



The Sapphire Age



Annual Report

April 2019 – March 2020

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

While this report covers the year up to March 31, 2020, it is impossible not to use this opportunity to comment on what has happened since then.

Without a doubt, 2020 is a year none of us will soon forget, but would likely wish to. However, the sudden emergence of a global pandemic and the crushing effect it had on all aspects of society goes to show how important it is to be prepared.

While none of us could likely have predicted the exact events related to COVID-19, we are incredibly proud of the way North York Seniors Centre responded.

The health and safety of our clients, members, staff, volunteers and everyone else NYSC supports will always be paramount. Your Board was supportive of the organization's quick actions early on in the pandemic to shut facilities and curtail services. While disappointing, we all knew it was the right – and only – thing to do, especially as so many of the people we serve are in higher risk groups.

We will never be able to say enough about NYSC's front-line workers who continued to provide our community with essential services. Your heroism is inspiring. Thank you for being our role models.

On behalf of the Board, I also want to thank all NYSC staff for their dedication and flexibility in handling the immediate crisis. We also thank all of you for your understanding and patience as we worked on ways to keep our community connected.

Perhaps if there is a positive through all of this, it's how aware we all became of the importance NYSC plays in our lives. It also fostered remarkable innovation between both those who work for NYSC and those who use its services to keep as much going as we possibly could. Everyone should be proud of the efforts made to ensure the need for social and physical distancing didn't turn into isolation.

Moving forward, we will continue to be as flexible as possible while always respecting government and health advisories. Much work is being done to ensure that when NYSC is able to open its doors to clients and members, it will be done putting health and safety first.

Your Board of Directors look forward to continuing to help guide the organization through the pandemic and to brighter days ahead!

Respectfully submitted,

Peter Fuchs
Chairperson Board of Directors.

NYSC kicked off our Sapphire Year Anniversary in 2019-2020. Our thoughts were to enjoy a year of celebrating our many achievements over the 45 years serving our clients and members of our community.

Advancing the work of our Strategic Plan, NYSC hosted a number of engagement sessions, surveys and focus groups to review our Mission, Vision and Values statements. A final draft of the results has been developed and a decision has been postponed until quality time is available to focus on such important decisions for NYSC. Our Teams have been working on improving the client flow through the organization, attempting to make the experience of clients a productive and enjoyable experience.

The healthcare system is under a reconstruction with the implementation of Ontario Health Teams. In North York, it is being led by North York General Hospital. North York Toronto Health Partners (NYTHP) creates a forum to bring all organizations working in the healthcare sector, including the primary care providers, together in effort to streamline the system and use all resources effectively. NYTHP is a great venue to showcase the work being done in the community to support seniors living in their homes and NYSC will be part of this work.

In November 2019, NYSC hosted a monumental Active Living Fair at the North York Centre for the Arts. Over 50 vendors and presentations filled the day for our community. Our Better With Age--Avant-Garde event followed in the evening with performances from LaRouge Entertainment Company, wine, food and a silent auction fundraiser. It was a fabulous night to remember!

Unfortunately in the final weeks of the year, the world was swept up by the COVID 19 pandemic. Deemed as an essential service, the NYSC Team swung into action to immediately determine the mandatory services required by our client base. Personal support in the home and food security were the primary services provided in the initial weeks of the pandemic with telephone wellness checks to assess out client/members need for support. Shortly following our Teams pivoted our face-to-face services to online and telephone services. We endeavor to be flexible and responsive to serve our stakeholders during this crisis as it has never served before.

Respectfully submitted,

Candace Thomson,
Executive Director.



Peter Fuchs
Chairperson Board
of Directors



Candace Thomson
Executive Director

NYSC STRATEGIC PLAN 2017- 2021

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

- 88 registered, drop-in programs, health and wellness services per week
- 1,631 older adults were active at the ALC
- 188,991 hours of programs and services were delivered
- 7,799 meals served in The Café
- 72 social opportunities, including 23 day trips, 12 special events (3 cultural) and 40 educational workshops
- Culturally specific programs for Chinese, Korean, and Persian communities
- Second Harvest donated and delivered 16,992 pounds of food.

