



# Transitional

FY 2021/22

ANNUAL REPORT

# About NYSC

North York Seniors Centre (NYSC) is a not-for profit organization that provides a broad spectrum of programs and services connecting older adults to their community and assisting them to live safely and independently in their own homes.

Our dedicated and compassionate staff and volunteer teams work tirelessly to meet our clients' needs. We do this through innovative, high-quality programming and services that promote an active and healthy lifestyle to our clients and their families.



## OUR MISSION

North York Seniors Centre provides programs and services to promote the physical, emotional and social well-being of adults aged 55 years and older, living in our diverse community.

## OUR VISION

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

## OUR VALUES

**Compassion:** We care about our community

**Relationships:** We build strong relationships through open communication and mutual respect

**Integrity:** We adhere to high moral principles and professional standards

**Safety:** We promote a safe, inviting and accessible environment

**Innovation:** We encourage the development of new opportunities that build service excellence



# A Message

BOARD CHAIRPERSON PETER FUCHS



**FROM THE  
BOARD  
CHAIRPERSON  
AND THE  
EXECUTIVE  
DIRECTOR**



EXECUTIVE DIRECTOR CANDACE THOMSON

**2021-2022 saw the continuation of the global pandemic and new variants of the COVID virus emerging in the community. In response, NYSC remained focused on the safe delivery of services to ensure the well-being of our clients, members, volunteers and staff team.**

In the Fall of 2021, following the release of updated Public Health COVID safety protocols, NYSC opened our doors to in-person programming in our A Day Away Club and Active Living Centre. Small groups, safe distancing, and vaccination and masking protocols were kept in place and people returned. Programs moved into a hybrid model offering both onsite and virtual programming. That model remains in place today. It is nice to hear the pleasant chatter filling our hallways and to see the smiling faces that we missed since the beginning of the pandemic, while still being able to service those who have not yet taken the decision to return in person.

Our community programs also continued to services clients with our first priority being the health and safety of our clients and team.

The impact of the pandemic has not all been negative. This time has provided the opportunity to step back to analyze how NYSC provides our programs and services, what we offer to our clients/members, and what they actually want or need. As we re-engage, NYSC will take the opportunity to reassess any unnecessary, historical practices and move forward with a new perspective. This aligns with our objective of providing the right service to the right client at the right time, and always being client focused.

***We would like to take this opportunity to acknowledge the hard work and dedication of our staff team who diligently worked through the turbulent year.*** It wasn't easy, but we got through it. Thank you to the Board of Directors who gave their support and guidance over the past year and thank you to the small group of volunteers who ventured into our facilities to support NYSC's efforts.

As we move into the year ahead, we do so with positivity and optimism as we guide the organization out of the pandemic. Tasks at hand include a refresh of our Strategic Plan and a CARF accreditation survey that had been postponed from January. With these achievements, we look forward to a rejuvenation of our programs and services, and stronger engagement with our community, clients and members.

# REUNITING AND REBUILDING the community

This **transitional** year of reopening and rebuilding continues into 2022 as NYSC and the community recover from the impacts of the pandemic.

## The Impact NYSC Made:

- Social programs (Active Living Centre and Adult Day Program):
  - 2,120 programs delivered via Zoom and over the phone
  - 2,284 programs delivered onsite
- 14,202 (groceries shopping and hampers and meal deliveries and transportation rides to vaccination clinics and medical appointments)
- 3,750 meals provided by Second Harvest hamper donations

## TIMELINE – ROAD MAP



### APRIL 2021 TO JULY 2021

- Reassurance calls, wellness checks and virtual programs on Facebook, FaceTime and other communication Apps
- Partnership with Second harvest re-instated to help address food insecurities
- Walking group started to meet weekly outdoors
- Tablet lending program offered to help connect through virtual programming
- Virtual Tax Clinic offered to members
- First virtual caregiver workshop offered and held weekly going forward



