



## Annual Report

April 2018 – March 2019

## OUR MISSION

Our mission is to provide programs and services to promote the physical, emotional and social well-being of adults 55 years and older living in our diverse community.



## ABOUT NORTH YORK SENIORS CENTRE

We are a not-for-profit organization which was established by a small group of seniors who wanted a place where they could play cards, have fun, and hang out.

In 1974, Mayor Mel Lastman granted us a storefront at Cummer Plaza. We have come a very long way since then. To date, we have grown into a multi-site organization and expanded our services to meet the diverse and changing needs of the thousands of seniors we serve.

We provide programs and services to help adults 55+ stay active, healthy and socially connected. We strive to enhance the lives of seniors who need assistance to live safely and independently in their homes.

# A Message from the Chairperson and The Executive Director

As we continue on our journey toward superior client care and the support of those who provide it, we take pride in our achievements over the past 12 months. North York Seniors Centre continues to be a community champion working with our proven partners to provide quality programs and services.

The most significant change to our landscape this past year was the provincial government's new vision of an integrated healthcare sector with a focus on easier access and navigation across the healthcare system. Their stated goal is to support smoother transitions across care providers by ending hallway medicine and providing choice to the consumer. Currently, the government is hosting the creation of new "Ontario Health Teams" (OHTs).

NYSC is responding to this new initiative by aligning with other healthcare partners to be part of the solution and become a component of the OHTs in our community. We continue to navigate our way to ensuring NYSC has a voice at the table in order to represent and advocate for our clients, members, staff and volunteers.

Importantly, early in 2019, NYSC secured another three-year accreditation certificate from CARF, a leading assurance provider whose accreditation signifies that we meet

best-practice standards and demonstrate a commitment to being among the best service providers available. It is evidence of NYSC's ongoing commitment to continuous improvement and quality services for our clients, members and community. The scrutiny with which CARF surveyors conduct their assessment is intense, and we deeply appreciate the efforts of all NYSC staff Team and partners who helped make our accreditation a reality.

Also this year, the Ministry of Health announced funding for an enhanced dementia strategy, for which NYSC was granted funding to open a dementia care program at Hesperus Village. The new program is open to the community in Vaughan where our fully trained team will provide programming for up to twelve clients per day.

Finally, at our last Annual General Meeting, our membership supported changes to our governance model for our Board of Directors. Our volunteer Board embraced these changes and is working hard to develop a more efficient and informed support system to guide our organization into the modifications coming to the sector in the future.

Thank you to our dedicated staff Team for their commitment to the clients, members,

volunteers, caregivers and community. Through passion, empathy and creativity, our NYSC team remains engaged in providing quality services to our stakeholders. And to all of you who support NYSC, we thank you for your continued commitment to keeping seniors in our community connected, vibrant and healthy.

Respectfully submitted,



**Peter Fuchs**

Chairperson,  
Board of Directors



**Candace Thomson**

Executive Director

## VISION

**An accredited, solidly funded organization, recognized as a leader in delivering quality programs and services through dedicated volunteers and strategic partnerships**

## MISSION

**Provide programs and services to promote the physical, emotional and social well-being of adults 55+ in our community.**

## VALUES

**NYSC core values are  
Compassion, Relationships, Integrity,  
Safety and Innovation**

## PROJECTS WE ARE WORKING ON

- Drive excellence by building a cohesive continuum of service for clients and caregivers
- Improve client flow through a comprehensive model of system navigation that does not sacrifice quality
- Review the current Mission, Vision and Values statements and communicate any revisions to all stakeholders
- Create a positive, engaging, and productive work culture
- Cultivate partnerships and working relationships to strengthen our client care continuum
- Foster a culture of Continuous Quality Improvement throughout the organization
- Embrace technologies that increase efficiency

## STRATEGIC PRIORITIES

- Put Our Clients First
- Communicate Our Values
- Invest in Our Service Providers
- Create Partnerships and Integrated Services
- Drive Operational Efficiency and Organizational Sustainability

## STRATEGIES WE WILL DEPLOY

- Connect with our stakeholders
- Review and analyze service gaps and client flow to ensure clients get the right service by the right Team at the right time
- Review and consider revision to the Mission, Vision, Values statements
- Develop a communication plan
- Enhance the workplace experience for staff members and volunteers
- Continue providing relevant training opportunities
- Form and foster partnerships to enhance service, sponsorship and volunteering
- Review evaluation tools and optimize efficiency through technology
- Meet or exceed accreditation standards
- Ensure clients and staff members operate in a safe environment





# ACTIVE LIVING CENTRE

*A Place for Energy, Creativity and Community*



Located at 21 Hendon Ave, the Active Living Centre (ALC) encourages adults 55+ to stay active and socially engaged.