PROGRAM HIGHLIGHTS

- 360 participants enjoyed 24 BBQ's on the patio during the warm months.
- The Café served up fresh produce grown in the garden by Gardening Club volunteers & staff member.
- NYSC partnered with educational and research institutions such as Ryerson University and Baycrest to support studies on stress, ageing, cognitive prevention and functional decrease in seniors.
- Annual Active Living Fair held in conjunction with 45th Sapphire Event at the Toronto Centre for the Arts gathered 450+ seniors, caregivers and healthcare professionals.



SURVEY HIGHLIGHTS

- 81% of members were able to develop new friendships at the ALC
- 93% of members felt that their chosen programs always met their needs and expectations.
- 98% of members would recommend the ALC to their family or friends.
- 87% of members were satisfied with the special event they attended.

What Our Members and Volunteers Say:

"NYSC I love you wonderful people who makes our lives so amazing and ageing just a number."

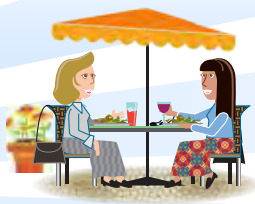
- S.A., ALC Member

"I have been volunteering at the centre for about five years. My favourite is volunteering for the early bird registration. It is always a joy to work with a partner. I met so many nice people. I can even say that I made some good friends with some of them. Hooray to volunteers!"

- Mary, 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

- 301 individuals attended ADA programs
- 6,636 days of programs were delivered
- On average, each client spent 69 days at ADA

EXPERIENCE SURVEY HIGHLIGHT*

- 67% of clients responded that the ADP programs offered were extremely valuable, and 33% indicated they were very valuable.
- 100% of clients responded that the activities provided were always emotionally and physically beneficial to them.
- 100% of clients indicated that the staff always delivered services with a caring attitude and respect.
- 67% of clients responded that they always felt healthier after completing the exercise program, and 33% of clients responded that they usually feel healthier.

PROGRAM HIGHLIGHT

- We were able to expand our day program services to Hesperus, with capacity to serve 12 clients with dementia. The new space and program will take some time to come together

What Our Clients Say:

"I just want to thank you for the lovely card that was sent to Patrick. He was so touched and keeps it at his side. Such a nice thing of all of you to do. Heidy

- Caregiver 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

- 645 seniors served; most clients lived alone, followed by those who lived with their spouse
- 108 caregivers were supported by delivering 4,277 hours of counselling, education, workshops, and other services
- 17,583 trips were made bringing clients to their medical appointments, social events, and adult day programs
- 169 face to face friendly visits and 19,859 phone calls were completed

SURVEY HIGHLIGHTS

- 100% of clients rated the experience with office staff as excellent
- When asked what they most often use the service for, 72% said for medical appointments; 18% said for social reasons, and 9% said for shopping

What Our Clients Say:

"Thank you the groceries you got to me. I am absolutely delighted and very impressed with the fresh vegetable. Thank you for getting all of that in just two hours!"
A 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

- 361 clients living in the community received 22,520 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

- 75% of clients feel involved and accommodated by their PSWs and staff members
- 95% of clients were satisfied with the services
- 91% of clients said that their PSW's punctuality was good, 94% 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

- 96% of clients felt that the service was helpful to them
- 90% of clients said they appreciated all of the services



What Our Clients Say:

"Thank you for adjusting the housekeeping hours after my request. I could attend my daughter's Anniversary only because of that."
- In-Home Client

"What a great time I had playing a Trivia game. I would like to do that often. I had an amazing time."
- ADP Hesperus

THE YEAR IN NUMBERS

Active Living Centre	
Clients	1,631
Hours of service delivered	80,991
Volunteers	214
Employees	12

A Day Away Club	
Clients	301
Day Units of service delivered	6,263
Volunteers	15
Employees	30

Client Services	
Clients	1,010
Days/units of service delivered	29,899
Volunteers	9
Employees	22

In-Home Services	
Clients	361
Days of service delivered Assisted Living	37,392
Hours of service delivered Community	22,642
Volunteers	4
Employees	78



GRANTS & FUND RAISING

TOTAL FUNDS RAISED FOR FY 2020

GRANTS

Caregiver Support, The Ministry for Seniors and Accessibility	\$25,000
Active Living Fair, The Ministry for Seniors and Accessibility	\$2,000
Staff Training, Central LHIN	\$3,227

