



SPRING
Senior Peoples' Resources In North Toronto Inc.

140 Merton Street, 2nd Floor,
Toronto, Ontario M4S 1A1
Tel: (416) 481-6411 • Fax: (416) 481-9829



SPRINT

Senior Peoples' Resources In North Toronto Inc.

ANNUAL REPORT 2003-2004

Chair's Report

SPRINT's thousands of clients and their families tell the story about the value of SPRINT's services far more than I ever could.

"SPRINT services allow me to live at home," - 99 year-old widower.

"SPRINT gives excellent services to seniors...they can then leave the hospital earlier, which frees up more beds for patients who need immediate care." - Supportive Housing Client.

"After my stroke, SPRINT made it possible for me to remain in my apartment with Homemaking and Meals on Wheels," - 69 year-old woman who lives alone.

Without these vital services, many of our frail, elderly clients would require an extended stay in the hospital after surgery or be forced to move to a nursing home.

SPRINT, which began in 1983, now provides a wide range of home and community support services to more than 4,000 clients in North Toronto, contributing to their well-being and the quality of the life of thousands of their family members and caregivers.

SPRINT continues to leverage its important partnerships with Toronto Ride, Ewart Angus Homes Inc. and the Anne Johnston Health Station.

SPRINT could not function as an effective provider of community and home support services without our volunteers and staff, whose professionalism and dedication is much appreciated by our clients. SPRINT's paid staff of about 140 skilled individuals led by our respected Executive Director, Jane Moore, provide excellent service to our clients and their families. SPRINT's 492 volunteers bring an added touch and their many talents to our clients. We could not deliver many of our programs without their commitment to our clients.

We are most grateful to the many people and organizations that provide financial assistance and funding to allow SPRINT to do its work. Our largest funder is the Long-Term Care Division of the Ontario Ministry of Health, which provides funding directly to SPRINT and through Community Care Access Centre contracts for Homemaking Services. We also receive very welcome grants from the City of Toronto and the United Way of Greater Toronto. We are especially grateful to the hundreds of individuals who donate each year because they believe in our Mission of helping seniors continue to live at home.



We thank the Trillium Foundation for a generous grant for our Toronto Ride program. We also thank the Gelber Foundation for providing special funding for Respite Care training for our Community Support Workers. As well, we note with appreciation donations from The Harry E. Foster, Lillian and Don Wright, Henry White Kinnear and The John McKellar Charitable Foundations and the AIM Trimark Employee Fund.

Because of this funding, SPRINT is able to keep fees affordable and to provide subsidies to those who are unable to afford our modest fees.

I wish to thank my fellow Board members for their enthusiasm and contributions so that SPRINT can better serve the needs of North Toronto seniors. This is my last year as SPRINT Board Chair, and, as such, I offer a special thanks to departing Board Directors Marilyn Gruneir and Louise Steele, who have ably carried out their responsibilities and provided their advice and wisdom around the Board table.

Derek Rogers
Chair, Board of Directors

PLEDGE FOR TOMORROW - Have You Remembered SPRINT in your will?

Planning for tomorrow includes remembering the people and the charities you care about in your will.

By remembering SPRINT in your will, you will help SPRINT be better equipped to provide invaluable service to those who need it to continue to live at home in their own community.

Your planned gift can:

- Demonstrate your compassion
- Serve as a lasting memorial to you or a loved one
- Reduce taxes on your estate
- Provide immediate tax savings.

SPRINT also gratefully accepts donations in memory of a loved one and donations to honour clients, supporters and volunteers on birthdays and milestone wedding anniversaries.

Please call Elizabeth Trew at (416) 481-0669, ext. 243 for more information about donating to SPRINT.

SPRINT Board

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Mrs. Marie Smith

SPRINT's Service Area



SPRINT's

Mission: To provide effective community and home support services in North Toronto to frail elderly adults, and to adults with cognitive impairment or disabilities.

Purpose: To sustain independent living; encourage participation in community life; enhance the caring capacity of family, friends and neighbours; foster strong, supportive communities; and prevent premature institutionalization.



140 Merton Street, 2nd Floor, Toronto, Ontario M4S 1A1 • Tel: 416-481-6411 • Fax: 416-481-9829

E-mail: sprint@sprint-homecare.ca Website: www.sprint-homecare.ca Charitable Registration Number 10497 3458 RR0001

Executive Director's Report

SPRINT was established 21 years ago, in 1983, as a grassroots movement and is governed by a volunteer Board of Directors accountable to the local membership. SPRINT's mission is to provide a comprehensive range of support services to help persons who are mainly elderly, but also disabled, continue to live and be active members in the community, as well as to support their families. From the outset, SPRINT provided counseling, information and referral, and case management, complemented by practical concrete services.

The 2003/2004 year was initially dominated by dealing with the Severe Acute Respiratory Syndrome (SARS) crisis. A number of our services were curtailed by SARS as our program service statistics indicate.

Staff and volunteers made a wonderful effort, under adverse conditions, to keep services going. Especially to be commended is Meals on Wheels which was unable to enter our meal supplier location, at Sunnybrook and Women's College Health Sciences Centre, for almost 7 months. We thank Ina Grafton Gage Home for the Aged for providing us with hot meals during this difficult period.

Our Community Dining staff are justly proud to have developed a 10-week menu cycle this year – compared to the more common 4-week cycle-based on client input. This department enthusiastically continues to do their own meal preparation at the various sites rather than rely on outside meal suppliers.

Our Caregiver Support education groups and our Peer Support groups actually experienced growth this year. Adding Activation staff skills has been very successful in the Peer Support groups.

Our Transportation program perhaps suffered the most from the SARS outbreak as many medical and hospital appointments were canceled during this period.

We still have the satisfying role of lead agency for the 10-agency Toronto Ride partnership. The purpose of the partnership is to share resources to provide more, and better quality, service to more clients. The partnership has now been formalized with a Memorandum of Understanding. The Toronto Ride program is now discussing with the Toronto Community Care Access Centre the transfer of their rides to our program.

The Friendly Visiting and Telephone Security departments provide valuable socializing opportunities for elderly residents whose social life has diminished. The volunteers who provide these services often find their lives enhanced as well. We hear many heartwarming stories from this department. A number of Telephone Security volunteers are themselves house-bound clients of our other services who are glad to be able to make a contribution.

In spite of SARS, our In-Home Services department experienced growth in hours of service. This department was pleased to pilot – along with The Canadian Pharmacists Association, The Canadian Association of Retired Persons and The Canadian Association of Community Care – a program "Defining the Role of Personal Support Workers in Medication". This pilot worked to develop a tool for Personal Support Workers working with medication. We are also proud this large department experienced only a 13% turnover of staff – significantly below the industry standard.

Our Adult Day Program actually experienced enormous growth – 80% in the Evening Program and 100% in the Saturday Program. In the last quarter of the year, the Anne Johnston Health Station and SPRINT "disentangled" the Ministry of Health funding allocated to the Adult Day Program. Henceforth, the funding will come directly to SPRINT. We will remit to the Anne Johnston Health Station the cost of space occupancy and other appropriate expenses. We are in the process of developing a Memorandum of Understanding that will spell out how we will continue our valuable partnership.