Programs at the ALC include arts and crafts, exercise classes, health and wellness services, lifelong learning classes, multicultural social clubs, recreation and leisure activities, special events, and opportunities for travel.

ALC includes a well-equipped fitness centre and a café, serving up hot breakfasts and lunches from Monday to Friday throughout the year.

## FACTS AND FIGURES

- 81 registered, drop-in programs, health and wellness services per week
- 1,333 older adults were active at the ALC
- 110,588 hours of programs and services were delivered
- 10,850 meals served in The Café
- 72 social opportunities, including 14 day trips, 28 special events and 30 educational workshops
- Culturally specific programs for Chinese, Korean, and Persian communities
- Second Harvest donated and delivered 16,992 pounds of food.

## SURVEY HIGHLIGHTS

- 93% of members were able to develop new friendships at the ALC
- 82% of members felt that their chosen programs always met their needs and expectations.

## PROGRAM HIGHLIGHTS

- “Coffee & Conversation” - a new, member-driven program encourages seniors with English as their second language to practice their English conversational skills and learn Canadian customs in an informal, relaxed, fun and friendly environment.



## *What Our Members and Volunteers Say:*

*“This has truly become my “second home” where friendships and laughter abound!”*

*- P.A., ALC Member*

*“I enjoy the work. We are really appreciated as volunteers. I have made new friends and acquaintances and enjoy having something to do with my time. It's like working, without the stress.”*

*- K.S., ALC Volunteer and Member*



# A DAY AWAY CLUB

*For the Mind, Body and Soul*



A Day Away Club (ADA) caters to seniors dealing with physical fragility and/or cognitive impairment including Alzheimer's disease and other forms of dementia.

We provide them with the opportunity to spend a day in a safe and caring environment participating in activities tailored to meet their needs.

A team of trained and caring staff supervise their daily activities, which include lively group activities, exercises, group dine, arts, crafts and special events.

ADA also gives caregivers a chance to catch up on errands, meet with friends, or enjoy a much deserved "me" time.



## FACTS AND FIGURES

- 99 individuals attended ADA programs
- 6,820 days of programs were delivered
- On average, each client spent 69 days at ADA

## EXPERIENCE SURVEY HIGHLIGHT\*

- Overall impression of program: 71% said it was excellent, 29% said it was good
- When asked how often they feel that they are getting enough physical activity, 62% said all the time; 23% said most of the time; and 15% said not very often.

## PROGRAM HIGHLIGHT

- We were able to expand our day program services to Hesperus Village in Vaughan in January 2019 with capacity to serve 12 clients daily.

## What Our Clients Say:

*"Dear day program staff: We so enjoyed the Valentine's Day party. The luncheon was superb. The entertainment provided by Paula was wonderful and it was enjoyable to see people dance. The decorations were festive and cute. Your thoughtfulness, efforts, and cheerful reception are reflections of your caring hearts. It is greatly appreciated."*

*- Lyla, Daughter of an ADA Client*



\*At the end of each year, we conduct a Client/Member Satisfaction Survey to find out how well we are doing our work. The highlights of this survey are shared in our annual report.



# CLIENT SERVICES

*Supporting Seniors and Their Families*



Our Client Services team makes it easier and safer for seniors to stay in their homes and maintain their independence.

Services provided include: friendly visiting, information and referral, security check, and transportation. For seniors who would benefit from a more structured social environment, the Social Club offers a day of exercise, discussion, and special events with friends.

We recognize that caring for ageing family members can be overwhelming. For caregivers caring for seniors, we offer day and evening caregiver support groups. The sessions help caregivers manage stress and provide professional and peer support.