### **AUGUST 2021 TO NOVEMBER 2021**

- Active Living Centre and Adult Day Program reopened their doors following Public Health safety protocols
- Immunization Policy introduced
- Launched Service Access team improving client navigation and referrals management

### **DECEMBER 2021 TO MARCH 2022**

- Holiday meals, hampers & gift donations received and delivered
- Renovation of ALC fitness Centre and upstairs washroom
- Hosted Pop-Up Vaccination Clinics
- Started satellite programming at Forest Grove United Church
- Implemented "Wisdom and Wellness" Virtual Active Living Fair which offered 6-free information sessions



# ACTIVE LIVING CENTRE: Adaptability to assist our members

**2021 was a year of innovation and a combination of online and onsite activities. The Active Living Centre (ALC) staff team was able to adapt and create new ways to deliver the best programs to members.** Regular communication through our weekly e-bulletins with internal and external stakeholders was key to keeping the community informed in a timely manner regarding schedules and public health guidelines.



After one year with the doors closed due to the COVID-19 Pandemic, the Active Living Centre opened its doors for in-person programs in October 2021. The approach to re-opening the ALC was gradually controlled and followed by legislation, by-laws, and public health guidelines.

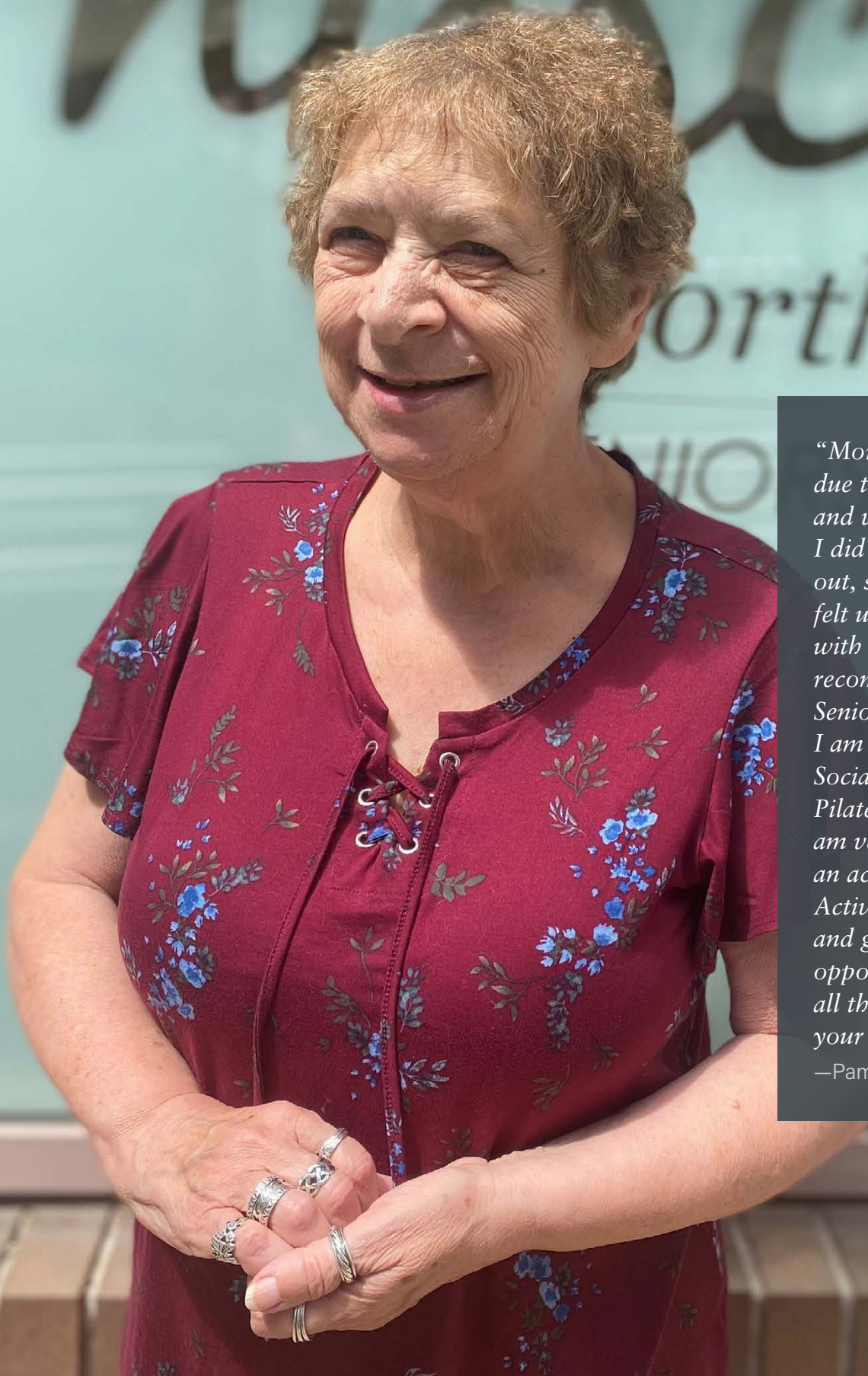
Attention and patience were required to get back to a safe and welcoming meeting place for all. The onsite activities gradually increased throughout the months at the same time that virtual programs on Zoom and by telephone were offered. In addition, a new program called “Mobile ALC” was launched, which consisted of an opportunity to bring in-person programs directly to small groups in the community through the ALC program.