Highlights of the year include the very significant advocacy efforts we undertook, both on our own and as part of the VITAL (Valuing Independence Through Active Living) group to increase provincial funding for our sector as a whole and specifically for operating funds for a second Ewart Angus-type residence. At the time of writing, we have not yet met with success, but we have certainly raised awareness of our issues in a variety of ways, including a 2-page photo essay in the Toronto Star. We were pleased to do a joint deputation with the Anne Johnston Health Station to the provincial pre-budget Standing Committee on Finance and Economic Affairs in February. We will continue advocacy efforts, as the need for funding for support services for seniors is very great.

We took a deep breath this year and decided to seek to be accredited by the Canadian Council on Health Services Accreditation. This is a major undertaking, involving all levels of the organization, that will not be completed for some months.

Our Social Work department is engaged in the exciting process of formalizing a formal working relationship with local family physician Dr. Mark Nowaczynski. Dr. Nowaczynski's practice will become largely home-based, thus allowing us, together, to provide much better care for our shared clients/patients.

The number and variety of student placements at SPRINT this year were greater than ever. This development gives us much satisfaction as students bring vibrancy and enhance our services.

This past year services were provided to 4,132 (4,216)* clients and their families by 138 (137) full-time equivalent staff, and 482 (431) volunteers. Volunteers gave 25,464 (25,334) hours of service, which is equivalent to 14 full-time staff.

A client profile continues to show the average SPRINT client is a woman over 80 years old with multiple health problems, living alone with limited financial, family and neighbourhood support and vulnerable due to physical and cognitive difficulties.

SPRINT's staff, board and volunteers are again proud of the personalized, flexible and responsive service provided in the past year. We enter the new year with heartfelt thanks to our staff, volunteers, donors, funders, friends and partners, without whom we would not be able to provide the excellent service for which SPRINT is known in the North Toronto community.

Janet Moore
Executive Director

*numbers in brackets represent last year's statistics

2003-2004 Treasurer's Report

The financial summary was extracted from our financial statements for the year ended March 31, 2004, which were audited by PricewaterhouseCoopers LLP. Copies of the financial statements and the auditor's report thereon are available to members on request.

During the 2003-2004 fiscal year, Operating Revenue was \$5,854,089 compared to \$5,702,285 the previous year. Revenue increases consisted of additional funding from the Ontario Ministry of Health to reimburse SARS-related expenditures and pay equity costs, and a grant from the City of Toronto for the Homemaking program. Revenues from Community Care Access Centres and private clients were reduced, as volumes declined during the SARS epidemic. Client Fee revenues for Meals on Wheels were lower than in the previous year, reflecting a decline in deliveries of hot meals.

Operating Expenses for the 2003-2004 fiscal year amounted to \$5,887,978 compared to \$5,702,798 the previous year.

Thus, Operating Expenses exceeded Revenues for the year ended March 31, 2004 by \$33,889, which reduced the balance in our operating fund to \$179,386. At current operating levels, this fund balance equals just eight working days of operating costs, a dangerously low level. Fortunately, SPRINT still has Capital Funds of \$427,803 (equivalent to an additional 19 working days of current expenditures) to provide for unforeseen developments.

Looking ahead, SPRINT's challenge will be to maintain the level of services to seniors in North Toronto in the absence of increased government financial support.

Brian Sheedy
Treasurer



Looking Ahead

The challenge for 2004/2005 is to maintain our momentum and build on the initiatives already under way. Areas of concentration will include:

- Seek out the possibility of developing modest cost and rent-geared-to-income housing for seniors in North Toronto.
- Seek out new and enhance current alliances and relationships including a special focus on family physicians.
- Advocate on behalf of seniors in North Toronto with special focus on Transportation and Supportive Housing services.
- Achieve Accreditation status through the Canadian Council on Health Services.
- Initiate provision of service in a second Ewart Angus-style home for people with dementia in partnership with Ewart Angus Homes Inc.
- Advocate for support services for the chronically ill and their caregivers.

2003-2004 Service Statistics

Meals on Wheels

Nutritional meals, available either hot or frozen, are delivered 365 days a year by volunteers to the homes of individuals who need assistance obtaining or preparing their own meals. Clients may also choose from a selection of fresh fruit and vegetables, milk, and sandwiches.

Year ended March 31

| | 2004 | 2003 |
|-----------------------|--------|--------|
| Meals Served | 28,362 | 30,223 |
| Persons Served | 360 | 434 |
| Total Volunteers | 105 | 100 |
| Total Volunteer Hours | 3,972 | 4,574 |

Group Services

Community Dining provided 21,596 (24,078)* nutritious, hot meals at various locations for 1,049 (645) individuals who enjoy good food, good company and entertainment. Peer Support Groups provided 39 (34) persons an opportunity for mutual support and problem-solving. Caregiver Support Groups and Information Sessions for Caregivers served 441 (372) persons. Transportation for these groups is available.

Friendly Visiting, Telephone Assurance, Escort & Transportation

These services are provided by 134 (122) volunteers who visit isolated individuals in their homes, telephone them regularly to maintain social contact and do a security check, escort or drive them to appointments

Year ended March 31

| | 2004 | 2003 |
|---------------------------------|--------|--------|
| Friendly Visiting Clients | 241 | 176 |
| - visits | 3,597 | 2,523 |
| Telephone Assurance Clients | 201 | 103 |
| - calls | 9,828 | 10,983 |
| Transportation & Escort Clients | 527 | 548 |
| - rides | 15,370 | 17,674 |

Respite Care

Respite Care gives relief and support for people providing care for a family member. Trained staff give the caregiver a break and provide a program of physical and mental stimulation to the care recipient who may be either physically or cognitively impaired. The service is available daily, including overnights.

Year ended March 31

| | 2004 | 2003 |
|------------------|--------|--------|
| Families Served | 266 | 263 |
| Hours of Service | 29,621 | 28,389 |

Homemaking

Trained staff work in the client's home providing household management including services such as personal care, laundry, cleaning and errands. The staff establish a supportive relationship and monitor the client's well-being. In two seniors' buildings, SPRINT staff provide these services 24 hours per day.

Year ended March 31

| | 2004 | 2003 |
|------------------|---------|--------|
| Clients Served | 867 | 1,013 |
| Hours of Service | 105,205 | 98,196 |

Adult Day Programs

(In Partnership with The Anne Johnston Health Station)

Physically frail and cognitively impaired clients are served in a secure environment providing appropriate individual and group activities. The goals are to maintain functions and skills and to provide respite and support for caregivers. Day, evening and Saturday programs are available.

Year ended March 31

| | 2004 | 2003 |
|-----------------|--------|--------|
| Families Served | 253 | 186 |
| Program Hours | 53,754 | 45,150 |

Residential Dementia Care Program

(In partnership with Ewart Angus Homes Inc.)