## FACTS AND FIGURES

- 1,010 seniors served; most clients lived alone, followed by those who lived with their spouse
- 475 caregivers were supported by delivering 4,277 hours of counselling, education, workshops, and other services
- 12,331 trips were made bringing clients to their medical appointments, social events, and adult day programs
- 1,459 face to face friendly visits and 11,364 phone calls were completed

## SURVEY HIGHLIGHTS

- 88% of clients rated their experience with office staff as excellent
- When asked what they most often use the service for, 75% said for medical appointments; 16% said for social reasons, and 8% said for shopping

## What Our Clients Say:

*"Your drivers are absolutely wonderful, every one of them. They are so polite and helpful."*

*- M.S., Transportation Client*



# IN HOME SERVICES

*Making Life Easier at Home and in the Community*



In Home services are for homebound and isolated adults and seniors who need help to live safely and independently in their own home or during a hospital stay.

Our certified and friendly Personal Support Workers (PSWs) assist by providing personal care (bathing, dressing, and toileting), light housekeeping, meal preparation, and companionship.

Home support is available 24/7. Seniors may avail themselves of this service for a number of hours or for a specified period of time.



## FACTS AND FIGURES

- 425 clients living in the community received 22,642 hours of personal support
- 37,392 attendant days of in-home services were performed for clients living in any of the three assisted living residential buildings where NYSC delivers service

## SURVEY HIGHLIGHTS

- 70% of clients feel involved and accommodated by their PSWs and staff members
- 97% of clients were satisfied with the services
- 90% of clients said that their PSW's punctuality was good, 93% of clients felt their PSWs were reliable. 95% of clients felt their PSWs were trustworthy. 90% of clients felt their PSWs had the ability to perform their tasks

## SURVEY HIGHLIGHT

- 97% of clients felt that the service was helpful to them
- 90% of clients said they appreciated all of the services

## What Our Clients Say:

*"You people do such a great job. I don't know where I would be without you guys, all the PSWs do such a great job."*

*- S.P. In Home Services Client*

*"Yes indeed, my Mom has really enjoyed the day program on Tuesday and Thursday and as I can use the Wednesday availability to attend my previously arranged tennis commitments, it really is beneficial in attempting to create and enjoy a little of what I would have called my "normal" life.*

*- Caregiver V.F.*





## THE YEAR IN NUMBERS

### Active Living Centre

Clients	1,333
Hours of service delivered	110,588
Volunteers	217
Employees	5

### A Day Away Club

Clients	99
Day Units of service delivered	6,820
Volunteers	5
Employees	10

### Client Services

Clients	1,010
Days/units of service delivered	29,899
Volunteers	11
Employees	17

### In-Home Services

Clients	425
Days of service delivered Assisted Living	37,392
Hours of service delivered Community	22,642
Volunteers	4
Employees	58



# GRANTS & FUND RAISING

## TOTAL FUNDS RAISED FOR FY 2018

### GRANTS

A Day Away Club and office renovation (Sheppard location), Central LHIN	\$40,000.00
Elder Abuse Awareness Workshop, The Ministry for Seniors and Accessibilities	\$8,000.00
Staff Training, Central LHIN	\$18,000.00
Senior Active Living Fair, The Ministry for Seniors and Accessibility	\$2,000.00
Washrooms renovation, New Horizons for Seniors	\$25,000.00
Association of Mature Canadians	\$1056.00

### FUND RAISING

Direct Mail	\$11,035
Fairs and Employee Giving	\$5,504
NYSC Challenge	\$4,523
General Donations	\$13,695

### GIFTS IN-KIND

Impark	\$11,808
Second Harvest1	\$42,480
Event sponsorships	\$3,575

### VOLUNTEERS' CONTRIBUTION

CASH EQUIVALENT: \$413,275.52

Areas Where Volunteers Work	# of Volunteers	Total Hours
Active Living Centre	217	26,486
A Day Away Club	16	1331
Board of Directors	13	174
Central Administration	26	835
Senior Care	22	694
Assisted Living	0	0
<b>TOTAL</b>	<b>294</b>	<b>29,520</b>



# FUNDING OUR WORK

BASED ON MARCH 2019 AUDITED FINANCIAL STATEMENTS

To support our work during the fiscal year ending on March 31st, 2019, we raised funds from a variety of sources:

- Donations from generous individuals and corporations
- Grants from Canadian government and other sources, and
- Special events