FUND RAISING

Direct Mail	\$6,625
Fairs and Employee Giving	\$6,128
NYSC Challenge	\$7,180
General Donations	\$2,872
Better With Age	\$28,195

GIFTS-IN-KIND

Impark	\$12,000
Second Harvest	\$28,126
Event sponsorships	\$1,427

VOLUNTEERS' CONTRIBUTION

CASH EQUIVALENT: \$413,275.52

Areas Where Volunteers Work	# of Volunteers	Total Hours
Active Living Centre	214	22,563
A Day Away Club	15	1,526
Board of Directors	10	230
Central Administration	30	941
Senior Care	11	467
Assisted Living	0	0
TOTAL	294	29,720



FUNDING OUR WORK

BASED ON MARCH 2020 AUDITED FINANCIAL STATEMENTS

To support our work during the fiscal year ending on March 31st, 2020, 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

\$4,929,287

Central LHIN	\$3,016,096
Ministry of Seniors Affairs	\$105,454
United Way Greater Toronto	\$220,221
City of Toronto - Community Services Grant	\$97,995
Other Subsidies and Grants	\$153,245
Service Contracts	\$592,449
Senior Care Client Fees	\$435,873
Active Living Centre Client Fees	\$236,158
Fundraising and donations	\$51,082
Miscellaneous Income	\$20,714

EXPENSES

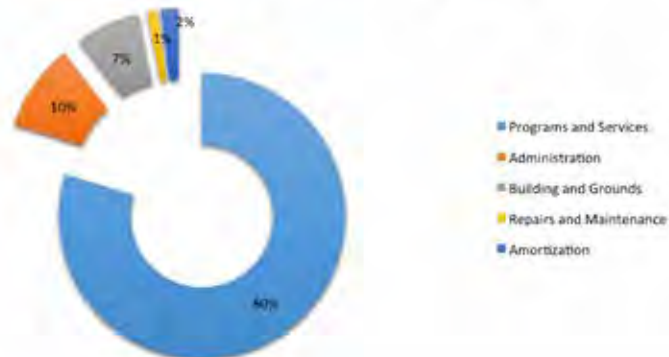
\$4,645,357

Programs and Services	\$3,703,313
Administration	\$459,144
Building and Ground	\$337,317
Repairs and Maintenance	\$53,793
Amortization	\$91,790

NYSC Revenue for FY2020



NYSC Expenses for FY2020



OUR DONORS

Organizations

Amica Bayview Village Retirement Residence
Barry Lebow Real Estate
Bayshore Home Health
Benevity Community Impact Fund
Canada Helps.org
Canadian Bridge Federation Charitable Fund
Canterbury Place Retirement Residence
ComForCare North York
Compu2000
Connect Hearing
Constantia Retirement Residence
Daily Dose Pharmacy
Delmanor Northtown Retirement Residence
Downsizing Diva
Gibson Retirement Residence
HandyHome Inc.
Home Instead Seniors Care
IBM Canada Employees' Charitable Fund
Integrated Partnership for Seniors
K&H Audiology
Lansing Retirement Residence
Mosaic Home Care Ltd.
Mouland Coaching & Consulting
Nexus Holidays Toronto Inc.
Older Adult Centres' Association of Ontario
Philips Lifeline
Qualicare Family Home Care
Right at Home-Toronto North
RMI Promo Inc.
Seniors for Seniors
Thesign Construction Management Inc.
Toronto Audiology Associates
Vidal Home Care

Individuals

A & M Kornmann
Aatiga Javad
Abbas Sadeghi-Khomami
Alexander St. John
Alice Yong
Amanda Feng & Norman Woo
Amelia Diez
Andre Freire
Andy Kin On Wong
Angela Marley
Angela Woo
Anice Petrovic
Anita Chamberlain
Anna McGee
Anna Wai
Annetta Lau
Annette Chen
Anthonette Coutinho
Arthur Karst
Arviwder Bains
Azucena Flores
Barbara Levine
Bob McMahon
Bradley Ross
Brenda Rasberry
Candace Thomson
Carmen De Souza
Catherine Smith
Cecilia Stevens
Chai-Shin (Jason) Yu
Charmaine Lee
Chon Kim
Chong Chun Chung