Cognitively impaired, but physically healthy, persons are provided with a safe secure and appropriately stimulating environment. Round the clock staff provide personal care and group activities.

Year ended March 31

| | 2004 | 2003 |
|-----------------|--------|--------|
| Families Served | 27 | 33 |
| Program Hours | 24,879 | 24,895 |

Client Intervention/Case Management

Social workers provide clients and families with counselling and practical help in managing the challenges of everyday living. Using a case management model and building on strengths, they do assessments in the home, coordinate and link with health and social services, act as advocates, provide crisis intervention, counselling and future care planning.

Year ended March 31

| | 2004 | 2003 |
|-----------------------------------|-------|-------|
| Clients and their Families Served | 311 | 381 |
| Hours of Assistance | 7,809 | 6,001 |

* Numbers in brackets represent previous year's statistics.

Senior Peoples' Resources in North Toronto Inc. (SPRINT)

Statement of Revenue and Expenses

| <i>Year ended March 31</i> | 2004 | 2003 |
|--|-------------------------|-------------------------|
| | \$ | \$ |
| Revenues | | |
| <i>Subsidies:</i> | | |
| Ministry of Health, Long-Term Care Division | 2,959,032 | 2,847,083 |
| City of Toronto | 123,917 | 106,826 |
| Community Care Access Centre - Homemaking Fees | 928,222 | 965,029 |
| Client Fees | 957,626 | 978,329 |
| Anne Johnston Health Station, | | |
| Adult Day Programs - Expense Recovery | 586,224 | 556,468 |
| Donations | 109,883 | 83,958 |
| Grants | | |
| United Way of Greater Toronto | 110,774 | 111,110 |
| Ontario Trillium Foundation | 53,515 | 29,283 |
| Investment and other income | 14,744 | 12,461 |
| Transfer from capital development fund | 10,152 | 11,738 |
| Total | <u>5,854,089</u> | <u>5,702,285</u> |

Expenses

| | | |
|-----------------------------------|-------------------------|-------------------------|
| Salaries and employee benefits | 4,931,084 | 4,713,343 |
| Meals Purchased | 238,623 | 271,430 |
| Office | 183,970 | 245,223 |
| Transportation | 113,843 | 118,117 |
| Purchased administrative services | 215,418 | 176,448 |
| Staff and volunteer training | 32,514 | 37,739 |
| Building occupancy | 53,025 | 47,410 |
| Promotion | 75,272 | 51,881 |
| Program cost | 44,229 | 41,207 |
| Other | | |
| Total | <u>5,887,978</u> | <u>5,702,798</u> |

Excess (deficiency) of revenue over expenses for the year

(33,889) (513)

Operating Fund - Statement of Continuity

| <i>Year ended March 31</i> | 2004 | 2003 |
|---|-----------------------|-----------------------|
| | \$ | \$ |
| Balance - Beginning of year | 213,275 | 213,788 |
| Excess (deficiency) of revenue over expenses for the year | (33,889) | (513) |
| Balance - End of year | <u>179,386</u> | <u>213,275</u> |

Balance Sheet

| <i>Year ended March 31</i> | 2004 | 2003 |
|----------------------------|-------------------------|-------------------------|
| | \$ | \$ |
| Assets | | |
| Current assets | | |
| Cash | 199,631 | 122,263 |
| Short-Term Investments | 241,344 | 224,250 |
| Accounts receivable | 283,786 | 366,559 |
| Prepaid expenses | 14,135 | 21,680 |
| | <u>738,896</u> | <u>734,752</u> |
| Capital development fund - | | |
| Short-Term investments | 427,803 | 427,803 |
| Capital assets | 132,279 | 179,491 |
| | <u>1,298,978</u> | <u>1,342,046</u> |

Liabilities

| | | |
|--|-----------------------|-----------------------|
| Accounts payable & accrued liabilities | 477,136 | 439,430 |
| Deferred revenue | 214,653 | 261,538 |
| | <u>691,789</u> | <u>700,968</u> |

Fund Balances

| | | |
|--------------------------|-------------------------|-------------------------|
| Operating fund | 179,386 | 213,275 |
| Capital development fund | 427,803 | 427,803 |
| | <u>607,189</u> | <u>641,078</u> |
| | <u>1,298,978</u> | <u>1,342,046</u> |

Capital Development Fund - Statement of Continuity

| <i>Year ended March 31</i> | 2004 | 2003 |
|------------------------------|-----------------------|-----------------------|
| | \$ | \$ |
| Balance - Beginning of year | 427,803 | 427,803 |
| Investment Income | 10,152 | 11,738 |
| | <u>437,955</u> | <u>439,541</u> |
| Transfer to operating fund | (10,152) | (11,738) |
| Balance - End of year | <u>427,803</u> | <u>427,803</u> |

Capital fund is comprised of the following funds:

| | | |
|-----------------------------------|-----------------------|-----------------------|
| Capital Development Fund | 240,643 | 240,643 |
| Lil Hewton Fund | 132,160 | 132,160 |
| John & Peggy Balfour Withrow Fund | 25,000 | 25,000 |
| Lilian Armstrong Fund | 15,000 | 15,000 |
| North Toronto CARERING Fund | 15,000 | 15,000 |
| | <u>427,803</u> | <u>427,803</u> |



SPRINT

Senior Peoples' Resources In North Toronto Inc.

NEWSPRINT

Helping People Live at Home Since 1983

Spring/Summer 2005

SPRINT Forms New Partnership Model With Local Family Doctor

For many years, **Dr. Mark Nowaczynski** has worked alongside SPRINT, as the local family doctor for many of SPRINT's clients, including those in two seniors' buildings, where SPRINT provides round-the-clock **Supportive Housing** services. In addition to carrying on a busy office-based practice, he also makes house calls on frail, isolated seniors in North Toronto who cannot get to their family doctor.

Because of this ongoing relationship with SPRINT and **Dr. Nowaczynski's** commitment to home-based health care, it seemed natural that SPRINT and **Dr. Nowaczynski** would work together to develop a new model of home care, a community support agency partnering with a physician.

"It's a very logical model as seniors can have easy access to a doctor and receive services they need to help them remain independent at home. It's also very cost-effective because it doesn't require any additional funding," he said. "I take care of homebound seniors, just like SPRINT does. Homebound seniors are at great risk of a myriad of health problems and falls, which can cause all sorts of complications. They also badly need SPRINT support services as they can't make meals or have a bath without help, not to mention the socialization programs which are so important."



Dr. Nowaczynski gives a flu shot to SPRINT client Marjorie Davis

SPRINT is also developing working relationships with other family doctors who make house calls to homebound seniors, but who are not as aware of SPRINT as **Dr. Nowaczynski**. SPRINT's **Community Services Director Mary Schulz** is working to make these doctors aware of SPRINT's services so their patients can get the home supports they need to help them live at home.

Dr. Nowaczynski makes joint house calls with SPRINT **Social Workers** on homebound seniors. He assesses their medical needs and provides treatment, while **Social Workers** help the client assess what help is needed including connecting them to appropriate services, such as **Homemaking and Meals on Wheels** so they can remain independent and age in place. "We're a community-based team. When we work together, the effectiveness of our team is greater than the sum of its parts," said **Dr. Nowaczynski**.