## REVENUE

**\$4,813,479**

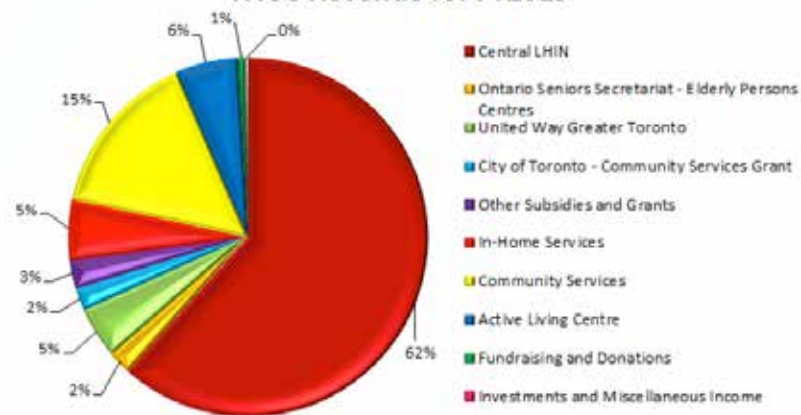
Central LHIN	\$2,963,251
Ontario Seniors Secretariat - Elderly Persons Centres	\$104,120
United Way Greater Toronto	\$220,221
City of Toronto - Community Services Grant	\$96,941
Other Subsidies and Grants	\$126,374
VHA Home Healthcare	\$260,948
iRide	\$319,451
Community Services	\$410,098
Active Living Centre	\$268,264
Fundraising and Donations	\$35,592
Investments and Miscellaneous Income	\$8,219

## EXPENSES

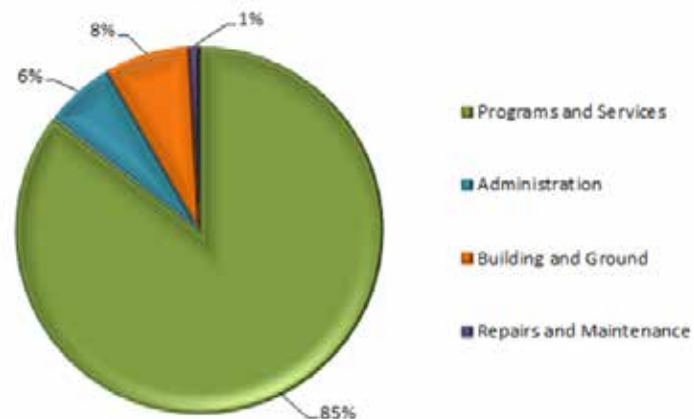
**\$4,612,441**

Programs and Services	\$3,852,721
Administration	\$285,028
Building and Ground	\$346,410
Repairs and Maintenance	\$41,605
Amortization	\$86,677

**NYSC Revenue for FY2019**



**NYSC Expenses for FY2019**





# OUR DONORS

## Organizations

Actax-Canada &  
Actax Interactive  
Amica at Bayview Gardens Retirement Residence  
Amica at Bayview Retirement Residence  
avoidprobate.ca  
Bayshore Home Health  
BMO Employee Giving  
BrightStar Care of North York  
Canada Hearing Centre  
Canadian National Railway Company  
Canterbury Place Retirement Residence  
Cedarhurst Dementia Home Care  
Choices  
Claremont Retirement Residence  
Comfort Keepers  
Compu2000  
Delmanor Northtown Retirement Residence  
Downsizing Diva  
Epicure Catering Inc.  
Forestview Retirement Residence  
Gibson Retirement Residence  
Gordon's Estate Services  
Hatcher Florist  
Hearing Solutions  
Heart to Home Meals  
Here to Care  
Home Care Supplies  
Home Instead Seniors Care  
Jerrett Funeral Home & Life Celebration Centre  
K & H Audiology Inc.  
Kiss the Cook Catering  
Lansing Retirement Residence  
ListenUP Canada