## NYSC PROGRAMS STATS

Delivery mode	Zoom	Phone	In-person	Outdoor
# of programs:	<b>463</b>	<b>231</b>	<b>282</b>	<b>14</b>
Participants:	<b>7,163</b>	<b>1,946</b>	<b>1,294</b>	<b>87</b>

<b>368</b>	Members
<b>11,619</b>	Service Hours
<b>33,878</b>	Client Contacts

*“The Recreation Programmers at the ALC have been creative and thoughtful in their approach to programming at this challenging time. Staff here have been very flexible in program delivery for the seniors, basing the programs on participant feedback, and the desire to meet the changing needs of our community. Whether over the phone, on zoom, or in person, the ALC Programmers were able to adapt quickly to enhance the lives of seniors.”* —Bethany Vallentin (ALC Supervisor)



*“More than 5 years ago, due to mental illness and various life events, I did not want to go out, stayed home, and felt uncomfortable to be with people. My doctor recommended North York Seniors Centre programs. I am now participating in Social Club, Chair Yoga, Pilates and Scrabble! I am very excited to be an active member of the Active Living Centre and grateful for the opportunity. You out-do all the other Centres with your programming!”*

*—Pam Pal (ALC Member)*



# ADULT DAY PROGRAM "A DAY AWAY CLUB": For the Mind, Body and Soul

A Day Away Club (ADA) activities were provided virtually throughout the pandemic. The facility at 80 Sheppard Ave reopened in August 2021, supporting 10 clients each day. At that time, virtual programming continued to help those who could not attend. Throughout the year, the program partnered with the transportation department to support essential deliveries to clients.

**63 CLIENTS  
PARTICIPATED  
IN ADP VIRTUAL  
PROGRAMS**

**1,426**  
virtual  
programs

**2,002**  
in-person  
programs







## REOPENING THE CENTRE IN 2021 CREATED ITS OWN CHALLENGES FOR BOTH CLIENTS AND STAFF.

New protocols had to be put in place to keep everyone safe as Covid-19 was still a part of our everyday lives. However, once again, the team worked together to ensure everyone's safety, by taking client's temperature, regular hand sanitation, encouraging clients to wear a mask during program, following the 6-foot rule by reducing the number of clients in the program and keeping clients in the same cohort for each visit. This gave clients and caregivers comfort. They were happy to see the new protocol in place as the centre reopened. This was not always easy, but the centre continued to persevere and develop a continuity for both staff and clients.