He takes medical students and family practice residents on his rounds with him to expose them to this vulnerable population, with the hope that some will consider this way of practice. **Mary Schulz** and **Dr. Nowaczynski** are meeting with the Faculties of Medicine, Nursing and Social Work

Continued on Page 2

What's **INSIDE**

| | | | |
|---|---|---------------------------|---|
| SPRINT Forms New Partnership Model with Local Family Doctor | 1 | Donating to SPRINT | 4 |
| Thank You | 2 | What is SPRINT? | 4 |
| Making A Difference In Your Community | 2 | Pledge for Tomorrow | 4 |
| Quick SPRINTS | 3 | SPRINT Board | 4 |

PRIVACY STATEMENT

SPRINT is in compliance with the terms of the Privacy Legislation in Canada. If you wish to discontinue mailings of newsletters and notices of meetings, please call (416) 481-6411, leaving your name, address and telephone number and we will remove your name from our mailing list. Thank You!

Donating to



Your donation helps North Toronto seniors receive the services they need to help them live at home. A few examples of your donation hard at work include:

- Helping an isolated senior enjoy a hot meal delivered to their door.
- Providing an elderly senior with a ride to a medical appointment.
- Giving a caregiver a few hours respite from their caregiving responsibilities.

Please complete the following information.

I want to make a donation of

\$ _____

to help North Toronto seniors live at home in their community.

Method: Cheque (enclosed)

(Make cheque payable to SPRINT.)

Amex VISA

Card No: _____

Expiry Date: _____

Name: _____

Address: _____

Signature: _____

Tel #: _____

A tax receipt will be issued for all donations of \$10 or more.

Please cut and mail in the enclosed envelope to:
SPRINT
140 Merton Street, 2nd floor
Toronto, ON M4S 1A1

SPRINT receives financial support from the Ontario Ministry of Health, the Ministry of Community, Family and Children's Services, the City of Toronto, the Trillium Foundation, the United Way of Greater Toronto, foundations and generous members of the public.



A United Way Member Agency

What is SPRINT?

SPRINT is a not-for-profit organization governed by a volunteer community board. Using both volunteers and paid staff, SPRINT provides a comprehensive range of community support services to help the elderly and disabled in North Toronto maintain an independent lifestyle. Services include:

- Respite care, homemaking and home help
- Supportive housing
- Friendly visiting
- Telephone security checks
- Meals on Wheels
- Community dining
- Transportation and escort
- Adult day and evening programs (A partnership program with The Anne Johnston Health Station)
- Peer support groups
- Caregiver support groups
- A residential dementia care program in partnership with Ewart Angus Inc.
- Information and referral
- Service coordination
- In-home social work assessments
- Counselling for seniors and their families

PLEDGE FOR TOMORROW

Would you be willing to consider **SPRINT** in your will?

Planning for tomorrow includes remembering the people and the charities you care about.

By remembering SPRINT in your will, you will help SPRINT be better equipped to provide invaluable support service to those who need it, but may not be able to afford to pay for it.

Your planned gift can:

- Demonstrate your compassion.
- Serve as a lasting memorial to you or a loved one
- Reduce taxes on your estate
- Provide immediate tax savings.

Leaving a bequest is not only for the wealthy. The majority of legacies in Canada are modest sums left by ordinary people to show their goodwill toward their fellow man.

SPRINT also gratefully accepts donations in memory of a loved one and donations to honour clients, supporters and volunteers on birthdays and milestone wedding anniversaries.

Please call Elizabeth Trew at (416) 481-0669, ext. 243 for more information about donating to SPRINT.

SPRINT's Service Area



SPRINT Board

CHAIR

Penny Perry

VICE CHAIR

Jean Green

SECRETARY

Mary Ann Chang

TREASURER

Brian Sheedy

MEMBERS

Don Cameron • Gail Carson

J. E. Fordyce • Ian Fraser

Dr. Barry Goldlist • Georgia Klass

Ruth Lewkowicz • Susan Patterson

Harriet Reisman • Brian Sheedy

Lee Shouldice • Julia Wilson

SPRINT Forms New Partnership Model With Local Family Doctor

Continued from Page 1

and other health-related fields at the University of Toronto to make students aware of the value of home visits.

Dr. Nowaczynski, Mary Schulz and SPRINT's Executive Director Jane Moore visited our local MPPs to discuss our partnership model and to advocate for our partnership when the government appoints its new Family Health Teams.

In addition to his role as family doctor, **Dr. Nowaczynski** has taken on the role of advocate for homecare for the elderly. He has worked tirelessly to thrust the inadequacy of Canada's homecare system into the public

eye with his stark black and white photographs of his elderly patients, which document their spirit but also their frailty and their grave need for support.

The National Film Board recently made a very moving documentary, *House Calls*, which chronicles the personal stories of three of **Dr. Nowaczynski's** elderly patients, which

SPRINT has shown to key decision-makers to raise awareness of the homecare crisis. *House Calls* describes SPRINT as an agency that provides the support services required by seniors living at home in the community.

SPRINT is delighted to be working with **Dr. Nowaczynski** and will together develop a new model of care in the home for frail seniors.

Thank You!

In Honour of Charlotte Maher's 80th Birthday

Maralynn Beach, Rebecca Sugarman

In Honour of Quality Management Division College of Physicians and Surgeons of Ontario

Dr. Daniel J. Klass

In Memory of Frank Beales

Heather Barham, Dorothy Deane, Toby S. Gass, Vicki Hall, Norah Hobbs, Gian Lozej, Barbara McEwen, Department of Geology - University of Toronto, Jessica Wilson-Abra, Ruth Yamada, Amanda Zavitz-Gocan

In Memory of Jules Bulbuk

Clara Bulbuk

In Memory of Mary Fitzpatrick

Maria Dowling

In Memory of Marni Grant

Eve Pangman

In Memory of Mae Harman

Jane Aronson, Bernice Bell, Bernard Berger, Mary Davis Little, Alex and Judy Flow, Julie Foley, Dian Goldstein, Thomas Grandy, Kathleen Horiszny, Peter and Doreen Howe, Kathryn Karrys, J. Meisel, Ruth Oppenheim, M. Savage, Ben and Jean Shek, Joan Underwood, University of Toronto, University of Windsor, Edwin Watson

In Memory of Maurice Lareau

Carol Burton-Fripp, Robert Hackborn, Anita Millar, Stanley Knowles Housing Co-op

In Memory of Marie Robinson

David Dufoc, Catherine Mazerolle, Community Health Unit - Ministry of Health & Long-Term Care, Angela Ottolino, Eve Pangman, Liz Rykert, United Way of Greater Toronto

In Memory of Edna Smith

John Robert Carley Architect Incorporated

In Memory of Innes Neil Van Nostrand

Jo-Anne Brady, Jill Delen, Shannon Doherty, Verianne Drummond, Pamela Flynn from ASAP, Daniel Green, Cindy, Shelley and Seth Grief, Margaret Groom, Barry K. Haywood, Lisa Hoaken, Carolyn Paxton and Tim Logan, K. G. McNeill, John Mitchell, Elizabeth Mulholland, W. D. Mulholland, George Pepall, Penny Perry, Constance Ross, David and Patricia Scroggie, Beverley Simpson, Donald Steele, Kelly Taillefer, David and Jennifer Thompson, Molly Thompson, Felicia Van Nostrand, Mary B. Whitten, Joan Winearls, Nancy Wolfrain

MAKING A DIFFERENCE IN YOUR COMMUNITY

SPRINT is always delighted to have new volunteers help with the delivery of its services.