Living Life on the Avenue Retirement Residence  
Memory & Company  
Mosaic Home Care Ltd.  
NHI Nursing and Homemakers Inc.  
Older Adult Centres' Association of Ontario  
Pawsitive Productions Inc.  
Philips Home Healthcare  
Philips Lifeline  
R.S. Kane Funeral Home  
RBC Royal Bank of Canada  
RE/MAX Unique Inc.-AccessibleHomeFinder.com  
RMI Promo Inc.  
RPM Academy  
Senior Care Connect Inc.  
Senior Discovery Tours Inc.  
Seniors for Seniors  
Shop Retirement Homes  
Spectrum Health Care  
St Bernard's Retirement Residence  
Sunnybrook Health Sciences-St John's  
Talbots Canada Corp.  
Teddington Retirement Residence  
Thesign Construction Management Inc.  
Topcat Downsizing  
and Moving  
Urban Poling Inc.  
Versatile Accessibility  
Vertraete Travel  
Whole Foods Market  
World Financial Group  
York Cemetery &  
Visitation Centre  
80 Sheppard Avenue West Ltd.

## Individuals

Agathoulla Markou  
Agnes Wong  
Ailene Marcelino  
Alan & Sheila Buffin  
Alanna Decristoforo  
Alberta Alton  
Alice Nicholson  
Alice Chou  
Alice Tsang  
Alice Yong  
Amanda Feng  
& Norman Woo  
Amanda Slonin  
Amy Paul  
Ana Fereaud  
Andrew & Jane Teasdale  
Andrew Marcus  
Angela Marley  
Ann Padmore  
Anna Leanore Fereaud  
Anna Wai  
Annelise Bork  
Annetta Lau  
Anthony Gauci  
Antoinette McCabe  
Ariela Rojek  
Arlene Lewis  
Arnold Marcus  
Barbara Auer  
Barbara Levine  
Barbara Rogerson  
Barrie Li  
Basu Bose

Ben Moshe  
Betty Gurland  
Betty Murphy  
Betty Phillips  
Bevon Boothe  
Bianca Marcus  
Bill Held  
Bonita Bellefontaine  
Brian Richardson  
Brian Willick  
Carmen De Souza  
Carol Annett  
Carol Brown  
Carole Brandt  
Caroleen Brown  
Carolyn Ward  
Caterina Valentino  
Catherine Smith  
Catherine Vun  
Cecilia Stevens  
Cedric & Julia Paes  
Celerina Marzan  
Celia Feng  
Chalysa Burgess  
Charles Mayne  
Charles Szeto  
Charrisse Garibay  
Chon Kim  
Choy Sim Wong  
Christine Couperthwaite  
Claudia Zuccato Ria  
Colin Wood  
D. Jeanne Puckering

Danilo de Vera  
Darlene Scott  
David McLimont  
Delores Stevens  
Deron Fung  
Diana Chan  
Diana Churchill  
Diana Diaz  
Dietmar & Kathryn  
Seelenmayer  
Don Beattie  
Donna Drummond  
Doreen Scott  
Dorothy Adair  
Doug Van Dusen  
Douglas Alderson  
Duarte Dupoint  
Dyane Lynch  
Earl Le Blanc  
Eileen Neuts  
Elizabeth Craig  
Elizabeth Khosla  
Elizabeth Ludgate  
Elizabeth Marshall  
Elizabeth O'Brien  
Elvine Jin  
Emily Jaarsma  
Emmanuel & Juliette  
Mankowitz  
Emmerson Shillingford  
Erin Andrews  
Esther Cowan  
Esther Po

Eva Tihanyi  
Evelyn Lax  
Evelyn Wong  
Fatimah Ghirvanian  
Felix Yagudin  
Florence Kingston  
Florizel Brown  
Fong Lee  
Frances Cappe  
Frances DiCarlo  
Frances Grant  
Frances Molleken  
Gabriel & Annie  
Theodoropoulos  
Garnet Ellery  
Garry Milks  
Geneva Shillingford  
Georgina Johns  
Gerald Bolt  
Gisela Van Steen  
Gloria Ciccarelli  
Grant Bolt  
Gregg MacDonald  
Hanxian Hu  
Heinz Rimmele  
Helen Bergman  
Helen Chun  
Helen Leon  
Helene Linka  
Helga Voss  
Hilda Moessner  
Hio Lam Lai  
Ian Williams