## A LETTER FROM THE HEART

*“My husband, Dyke, had few friends aside from work; so, after he retired I looked for somewhere he could enjoy a program of activities and a group of congenial people. North York Seniors Centre has provided both. Dyke thoroughly enjoys the friends he has made along with the ladies who provide the program and the activities in which he takes part. I know he's in a safe place where people care about him. The staff continued to provide support throughout the covid pandemic using FaceTime three days a week to continue delivering a program promoting memory, exercises and a bingo game with two other members. Much appreciated packages of food were delivered by staff members at special times like Thanksgiving, Christmas and birthdays. A Day Away has become like a family for both of us with programming for Dyke and respite for me the two days a week when he attends club. When Dyke returns home each day, he readily tells me about the day's activities and the friends he met. The Day Away program has been a great benefit to his memory and a good place for him to socialize with friendly people both members and staff.*

—M.S. (Dyke's wife and caregiver)

IN HOME SERVICES:

# Making Life Easier at Home and in the Community

NYSC helps seniors live safely and independently whether in their own homes or in one of the three residential buildings served, 24 hours per day, 7 days a week. Our professionally trained and caring team of personal support workers (PSWs) provides a variety of services that include: personal care, light housekeeping, meal preparation, escorting to appointments, medication assistance, 24-hour emergency response, among others.

Personal Support Workers were champions again in 2021. They met the increased demand for services in the community providing personal support and homemaking visits to existing and new clients. Along with essential services, staff escorted clients to vaccination clinics, grocery shopping, and medical appointments in collaboration with the Transportation Department. PSWs additionally served clients coming out of the hospital under the NYCares program.



*“We had to constantly update the team on revised changes in the COVID-19 screeners and health and safety protocols to ensure the safety of our clients and staff. PSWs demonstrated exceptional strength and flexibility by quickly adapting to these changes throughout the year. Despite the challenges, the team was actively involved in trainings and education at NYSC on the virtual platform.”*

—Khushbu Patel (IHS Supervisor)



*"I had been a homemaker all my life, but due to a severe arthritis I am unable to keep up with this role. I am also a caregiver, and taking care of my spouse with some health challenges is not easy. Receiving home help from NYSC made a significant difference in our lives, helping us stay longer in our own home with support. We are very thankful to have support and services from NYSC"*

—G.L. (In-home Client)

**402**  
Contacts

**IN-HOME CLIENTS:**  
138 clients served

**11,047**  
Units of service

# CLIENT SERVICES:

## Supporting Seniors and Their Families

NYSC's Client Services team makes it easier and safer for seniors to stay in their homes and maintain their independence. We offer a list of services such as referrals, community dining program, caregiver support and transportation.

In aligning with Ontario Health Central Region's access and navigation system, a Service Access

team at NYSC was created and services were launched in November 2021. As a result, every client has access to speak with one Care Navigator who assists with their care needs, reducing the need to speak with multiple employees. This reinforces one of NYSC's goals to provide the right service to fulfill a client's needs at the right time.



**100%**  
service  
satisfaction

**82%**  
meeting  
appropriate  
care needs

**100%**  
staff knowledge/  
professionalism

**SERVICE ACCESS  
PROGRAM CLIENT  
FEEDBACK**

**80%**  
received inquiry  
response within  
1 business day

### CAREGIVER SUPPORT

#### **91 Registered/275 Non-registered Clients**

The in-person NYSC Caregiver Group has been beneficial to our caregivers for many years whereby caregivers were able to socialize and support one another until COVID-19 hit and became an international pandemic. This caused isolation and social distancing from family, friends and loved ones. These restrictions had a massive impact on caregivers in providing care for their loved ones with dementia. Taking precautions during this pandemic caused worry for caregivers and increased their burden as they did not want to get themselves or their loved ones' sick.