Volunteer opportunities include:

- Visiting isolated seniors in their homes.
- Delivering Meals on Wheels.
- Telephoning isolated seniors.
- Driving seniors to medical appointments.
- Helping serve meals to seniors in community settings.
- Helping with programs (reading, conversation, music or crafts) for seniors with memory loss.
- Assisting SPRINT staff with office duties.

Time is flexible. Mileage will be reimbursed. Please call (416) 481-0669, ext. 252 to find out *how you can make a difference* in your community.

Quick **SPRINTS**

A SPRINT Community Dining client and long-time North Toronto resident, **Connie Long**, celebrated her 99th birthday at SPRINT's **Community Dining Program** at Joseph Brown Manor. **Community Dining** staff and clients sang Happy Birthday to her, waiting for her to blow out the candles on her "Birthday Pie." SPRINT's **Community Diners** look forward to celebrating her 100th birthday this fall.

Because SPRINT's **Meals on Wheels** service is located at **Sunnybrook and Women's College Health Sciences Centre**, it just made sense for SPRINT's **Meals on Wheels** staff to come directly to patients.

"Before a patient is discharged from **Sunnybrook**, we can meet at their bedside to discuss **Meals on Wheels**, so they can get meals delivered as soon as they arrive home. We can even bring a few frozen **Meals on Wheels** to them to take home," said **Eileen McGeean**, SPRINT's **Meals on Wheels Supervisor**.

"This gesture is another way for **Meals and Wheels** to reach out to those who can benefit from this service," said **Jane Moore**, SPRINT **Executive Director**.

In July, a new state-of-the-art home for 24 seniors with dementia, called **Cedarhurst**, located at Bayview Avenue and York Mills Road, will open. Our partner, **Ewart Angus Homes Inc.**, owns and operates the facility, while SPRINT provides the care for the residents. To date, we have not been awarded **Ministry of Health** funding to provide round-

the-clock care in this new home. Thus, **Cedarhurst** fees will be set to recover the cost of operating the project. This new building will be luxurious and will have a fabulous walkout garden.



Connie Long celebrates her 99th birthday at SPRINT

SPRINT's **Transportation Program Manager Sarah Singh** and **Toronto Ride Project Manager** is spreading the word about **Toronto Ride**. After making a presentation to the **Ontario Community Support Association** conference, she was invited to present the **Toronto Ride** model in Ottawa and Niagara Falls as models for their communities.

At the initiative of the **Toronto Community Care Access Centre (TCCAC)**, **Toronto Ride** is delighted to have a three-month pilot with the TCCAC to provide medical-related rides to their clients. **Sarah**, as **Project Manager** for **Toronto Ride**, met with Assistant

Deputy Minister of Health and Long-Term Care George Zegarac, to discuss community transportation for seniors, where she was invited to submit an expansion proposal for **Toronto Ride**.

SPRINT recently received a grant from **New Horizons Canada** to provide a multi-cultural community kitchen at **Montgomery Place**, where SPRINT already provides **Supportive Housing** and **Community Dining**. A group of seniors from the building will work together to help plan the program and to introduce food from their cultures to the other seniors at the program. Our **Community Dining** team plans to host our first multi-cultural event at the program in late spring.

SPRINT is delighted to be meeting with **Bedford Park United Church** on the possibility of developing a shared vision that would result in a new mixed-use building at their current location. The building would include worship space, community use space and housing for seniors, with SPRINT supportive services integral to the plan.

Community Services Director Mary Schulz and **Dr. Mark Nowaczynski** have been invited to meet with **Assistant Deputy Minister of Health and Long-Term Care George Zegarac** and **Dr. Jim McLean**, Lead of Primary Care for the government's **Health Results Team**. They will discuss integration of community support services with the overall health care sector and improving access to primary care, primarily to house bound seniors who do not have access to a family doctor.



ANNUAL REPORT 2004-2005

Chair's Report

Do you know that North Toronto has 4,700 seniors over the age of 85? That SPRINT's catchment area population is twice the size of Kingston, Ontario?

How will SPRINT provide service in the year 2050, when one of North America's leading heart disease experts predicts the average life span may be 150 years? This prediction demands ongoing Strategic Planning if SPRINT is to realize its Vision of excellence in providing high quality, responsive and affordable Community Support Services to older adults and their families and its Mission of helping our esteemed senior citizens to continue to live at home.

SPRINT strives to fulfill its mandate with the support of its respected Executive Director and staff, its volunteer Board of Directors and the life-blood of the organization, its community volunteers. In addition, SPRINT values its partnerships with the Anne Johnston Health Station, VHA Home Health Care, Toronto Ride, SAINTS, Yorkminster Park Meals on Wheels and Ewart Angus Homes Inc., which will soon include "Cedarhurst" on Bayview Avenue. These are just a few of more than forty community partners. A unique partnership between Dr. Mark Nowaczynski and SPRINT staff enables joint home visits.

SPRINT is most grateful to the many people and organizations which provide financial resources – in effect – the Long-Term Care Division of the Ontario Ministry of Health, which provides funding directly to SPRINT, and, through the Community Care Access Centre contracts for personal support services, the City of Toronto, the United Way of Greater Toronto, and all of you who donate each year because you believe in our Mission.

SPRINT thanks the Trillium Foundation for its generous grant to the Toronto Ride Program and the support of the Harry E. Foster, James Wallace McCutcheon, Henry White Kinneer, F.K. Morrow and John McKellar Charitable Foundations. In addition, SPRINT is grateful for the Paul and Evelyn Higgins Fund, part of the portfolio of the

Toronto Community Foundation, as well as a grant via the Vital Ideas arm of this Foundation. We also very much appreciate a generous grant, named "The Derek Rogers Fund," from Blake, Cassels and Graydon LLP in recognition of the many years of service given to SPRINT by one of its partners and Past Board Chair, Derek Rogers, and a grant from the federal New Horizons for Seniors Program for a multi-cultural community kitchen project.

A bequest from the Estate of Mr. Lennox Smart is greatly appreciated.

Of major concern is an increase in the number of agencies unable to obtain Personal Care Contracts from Community Care Access Centres under the Request for Proposal process. SPRINT notes, too, the dearth of modest cost housing for senior citizens, and is exploring solutions to this situation.

