of course, the Active Living Centre, Senior Care and A Day Away Programs could not take a back seat to new services, and the staff and volunteers of North York Seniors Centre ensured this didn't happen. On behalf of the Board, I would like to thank everyone involved with the organization for your dedication and support. Your contributions are highly valued and appreciated.

We look forward to continuing our pursuit of providing the best quality programs and services for seniors in our community.

Respectfully submitted,

Peter Fuchs

Peter Fuchs
Chairperson, Board of Directors



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Lives
since 1974

2009-2010 BOARD OF DIRECTORS

Chairperson: Peter Fuchs
Vice-Chairperson: Loreen Paananen
Vice-Chairperson: vacant
Treasurer: Robert Radcliffe
Secretary: Eileen Neuts
Past Chairperson: Heather Ellison

Directors:
Arun Channan
JoAnn Crull
Ildi Dereza
Sonia Dong
Elsie Duvall
Kathleen Marshall
Lorrie Ming-Sun
Lin Mu
Shreya Patel
Dennis Wong

Executive Director's Notes:

It is funny how time passes and we find ourselves with another year under our belt and another year older and wiser.

2009-2010 was an eventful year for NYSC. We spent time in the development of our new Supportive Housing project held at Beecroft and Kempford Manors and have begun to provide homemaking, personal support, health and wellness programming and emergency response to the residents of those buildings. We spent much time exploring innovation and partnerships with other organizations in our sector. Learning and understanding how they service their clients and how we might possibly move forward in stride with them to provide a better, more coordinated

health care sector to the people in our community.

Thank you to our dedicated staff Team who accepted the ongoing change and development with excitement and enthusiasm and Thank you to our dedicated Board of Directors who provided wise advice and guidance over the year. I look forward to another year of growth and challenges as we work towards incorporating best practices into our daily schedules to improve our services for our clients and members.

Respectfully submitted,

Candace Thomson

Candace Thomson, Executive Director



North York Seniors Centre's Mission Statement

North York Seniors Centre is a not-for-profit organization dedicated to providing programs and services to promote the physical, emotional and social well-being of adults 55 plus living in our diverse community.

Vision Statement

North York Seniors Centre, an accredited organization with a solid funding base, is recognized as a leader that delivers quality programs and services through the innovative use of volunteers and strategic partnerships.

Active Living Centre & Volunteer Services
21 Hendon Avenue, North York, ON M2M 4G8
Tel. (416) 733-4111 Fax (416) 733-1858

Active Living Centre

The Active Living Centre functions as the hub of social, recreational and educational activities for hundreds of seniors living in the North York community.

- **Over 2,119 members and non-members** participated in **over 300 social-recreational programs** offered at the Active Living Centre, collectively logging over **87,063 hours** of programming
- 87 fitness programs, 90 recreational program, 70 Life Long Learning programs and 11 Wellness services were offered throughout the year resulting in a **4% increase in number of programs** over last year
- **New programming** included Foot Care Nurse, Hearing Aid Clinic, Crane (Martial Arts class) and Zumba (fitness dance class)
- **18 special events** provided seniors with additional opportunities for entertainment and social interaction.
- **Language specific** social recreational programs and special events continue for the Chinese, Farsi, and Korean communities

A Day Away Club

A Day Away Club, provides social and entertaining activities for seniors to participate in a structured recreational environment.

- **117** A Day Away Club members participated in **5,254 days** of social-recreational based programming
- **Wellness** has been a focus of programming in the ADA with the introduction of a Foot Care Nurse and health focused lectures and activities
- Our relationship with the **North York Montessori Day Care** is in its 4th year. Both, our clients and the children, enjoy many intergenerational events and activities
- Clients are offered a minimum of two program choices at all times and have completed our **Getting to Know You Report** to indicate their program preference
- Focusing on client independence, 80% of our clients have completed a **Tug Test Score** to indicate the level of assistance required

Senior Care

Senior Care support services enhance seniors' lives by keeping seniors safe with the daily calls of Security Check; providing personal care, housekeeping and companionship with In-Home Services; offering safe and convenient transportation; offering respite, support and educational opportunities to caregivers, and providing referrals, case coordination, social work services and elder abuse awareness and intervention activities.

Senior Care services touched the lives of over **770 seniors**, who:

- enjoyed **808 meals** in the Ladies Dine community dining program
- received **1,359 visits** from volunteers of the Friendly Visiting program
- received **3,370 phone calls** from the Security Check volunteers made seniors feel a little safer in their homes and informed them of extreme weather alerts
- provided **15,063 rides** to doctor's appointments, therapeutic sessions, grocery shopping, NYSC programs and to various destinations across our catchment area in NYSC's 4 vans
- were assisted with **25,556 hours** of homemaking and respite services in their home assisting with light housekeeping and personal care.
- benefited by **6,638 hours** of support and counseling with our Case Coordinators

Thank You!

To our dedicated Volunteers

355 volunteers who provided over 25,670 hours to assist across the organization. Our volunteers span in age from high school students to over 90 years of age. They come from a variety of backgrounds, experience, cultures and speak a variety of languages. This diversity supports the diverse needs of the members and clients using our programs and services.

To our supportive Staff Team:

42 employees and over 40 Personal Support Workers who have chosen to dedicate their profession to members and clients. Congratulations to those who celebrated Long Service Awards in 2009:

10 years-Milagros Cordovero, Rebecca Lau, Mimi Lee, Gregoria Castro, Delia Reonal;
5 years-Rosie Leung, Stacy Hilliman

To our donors and sponsors:

Over 400 donors and sponsors who support the organization with financial contributions throughout the year. A list of donors is included in this package

North York Seniors Centre Programs and Services

Active Living Centre

- Social, recreational programming for members and non-members 55 plus
- Language based classes: Chinese, Farsi, Korean, Spanish, English as a second language
 - Wellness workshops and services

A Day Away Club

- Recreational programming for clients requiring a structured, supervised setting due to physical frailty and/or memory impairment

Senior Care

- Homemaking Services
 - Personal Care
- Caregiver Support Groups and Educational Workshops
 - Transportation Services
 - Outreach Services
 - Community Dining
- Security Check and Friendly Visiting

Supportive Housing

- Supportive services provided to residents in Beecroft Manor and Kempford Manor

Volunteer Services

- Volunteer opportunities for persons of all ages

North York Seniors Centre operates with funding from:



A United Way member agency



Central Local Health
Integration Network