The adaptation and implementation of the NYSC virtual online caregiver support group and caregiver workshops during the COVID-19 pandemic, helped reduce caregivers feeling of anxiety about being extra careful while out. The caregiver workshop and caregiver support group has been very beneficial to all caregivers attending virtually from Barbados to the Philippines, USA and all parts of Canada including Quebec.

### TRANSPORTATION

#### **698 Clients**

In early 2021, the focus was to support individuals with essential transportation rides to medical appointments, deliver grocery shopping and fresh produce hampers donated by Second harvest to clients in need.

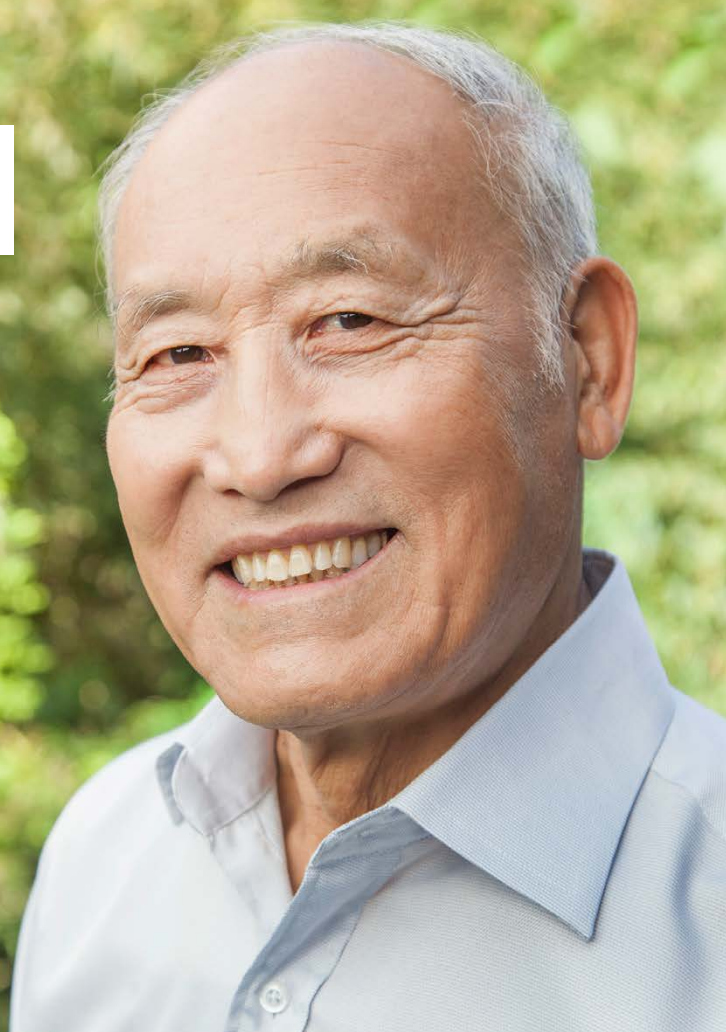
Throughout the various waves of the COVID-19 pandemic, NYSC drivers adapted to the protocols that were put in place by the government. NYSC drivers maintained a high standard of cleanliness and regularly sanitized the vehicles to prevent virus transmission in the vehicles and during trips.





## Fundraising, Gifts In-Kind and Grants

FUNDRAISING	Event	Amount
	Direct Mail	<b>\$31,881</b>
	General Donations	<b>\$7,858</b>
	Employee Giving	<b>\$1,368</b>
GIFTS IN-KIND	Event	Amount
	Second Harvest	<b>\$11,438</b>
	Impark	<b>\$7,152</b>
	Event Sponsorships	<b>\$5,042</b>
	Corporate Giving	<b>\$5,102</b>



GRANTS	Fund	Funder	Amount
	Caregiver Program Support	New Horizons for Seniors Program	<b>\$25,000</b>
	Investing in Community Infrastructure	Government of Canada	<b>\$121,957</b>
	Enabling Accessibility	Government of Canada	<b>\$27,215</b>
	Senior Community Grant	Ministry for Seniors and Accessibility	<b>\$25,000</b>
	Virtual Active Living Fair	OACAO	<b>\$1,000</b>