Keeping abreast of changes in the Health Services Field – the most recent being the demise of the Toronto District Health Council (and all District Health Councils in Ontario) – and the formation of Local Health Integrated Networks (LHINs) in April of this year, is a constant challenge. SPRINT is striving to meet these challenges by advocating on behalf of its clients, in part through participation in partnerships with such organizations as the Ontario Community Support Association, Valuing Independence Through Active Living (VITAL), Care Watch and Concerned Friends. SPRINT has also begun to prepare for future Accreditation status by the Canadian Council on Health Services Association.

On a personal note, my gratitude to my fellow Board members who guide the organization and contribute their time and expertise to ensure that SPRINT fulfills its Mission. I offer special thanks to retiring Board member Gail Carson and to Don Cameron, who has completed a six-year term, for their commitment and invaluable service to SPRINT.

Penny Perry
Chair, Board of Directors

CHAIR
Penny Perry

PAST CHAIR
Derek Rogers

VICE-CHAIR
Hatty Reisman

SECRETARY
Mary Ann Chang

TREASURER
Brian Sheedy

MEMBERS:

Don Cameron
Gail Carson
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Ian Fraser
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Jean Green
Georgia Klass
Ruth Lewkowicz
Susan Patterson
Lee Shouldice
Julia Wilson

Mr. Gordon Cressy

Mr. Eugene Farley

Mrs. Pat Fleming

Ms. Charlotte Maher

Mr. Charles & Mrs. Susan Pielsticker

Mr. William & Mrs. Meredith Saunderson

Ms. Bunny Segal

The Reverend Dr. Robin Smith & Marie Smith

SPRINT'S

Vision Statement: SPRINT excels at providing high quality, responsive and affordable community support services to older adults and their families in North Toronto.

Mission: To provide effective community and home support services in North Toronto to frail elderly adults, and to adults with cognitive impairments or disabilities.

Purpose: To sustain independent living; encourage participation in community life; enhance the caring capacity of family, friends and neighbours; foster strong, supportive communities; and prevent premature institutionalization.

PLEDGE FOR TOMORROW - Would you be willing to consider SPRINT in your will?

Planning for tomorrow includes remembering the people and charities you are about in your will.

By remembering SPRINT in your will, you will help SPRINT be better equipped to provide invaluable supportive service to those who need it to continue to live at home in their own community.

Your planned gift can:

- Demonstrate your compassion
- Serve as a lasting memorial to you or a loved one
- Reduce taxes on your estate
- Provide immediate tax savings

SPRINT also gratefully accepts donations in memory of a loved one and donations to honour clients, supporters and volunteers on birthdays and milestone wedding anniversaries.

Leaving a legacy is not only for the wealthy. The majority of legacies in Canada are modest sums left by ordinary people who want to help and demonstrated their goodwill to others.

Please call Elizabeth Trew at (416) 481-0669 ext 243 for more information about donating to SPRINT.



A United Way Member Agency

Executive Director's Report

SPRINT had an interesting and productive 22nd year as we sought to fulfill our Mission of helping seniors continue to live at home.

We explored a variety of possibilities towards achieving an objective to provide alternative affordable housing that provides a supportive community to seniors who are no longer safely and adequately housed and want an alternative. We thank our various stakeholders – clients, staff, community partners, municipal councillors, volunteers – for strongly encouraging us to pursue this objective.

We will seek accreditation from the Canadian Council on Health Services Accreditation at a later date, as we found that we were not adequately prepared. The experience was, however, worthwhile. On evaluation surveys, staff stated they learned a great deal, are motivated to pursue accreditation status, and 94% said they would like to be a member of a future accreditation team.

Board and senior staff held one Strategic Planning Session in September 2004 and a series of such sessions in March and April 2005. In the course of this work, a SPRINT Vision statement was developed with input from community partners, clients, volunteers and staff. It is:

"SPRINT excels at providing high quality, responsive, and affordable community support services to older adults and their families in North Toronto."

One strategic issue we have given considerable attention to is whether SPRINT will continue bidding on future Community Care Access Centre (CCAC) Homemaking contracts.

In the past year, SPRINT, Senior Link, Woodgreen, Central Neighbourhood House, St. Christopher House and West Toronto Support Services held 6 meetings to determine how to best position ourselves for success in developing a Request for Proposal for a CCAC Homemaking contract. We have not reached a final conclusion, partly because we will be influenced by recommendations from the Elinor Caplan report to the Ministry of Health and Long-Term Care on the Request for Proposals process.

The political climate we work in is changing rapidly. The government plans a "Transformation" in the delivery of Health Care. Thus, the District Health Councils across Ontario were closed down, effective April 2005. Fourteen Local Health Integration Networks (LHINs) have been set up in Ontario to provide regionalized health care. The Boards and CEOs of the LHINs were appointed in May 2005. We were pleased to participate in the development of a position paper to the Toronto Central LHIN, which is intended to help guide their Board.

We were also pleased to organize a public forum in February 2005 with POINT (People and Organizations in North Toronto) on the LHINs. Barbara Hall, a member of the provincial LHINs steering committee, was a speaker at the forum.

Overall, the LHINs are seeking to provide more seamless, better-integrated service delivery. SPRINT strongly supports this, and for years, has sought and succeeded in small ways in breaking down barriers to integrated health care.

In the past year, we placed a particular emphasis on providing easier access to primary care and linking primary care with our services. Thus, we strengthened our partnerships with family physicians, particularly Dr. Mark Nowaczynski, and put in a proposal for a Family

Health Team specifically for frail home bound elders.

We were honoured to premiere the National Film Board's film, "House Calls," which graphically shows the humanity and determination of 3 elderly people who are able to live independently with Community Support Services and a doctor who makes house calls.

As usual, we spent considerable effort on advocacy with senior civil servants and politicians to raise awareness of the value of Community Support Services to the health care system, and thus increase funding to our sector. We do advocacy on our own and as part of the Ontario Community Support Association (OCSA) and VITAL (Valuing Independence Through Active Living). We had modest success in increasing funding.

Our advocacy had significant success in raising awareness of the high value of Community Support Services, especially Transportation and Supportive Housing services, with funders and other stakeholders.

A second residential home for people with dementia, known as Cedarhurst, was met with great favour by the many politicians and senior civil servants who visited and give their verbal support. We are cautiously optimistic that funding may yet be forthcoming for Cedarhurst at the eleventh hour.

We are also delighted that Transportation seems to be moving higher on the political and public radar screen and that Toronto Ride and the Toronto Community Care Access Centre (TCCAC) developed a 4-month pilot to test the transfer of CCAC Transportation clients to Toronto Ride.

We were glad to settle negotiations with our unionized staff just before Christmas 2004. We support them in their desire for "good jobs" with fair pay and benefits. We will continue to advocate for funding to bring this about, not only for SPRINT Community Support Workers, but also for the whole sector.

In the past year, services were provided to 4,471 (4,132)* clients and their families by 145 (138) full-time equivalent staff and 394 (481) volunteers. Volunteers gave 25,580 (25,464) hours of service with us, which is equivalent to 14 full-time staff.