Ina Demme	Jose Tan	Leila Bessada	Marianne Ardolino	Patricia Cochran	Rui Lu	Sophie Gatsos	Warren Chan
Ingrid Burian	Joseph & Eleanor Posner	Leonard Rudner	Marie Kwong	Patricia Merrill	S. Kathleen Marshall	Soraya Mohamed	Wendy Francis
Irene Swinson	Joseph D'Souza	Lesley Wood	Marilyn Johns	Patricia Smith	Sadie Madden	Stacey Grammick	William Carlos
Irene Javier	Josephine Harauz	Lianne Bond	Marjorie King	Paul & Therese Duchesne	Sarah Chung	Stacy Chung	William Hagan
Iris Pantlitz	Josephine Woodley	Lily Cheng	Marjorie Medley	Paul Emond	Sarah Herlin	Stacy Hilliman	William King
Ivan Tom	Joyce Clute	Lily Friendly	Marlene Rafanan	Paul Lau	Sean Roy	Stanley Glazer	William Krever
Jacob Vallentin	Judy Held	Lily Yee	Marlyn Reynolds	Peggy Ellery	Seemoir Ho	Stella Ip	William Tynkaluk
James Allcock	Judy Marshall	Linda Herron	Mary Lee	Peter Chan	Selma Opler	Stephen Chow	Winston & Mildred Theobalds
James Jenkinson	Julia Drew	Linda Young	Mary Maron	Peter Fuchs	Shahideh Baghai	Stephen Hopf	Wladyslaw Alexander
Jamie Bracken	Julia Iosub	Liza Franes	Matthew Wood	Phyllis Weinrib	Shannon Ryan-Neal	Stephen Steele	Yan Liu
Jan Grammick	Jung Wook Kim	Lloyd Lee	Maureen Burrows	Poh Lin Liew	Sharon Gold	Stephnie Dowrich	Yang Im Kim
Jane Chen	Jutta Polomski	Loren Freid	Mee Ling Cheung	Pops de Vera	Sheena Abeysinghe	Sue Tiffin	Yolanda Perez
Janet Batchelor	Jynx & Hogan Thomson	Lorne David Opler	Melchor de Vera	Raffy Navarro	Shem Shillingford	Sunny Chiu	Youn Hwan Kim
Janet Waisglass	Kachiko Ono	Lorraine Manoim	Melissa Kaan	Ralph Gouda	Sheryl Adelkind	Susan Stevens	Young-Chang Kim
Jason Wu	Kam Mark	Lorrie Ming-Sun	Merav Stein	Raymond Dwarte	Shevon Northcott	Susan Walsh	Yvon Morency
Jean Baston	Kamil Novinskiy	Louisa Appiah	Merle Bell	Raymond Kilroy	Shirley Clinkard	Suzanne Farache	Zarrena Vasquez
Jeanny Van Patter	Karen Hudes	Louisa D'Costa	Michael Levitt	Remilyn Campos	Shirley Grant	Svetlana Kobiashevili	
Jer Homavazir	Karen Parsons	Ludmila Bachmutsky	Michael Manangan	Richard Rogers	Shirley Hutchison	Tamar Shapiro	
Jesse Bok	Kate Kukor	Lynn Lee	Michel Klampf	Richard Tang	Shirley Murray	Timothy Pellew	
Jill Ryan	Katherine McLeod	Madelaine Hare	Michelle Le Piane	Robert Mahalec	Siavash Mihandar	Tom & Linda Rataj	
Jill Zakary	Kathleen van den Berg	Mafalda Zanini	Michelle Micallef	Roberto Hernandez	Sidney Assor	Tom McLean	
Jinnilyn Bravo	Kelly Lowry	Mahin Zaeimi	Mimi Lee	Ronan Fishman	Sin Lee	Toshiko Kikuta	
Joan Millar	Kelvin Chan	Mahrukh Soparivala	Min (Betty) Sun	Rory & Candace Thomson	Siu Bing Lee	Tracey Woo	
Joan Ng	Khorshed Patel	Manijch Tarkian	Molly Lau	Rosalie Hatt	Soheila Mahbod	Vanessa D'Costa	
Joan Patterson	Kin (Andy) On Wong	Manouchehr Farahmand	Myra Kostiw	Rosalina Almonte	Sonya Murray	Vidya Budhram Johnston	
JoAnn Crull	Kristen Caballero	Marcia Bell	Nadine Crafton	Rosalind Gyasi	Sooyeon Kim	Vivian Wu	
Joanna Keliar	Kriti Bhatt	Margaret Champion	Nikko Lim	Rose Franke			
Jo-Anne Copeland	Kyle Stevens	Margaret Murray	Noemi Matienzo	Rose Gyasi			
Joe Aquino	Kyoung Ae	Margaret Opekar	Nona Schnell	Rose Kamin			
John K. Hussein	& Su-Hwan Jee	Margaret Smith	Norma Poulton	Rosemary Schon			
John Sproule	Kyujin Kim	Maria Almeida	Parvin Jallili	Rosie Leung			
Jon Cumming	Lana Sokolova	Maria Jeong	Pat Hareguy	Roz Bauer			
Jookyung Cha	Lauren Naccarato	Maria Mabel Garcia	Pat Madden	Ruby Pyper			