### REVENUE

Ontario Health - Central	\$3,240,900
Ministry for Seniors and Accessibility	\$125,400
United Way Greater Toronto	\$202,860
City of Toronto	\$100,729
Other subsidies and grants	\$185,699
VHA Home Healthcare	\$127,600
iRide	\$280,902
Community Services	\$168,698
Active Living Centre	\$30,935
Other contracts	\$96,990
Fundraising and Donations	\$41,107
Investment and Miscellaneous Income	\$15,002
<b>Total</b>	<b>\$4,616,822</b>

### EXPENSES

Programs and Services	\$3,426,633
Administration	\$488,291
Building and Ground	\$320,218
Repairs and Maintenance	\$67,266
Amortization	\$99,743
<b>Total</b>	<b>\$4,402,151</b>

Based on March 2022  
Audited Financial Statements

# Awards

We appreciate the incredible service and care our invaluable volunteers and staff provide to all the members of North York Seniors Centre. **You are so valuable and appreciated!**



*Volunteers, Nabil & Mariam Salib*



*Volunteer,  
Leonard Rudner*

## ONTARIO VOLUNTEERS SERVICE AWARD

### 10 Years

Eleanor Mayne

### 5 Years

Mary Chang  
Marlyn Reynolds  
Leonard Rudner  
Mariam Salib  
Nabil Salib

## STAFF SERVICE AWARD

### 25 Years

Candace Thomson

### 20 Years

Bevon Boothe

### 15 Years

Celerina Marzan  
Lloyd Lee

### 10 Years

Betty Sun  
Ailene Marcelino  
Nerissa Calonzo

### 5 Years

Azucena Flores  
Amelia Diez

## BOARD OF DIRECTORS

Chairperson: Peter Fuchs  
Vice-Chair: Andy Kin On Wong  
Treasurer: Stephen Steele  
Secretary: Caterina Valentino  
Directors: Janice Lai, Jamie Mayer, Rishma Nathoo,  
Olivia Ng & Leonard Rudner  
Executive Director: Candace Thomson

## FUNDING

North York Seniors Centre operates with major funding from **Ontario Health - Central Region, Ministry for Seniors and Accessibility, United Way Greater Toronto, City of Toronto, Second Harvest, Employment and Social Development Canada, and Older Adults Centres' Association of Ontario**



# Thank you

## TO OUR SUPPORTERS!

Abdel-Hafez, Regina  
 Abeyasinghe, Sheena  
 Abrahamsohn, Veronica  
 Adair, Patricia  
 Alfoldi, Georgina  
 AlMallah, Iman  
 Andreychuk, Joan  
 Averill, Linda  
 Azimzadegan, Zahra  
 Barwinski, Michael  
 Batchelor, Janet  
 Bayda, Josephene (Joicy)  
 Bell, Marcia  
 Belmar, Mary  
 Benevity Community Impact  
 Fund, The  
 Bhagwanani, Primla  
 Bisnath, Joyce  
 Blitz, Karin  
 Bollefer, Ann  
 Bose, Basu  
 Boyce, Marita  
 Brandao, Adriana  
 British, Ernie  
 Brooke, Anne  
 Brookes, Irene  
 Brown, Florizel  
 Burian, Ingrid  
 Burrows, Maureen  
 Burton, Gail  
 Cameron, David  
 Campbell, Maureen  
 Campion, Margaret  
 Canada Helps.org  
 Canterbury Place Retirement  
 Residence  
 CDR Footcare & Services  
 Chamberlain, Anita  
 Chan, Ida  
 Chan, Jennifer  
 Chandran, Peck Tian  
 Chang, In-Ing  
 Charities Aid Foundation of  
 Canada  
 Chartwell Valley Vista  
 Retirement Residence  
 Chau, Bill  
 Chen, Annette  
 Chlebek, Agnes  
 Chon, Kim  
 Chun, Helen  
 Chung, Chong Chun  
 Chung-Chow, Eva  
 Clinkard, Shirley  
 Codrington, Margaret  
 Cole, Margaret  
 Crull, JoAnn  
 Cumberland, Frances  
 Cumming, Geraldine  
 Daniel, Kathleen  
 D'Costa, Louisa  
 Delmanor Wynford Inc.  
 DiCarlo, Frances  
 Downing, Rosemary  
 Dowse, Elizabeth  
 Ellison, Heather & Marvin  
 Emberlin, Jane  
 Ens, Wendy  
 Fakhrian, Iraj  
 Farahmand, Manouchehr  
 Faria, Myrtle  
 Faria, Willa  
 Feran, Monica