A client profile still shows the average SPRINT client is a woman over 80 years old with multiple health problems, living alone with limited financial, family and neighbourhood support and vulnerable due to physical and cognitive difficulties.

SPRINT's staff, board and volunteers again feel proud of the personalized, flexible and responsive service provided in the past year. We enter our new year with heartfelt thanks to our staff, volunteers, donors, funders, friends and partners, without whom we would not be able to provide the excellent service for which SPRINT is known in the North Toronto community.

Jane Moore
Executive Director

*numbers in brackets represent last year's statistics

Treasurer's Report

The financial summary was extracted from our financial statements for the year ended March 31, 2005, which were audited by PKF Hill LLP. Copies of the financial statements and the auditors' report thereon are available to members on request.

During the 2004-2005 fiscal year, revenue was \$6,017,697 compared to \$5,802,535 the previous year. This change included an overall increase in client fees, a base increase from the Ontario Ministry of Health and Long-Term Care (MOHLTC), and a shift in MOHLTC funding of the Adult Day Program (ADP), which had previously flowed to the Anne Johnson Health Station, but now comes directly to SPRINT. Partially offsetting such increases were a significant decrease in revenue for services provided through the Community Care Access Centres, due to sector-wide changes in the allocation of these services, and non-renewal of the City of Toronto's Homemaking funding from the prior year.

Expenses for the 2004-2005 fiscal year amounted to \$6,003,722 compared to \$5,887,978 the previous year. Most of this difference relates to the shift in funding of the ADP, as mentioned above, under which SPRINT now incurs occupancy and vehicle expenses, covered by receiving the full Ministry funding of that program directly.

With the current year's net excess revenue, and reallocations made in accordance with our change to the restricted fund method of accounting, SPRINT's operating fund ends the year at \$145,948. This represents just six working days of operating costs. If necessary, \$500,588 of the restricted fund balance could provide another twenty-two working days of operating costs, at current levels.

Looking ahead, the challenge for SPRINT continues to be maintaining the level of services to seniors in North Toronto in the absence of increased government financial support.

Submitted by
Brian Sheedy - Treasurer

Looking Ahead

The challenge for 2005/2006 is to maintain our momentum and build on the initiatives already under way. Areas of concentration will include:

- Determine our future in regards to continuing to provide Homemaking/Personal Care under the auspices of the Community Care Access Centres.
- Open a second Ewart Angus-style home in the summer of 2005, called Cedarhurst, for people with dementia, in partnership with Ewart Angus Homes Inc.
- Continue to explore housing models and options that would give North Toronto seniors greater choice to continue to live in their community.
- Build on the solid and exciting work done in 2004/2005 in integrating with and developing better and more effective access to primary care, including nursing care.
- Work with government and our community partners to transform health care in Ontario to move towards becoming a well-integrated system, built on wellness and social determinants of health.
- Establish continuous Quality Improvement as an overarching strategic direction as we continue to prepare for achieving Accreditation status through the Canadian Council on Health Services Accreditation.
- Explore developing socializing and wellness programs for an under served segment of the North Toronto seniors population
- Continue the process of strategic planning and develop a Strategic Plan.

Senior Peoples' Resources in North Toronto Inc. (SPRINT)

Statement of Revenue and Expenses

| Year ended March 31 | 2005 | | 2004 | |
|--|------------------|------------------|------|----|
| | \$ | \$ | \$ | \$ |
| Revenue | | | | |
| Ministry of Health funding | 3,856,146 | 2,925,481 | | |
| Client fees | 985,898 | 957,626 | | |
| Program fees - VHA/CCAC | 744,739 | 928,222 | | |
| Donations | 176,415 | 98,329 | | |
| United Way of Greater Toronto | 108,131 | 109,060 | | |
| City of Toronto | 85,266 | 123,917 | | |
| Ontario Trillium Foundation | 57,043 | 52,549 | | |
| Other income | 22,476 | 2,942 | | |
| Investment income | 21,381 | 21,954 | | |
| Expense recovery - Adult Day Program at Anne Johnson Health Station | - | 382,455 | | |
| | <u>6,017,497</u> | <u>5,802,535</u> | | |
| Expenses | | | | |
| Homemaking and Respite care | 2,246,627 | 2,320,216 | | |
| Supportive housing | 1,560,395 | 1,522,070 | | |
| Adult day program | 828,995 | 725,639 | | |
| Meal programs | 474,344 | 460,430 | | |
| Transportation and Toronto Ride | 435,191 | 390,807 | | |
| Social work services | 362,020 | 370,234 | | |
| Friendly visit and Security check | 53,222 | 46,160 | | |
| Amortization | 42,928 | 52,479 | | |
| | <u>6,003,721</u> | <u>5,887,978</u> | | |
| Excess (deficiency) of revenue over expenses for the year | <u>13,975</u> | <u>(85,443)</u> | | |

Balance Sheet

| As at March 31 | 2005 | | 2004 | |
|--|------------------|------------------|------|----|
| | \$ | \$ | \$ | \$ |
| ASSETS | | | | |
| Current assets | | | | |
| Cash | 261,971 | 199,631 | | |
| Short term investments: | | | | |
| Operating fund | 137,473 | 193,559 | | |
| Restricted funds | 545,588 | 475,588 | | |
| Accounts receivable | 283,662 | 283,796 | | |
| Prepaid expenses | 16,795 | 14,135 | | |
| | <u>1,245,489</u> | <u>1,266,699</u> | | |
| Automobiles and equipment | | | | |
| | <u>91,717</u> | <u>132,279</u> | | |
| | <u>1,337,206</u> | <u>1,398,978</u> | | |
| LIABILITIES & NET ASSETS | | | | |
| Current liabilities | | | | |
| Accounts payable & accrued liabilities | 441,746 | 477,136 | | |
| Deferred revenue | 117,137 | 52,564 | | |
| | <u>558,883</u> | <u>529,700</u> | | |
| Net assets | | | | |
| Invested in automobiles and equipment | 91,717 | 132,279 | | |
| Internally restricted | 500,388 | 400,588 | | |
| Externally restricted | 45,000 | 25,000 | | |
| Unrestricted | 145,948 | 161,411 | | |
| | <u>783,253</u> | <u>769,278</u> | | |
| | <u>1,337,206</u> | <u>1,398,978</u> | | |

Statement of Changes in Net Assets

| Year ended March 31 | 2005 | | | | 2004 |
|---|----------------|---------------|----------------|----------------|----------------|
| | Operating | Property | Restricted | Total | Total |
| Net assets, beginning of year, after change in accounting policy | 161,411 | 132,279 | 475,588 | 769,278 | 834,721 |
| Excess (deficiency) of revenue over expenses for the year | (27,358) | (41,971) | 83,304 | 13,975 | (85,443) |
| Transfers between funds: | | | | | |
| Purchase of equipment | (1,409) | 1,409 | - | - | - |
| Subsidies to operations | 13,304 | - | (13,304) | - | - |
| | <u>145,948</u> | <u>91,717</u> | <u>545,588</u> | <u>783,253</u> | <u>769,278</u> |

Note: Change in Accounting Policy

During the year, SPRINT changed its method of accounting for contributions to the restricted fund method. Under this presentation the financial statement elements are segregated by the restrictions placed on them, by contributors, the board or their nature, as is the case for the property fund. As a result, SPRINT's transactions have been grouped into the following funds: the operating fund, the property fund and the restricted fund.