Collin Smith
Debby Jodoin
Duarte Dupont
Elizabeth Myers
Elizabeth Stern
Elvine Jin
Estate of Patricia Anne Schick
Ethel Moore
Felix Fung
Felix Yagudin
Florizel Brown
Frances Graff
Frances Keegan
Francis Enchen
Fred Terra
Gajanan Balasabramaniam
Gerald Bolt
Gisela Van Steen
Glenda Honeyman
Glenn Dennis
Gloria Chung
Grant Bolt
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Helen Bergman
Helga Voss
Henry Shea
Hilda Moessner
Hoay Tran
Ingeborg Kies
Ingrid Burian
Irene Krestell
Irenea Javier
Irmgard Schweska

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James Voutianitis
Jane Emberlin
Janet Batchelor
Jennifer Shaw
Jo-Anne Copeland
John & Judy Rosevear
John Dieter
John K. Hussein
John Sun Lee
Johnny Wong
Josephine Apostol
Josh Tzventamy
Joyce Clute
Jusie Balimiento
Jutta Polomski
Kamil Novinskiy
Karin Blitz
Ken Fitzpatrick
Kun (Kelvin) Li
Kyungja Kim
Leila Tan
Leny Culasing
Leonard Rudner
Les Freud
Leta McCleary
Liesa Collier
Lily Cong
Lily Yee
Linda Prior
Linda Rataj
Linda Young
Lloyd Lee
Lorne Lee

Louise Gould
Luisa Matamoros
Lynn Lee
Mafalda Zanini
Mahin Zaeimi
Man-Keung (Elvis) Chan
Manouchehr Farahmand
Margaret Scott
Maria Teresa Jardinel
Marjorie King
Marjorie Samuel
Markus Fehr
Marlyn Reynolds
Martin Klein
Mary France Nieva
Mee Ling Cheung
Meeri Apunen
Mei Chee Chan
Melina Ho
Michael Cha
Michael McNeill
Michelle Thoo
Mimi Lee
Molly Bainerman
Mumtaz Lateef
Myrtle Faria
Nancy Theimer
Nerissa Calonzo
Nina Hillier
Noemi Matienzo
Norah Lindsay
Norah Smith
Parmoutie (Gita) Jagdipsingh
Parvin Jallili

Pat & Darlene Hareguy
Pat Madden
Patti Rocha
Peck Tian Chandran
Peter Baiocco
Philip Dennis
Richard Rogers
Rita Parsons
Rob Mauchel
Robert Rajak
Rory Thomson
Rosalie Black
Rosalina Almonte
Samuel Sham
Sandi Teperman
Sevda Niftaliyeva
Sharon Gold
Shem Shillingford
Sheryl Aquino
Shirley Clinkard
Shirley Grant
Shirley Hutchinson
Shirley Murray
Sima Farsandaj
Siu Bing (Anita) Lee
Smaranda Ciobanica
Soraya Mohamed
Stephany Salcedo
Sunny Chiu
Susana Yu
Susanne Morrissey

Terri Dunnigan
Tom Rataj
Toshiko Kikuta
Tsiu Chiao Chung
Veronica Abrahamsohn
Virginia Smith
Vishal Sharma
William & Elaine Hume
Wing Keung (Samson) Yiu
Yat Chi (Gigi) Wong
Yoga Jegatheeswaran
Yogesh Sharma
Zoran Vojnovic

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

For Your Generous Support...

Thank You!



VOLUNTEER SERVICE AWARDS



FY 2019 ONTARIO VOLUNTEER SERVICE AWARDS

15 YEARS

Janette Lee
Wiston Theobalds

5 YEARS

Siavash Mihander
Lloyd Sellers

2 YEARS

Bill Hu

10 YEARS

Carleen Adler
Kathryn Seelenmayer

STAFF SERVICE AWARDS

20 YEARS

Mimi Lee

10 YEARS

Linda Rataj
Bethany Vallentin
Kamil Novinsky
Svetlana Kobiashvili

5 YEARS

Shem Shillingford
Maureen Davis
Ruben Harutyanyan

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





ACTIVE LIVING CENTRE & VOLUNTEER SERVICES

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Charitable # 11906 2545 RR0001

Enhancing Lives

North York Seniors Centre operates with funding from:



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