*There's  
always room  
for more...*

*For Your Generous Support...*



# VOLUNTEER SERVICE AWARDS



## FY 2019 ONTARIO VOLUNTEER SERVICE AWARDS

### 20 YEARS

PATRICIA SMITH  
IRMA FELDHEIM

### 15 YEARS

MADELAINE HARE

### 10 YEARS

MARILYN JOHNS  
DAVID McLIMONT  
MOHAMMAD ZAMANY

### 5 YEARS

GLENDA HONEYMAN  
SHEENA ABEYSINGHE  
DIETMAR SEELENMAYER  
SIAVASH MIHANDER  
OZRA AGHA-ZADEH  
ASGHAR KASIRI  
SYLVIA IP  
WENDY FRANCIS  
LLOYD SELLERS  
KIRSTY WYMANT

PERVIN KHORY  
KERRI WHYTE  
RAISA ZONIS  
FOROUZANDEH IZADI

## STAFF SERVICE AWARDS

### 20 YEARS

MEE LING CHEUNG

### 15 YEARS

LENNY CULASING

### 10 YEARS

HELEN BERGMAN  
GARY FISHLOCK  
ANTONINA GUTIERREZ  
IRENEA JAVIER  
SHANNON RYAN-NEAL  
KING WONG

### 5 YEARS

JAMES ALLICOCK

## WAYS YOU CAN *Help*

*"You make a living by what you get.  
You make a life by what you give."  
- Winston Churchill*

**There are so many ways that you can make a difference in the lives of the people we support.**

One way is to host your own fund raising event. Do you love to bake? You can do a bake sale. Are you downsizing? Sell the items you don't need and donate the proceeds to NYSC. Are you celebrating your birthday, graduation or other special events? You can order insert cards from us to give to your guests to make a donation to NYSC.

The possibilities are endless; and we are happy to help you get started. Even the small things can make a big difference!

To learn more, contact the Development Coordinator at:

416 733.4111 Ext 221 or visit  
[www.nyseniors.org/getinvolved](http://www.nyseniors.org/getinvolved)









## ACTIVE LIVING CENTRE & VOLUNTEER SERVICES

21 Hendon Avenue,  
North York, ON M2M 4G8

Tel (416) 733-4111

Fax (416) 733-1858

## A DAY AWAY CLUB & SENIOR CARE

80 Sheppard Avenue W.  
North York, ON M2N 1M2

Tel (416) 733-4111

Fax (416) 225-9867

[nyseniors.org](http://nyseniors.org) [activelivingcentre.org](http://activelivingcentre.org) [email@nyseniors.org](mailto:email@nyseniors.org)

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 [linkedin.com/company/north-york-seniors-centre/](https://linkedin.com/company/north-york-seniors-centre/)  [pinterest.ca/nyscentre/](https://pinterest.ca/nyscentre/)

Charitable # 11906 2545 RR0001

# Enhancing Lives

North York Seniors Centre operates with funding from:



## BOARD OF DIRECTORS

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Peter Fuchs

### VICE CHAIRPERSON

Tracey Woo

### TREASURER

Stephen Steele

### Secretary

Ann Padmore

### DIRECTORS

Amanda Feng

Janice Lai

Jamie Mayer

Leonard Rudner

Caterina Valentino

Andy Kin On Wong

### EXECUTIVE DIRECTOR

Candace Thomson