Field, Cyril  
 Findlay, Carol  
 Fishlock, Gary  
 Four Elms Retirement  
 Residence  
 Friedman, Marla  
 Friendly, Lily  
 Fruitman, Paul  
 Fuchs, Peter  
 Gatsos, Sophie  
 Gaunt, Shirley  
 Ghirvanian, Fatemah  
 Glencore Canada Corp  
 Goel, Krishan  
 Goldberg, Deborah  
 Gonsalves, Jeanne  
 Graff, Frances  
 Grandhi, Padma  
 Grant, Frances  
 Grataro, Joaquina  
 Grenier, Mary Ellen  
 Griffith, Robert  
 Gunawan, Atjeng  
 Gunawan, Pranata  
 Haider, Syed  
 Hannigan, Elizabeth  
 Harauz, Josephine  
 Hare, Madelaine  
 Hareguy, Darlene  
 Harris, Zelda  
 Hawke, Liedewy  
 Hayashi, Kay  
 Henderson, Bruce  
 Hill, Jean  
 Ho, Albert  
 Holder, Dudley and Patricia  
 Holland, Sue  
 Hoyle, Linda  
 Hughes, Robert & Joyce  
 Hutchinson, Shirley  
 Ing, Lillian  
 J.E. Panneton Family  
 Foundation  
 Jansen, Sjoukje (Shirley)  
 Jeong, Ha-Kang (Maria)  
 Jin, Elvine  
 Jones, Barbara  
 Kahn, Ines  
 Kang, Jeong  
 Kawasaki, Louise  
 Khosla, Elizabeth  
 Kikuta, Toshiko  
 Kim, Chung Sook  
 King, Marjorie  
 Kingston, Florence  
 Kornmann, A & M  
 Kwok, Grace  
 La Fontaine, Susan  
 Lai, Hio Lam (Janice)  
 Lam, Yuk-Shiu (Karen)  
 Lansing Retirement Residence  
 Lawrence, Heidi  
 Lee, Byung-Ran (Rosie)  
 Lee, Catherine  
 Lee, John Sun  
 Lee, Lily  
 Lee, Lynn  
 Lee, Philip  
 Lee, Sin (Sandy)  
 Lee, Siu Bing (Anita)  
 Leon, Helen  
 Lerman, Lillian  
 Levine, Barbara

Levitt, Sheldon  
 Lew, Sok Jing  
 Liu, Barbara  
 Lowry, Kelly  
 MacFarlane, William  
 or Marilyn  
 MacLeod, Marion  
 Madani, Saliha  
 Mair, Trevor  
 Manoim, Lorraine  
 Marans, Elaine  
 Marcelino, Genevieve  
 Marcus, Arnold  
 Marley, Angela  
 Marshall, Anne & Jeff  
 Marshall, Judy  
 Marshall, S Kathleen  
 Matamoros, Luisa  
 May, Ellen-Joan  
 Mayne, Eleanor  
 McCabe, Antoinette  
 McCleary, Leta  
 McCrea, Thomas  
 McCubbin, Agnes  
 McFarland, Carol  
 Mead, Charles  
 Medley, Marjorie  
 Millar, Joan  
 Millington, Sandra  
 Ming-Sun, Lorrie  
 Moessner, Hilda  
 Mohamed, Soraya  
 Molleken, Frances  
 Morrissey, Susanne  
 Mosaic Home Care Ltd  
 Moynes, Ryan  
 Murray, Margaret  
 Murray, Shirley  
 Myers, Elizabeth  
 Nanton, Sylvia Amabelle  
 Nathoo, Rishma  
 Ng, Olivia  
 Nicholson, Alice  
 Nicol, Joan  
 Nooranbakht, S  
 Norval, Donald  
 Nursey, Catherine  
 O'Brien, Elizabeth  
 O'Halloran, Elizabeth  
 Older Adult Centres'  
 Association of Ontario  
 Opler, Selma  
 Padmore, Ann  
 Palmer, Frank  
 Pancoast, David  
 Papadopoulos, Dina  
 Park, Cheung Yeul  
 Parsons, Karen  
 Patel, Ava  
 Patel, Khorshed  
 Peace, Kathleen  
 Perez, Emely  
 Peter, Wilhelmina  
 Piltz, Frank  
 Pitkin, Kathleen  
 Popatia, Parin  
 Poulton, Norma  
 Prebble, Helen  
 Prior, Linda  
 Quaratesi, Alison  
 Rankine, Lynn Marie  
 Rataj, Linda  
 RBC Royal Bank

Rimmele, Heinz  
 Rodrigues, Sharon  
 Rogerson, Barbara  
 Rosevear, John & Judy  
 Rosman, Georgine  
 Rowland, Katharine  
 Rudner, Leonard  
 Ruff, George  
 Rupf, Helen  
 Saito, Masako  
 Samuel, Marjorie  
 Schon, Rosemary  
 Seelenmayer, Dietmar  
 & Kathryn  
 Sellers, Lloyd  
 Sethna, Freny  
 Sharma, Kiran  
 Sheppard, Rosemary  
 Shuhaibar, Isabelle  
 Siegel, Mireille  
 Sinapi, Monica  
 Sinclair, Janette  
 Singer, Mark  
 Siu, Kin Po  
 Smith, Carolann  
 Smith, Margaret  
 Sommerfeldt, Charmaine  
 Soparivala, Mahrukh  
 Steele, Stephen  
 Stevens, Cecilia  
 Stevens, Delores  
 Stewart, Doreen  
 Su, Yeong Long  
 Sui, Kim Po  
 Sutherland, Carol  
 Szeto, Charles  
 Tan, Leila  
 Tankus, Moshe  
 Thomson, Candace  
 Thurlow, Setsuko  
 Trojanovsky, Marya  
 Tsedilin, Elena  
 Tu, Anita  
 Turnbull, Elizabeth  
 Ulasovski, Alexander  
 United Way Greater Toronto  
 Valentino, Caterina  
 Van Steen, Gisela  
 Vohryzek, Mary  
 Voss, Helga  
 Weiss, Maria  
 Whyte, Kerri  
 Willick, Brian  
 Winkler, Sirkka  
 Wintrob, Frances  
 Wong, Andy Kin On  
 Wong, Evelyn  
 Woo, Tracey  
 Wood, Rosemary  
 Woodley, Josephine  
 Wu, Rachel  
 Xperigo  
 Yagudin, Felix  
 Yang, Hui Zhen  
 Yashinsky, Esther  
 Yoon, Seung Rye (Vivian)  
 Yu, Deanne  
 Yu, Susana  
 Yung, Louella  
 Zaeimi, Mahin  
 Zanini, Mafalda  
 Zhao, Zhen

**#OurSeniorsAreCool**



**Active Living Centre  
& Administrative Office**

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**A Day Away Club  
& Senior Care**

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*Enhancing Lives*

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