The operating fund includes the day-to-day operating transactions of SPRINT. The property fund represents revenues earned and funds expended to purchase automobiles and equipment. The restricted fund is comprised of both internally and externally restricted funds. Internally restricted funds are net assets restricted by the Board of Directors for specific purposes. Externally restricted funds are contributions received with specific instructions for their use and the funds expended for that particular use.

The change in accounting policy has been applied retroactively, and accordingly, the comparative figures and net assets have been restated. The effect of this change is that the opening net assets in 2004 increased by \$213,643 from \$641,078 to \$854,721, deferred revenue for operations decreased by \$47,785 from \$100,349 to \$52,564 and deferred revenue for automobiles and equipment decreased by \$114,304 from \$114,304 to \$0.

2004-2005 Service Statistics

Meals on Wheels

Nutritional meals, available either hot or frozen, are delivered 365 days a year by volunteers to the homes of individuals who need assistance obtaining or preparing their own meals. Clients may also choose from a selection of fresh fruit and vegetables, milk, and sandwiches.

| | Year ended March 31 | |
|-----------------------|---------------------|--------|
| | 2005 | 2004 |
| Meals Served | 29,000 | 28,362 |
| Persons Served | 410 | 360 |
| Total Volunteers | 82 | 105 |
| Total Volunteer Hours | 4,162 | 3,972 |

Group Services

Community Dining provided 20,522 (21,596)* nutritious, hot meals at various locations for 740 (1,049) individuals who enjoy good food, good company and entertainment. Peer Support Groups provided 39 (39) persons an opportunity for mutual support and problem-solving. Caregiver Support Groups and Information Sessions for Caregivers served 427 (441) persons. Transportation for these groups is available.

Friendly Visiting, Telephone Assurance, Escort & Transportation

These services are provided by 179 (134) volunteers who visit isolated individuals in their homes, telephone them regularly to maintain social contact, do a security check, and escort or drive them to appointments

| | Year ended March 31 | |
|-----------------------------|---------------------|--------|
| | 2005 | 2004 |
| Friendly Visiting - clients | 180 | 241 |
| - visits | 2,600 | 3,597 |
| Telephone Assurance | | |
| - clients | 109 | 201 |
| - calls | 10,033 | 9,828 |
| Transportation & Escort | | |
| - clients | 521 | 527 |
| - rides | 15,361 | 15,370 |

Respite/Care

Respite Care gives relief and support for people providing care for a family member. Trained staff give the caregiver a break and provide a program of physical and mental stimulation to the care recipient who may be either physically or cognitively impaired. The service is available daily, including overnights.

| | Year ended March 31 | |
|------------------|---------------------|--------|
| | 2005 | 2004 |
| Families Served | 300 | 266 |
| Hours of Service | 29,120 | 29,621 |

Trained staff work in the client's home providing household management including services such as personal care, laundry, cleaning and errands. The staff establish a supportive relationship and monitor the client's well-being, as appropriate. In two seniors' buildings, SPRINT staff provide these services 24 hours per day.

| | Year ended March 31 | |
|-----------------|---------------------|---------|
| | 2005 | 2004 |
| Families Served | 796 | 867 |
| Program Hours | 93,983 | 105,205 |

Adult Day/Evening Program

Physically frail and cognitively impaired clients are offered a secure environment to participate in individual and group activities. The goals are to support independence, socialization, maintain functions and skills and to provide respite and support for caregivers. Day, evening and Saturday programs are available.

| | Year ended March 31 | |
|-----------------|---------------------|--------|
| | 2005 | 2004 |
| Families Served | 288 | 253 |
| Program Hours | 56,442 | 53,754 |

Residential Dementia Care Program

(In partnership with Ewart Angus Homes Inc.)

Cognitively impaired, but physically healthy persons are provided with a safe, secure and appropriately stimulating environment. Staff provides 24-hour supportive care, which includes personal care and individual and group activities.

| | Year ended March 31 | |
|-----------------|---------------------|--------|
| | 2005 | 2004 |
| Families Served | 29 | 27 |
| Program Hours | 25,148 | 24,879 |

Client Intervention/Case Management

Social workers provide clients and families with counselling and practical help in managing the challenges of everyday living. Using a case management model and building on strengths, they do assessments in the home, coordinate and link with health and social services, act as advocates, provide crisis intervention, counselling and future care planning.

| | Year ended March 31 | |
|-----------------------------------|---------------------|-------|
| | 2005 | 2004 |
| Clients and their Families Served | 364 | 311 |
| Hours of Assistance | 6,957 | 7,809 |

*numbers in brackets represent last year's statistics.

22 YEAR HISTORY OF SPRINT

1983 - 2005

- 1982: POINT (People and Organizations in North Toronto), following up a recommendation in the HINTS (Housing in North Toronto for Seniors) report of 1981, initiated a study to research the need for a coordinated home support agency in Wards 10 and 11.
- Research verified the need and a proposal for provincial funding was submitted.
- Federal grant received. SPRINT started in February 1983 with social workers providing counselling and assistance. A volunteer department providing friendly visiting, transportation and escort, telephone security checks and shopping.
- 1984: SPRINT incorporated and received Metro and Provincial funding.
- 1986: In-Home Respite Care commenced. *First such program in Ontario.*
- At the request of the Province, SPRINT assumed responsibility for two Meals on Wheels programs.
- 1988: Homemaking program commenced.
- Alzheimer In-Home Respite Care expanded and caregiver support groups added.
- Diner's Club and Home Help programs commenced.
- 1989: Meal programs expanded from 3 days to 5 days per week delivery and a homemaking service added.
- 1990: Launched Pilot Good Neighbour Project.
- Pilot Adult Day Program for frail and cognitively impaired clients commenced on one-day-per-week basis in SPRINT Boardroom.
- Started Peer Support Group for mentally alert clients.
- 1991: SPRINT and the Yonge Eglinton Health Centre sign a contract whereby SPRINT will operate the Adult Day Program. Funding is received retroactive to October, 1990.
- Adult Day Program expands to three days per week at SPRINT.
- 1992: Received a United Way grant to develop a brokerage Home Help service in our North York area.
- Expanded Adult Day Program to four days per week.
- Started Informal Caregivers Project with regular workshop series for people who care for aging adults.
- Adult Day Program moved to Anne Johnston Health Station.
- Expanded Adult Day Program to five days per week.
- 1993: Started Quick Response Emergency Respite Care Program.
- 1994: Received Metro Home Care Program Letter of Agreement to deliver homemaking services under the Integrated Homemakers Program.
- SPRINT became a co-location for Metro Family Services Association's Placement Coordination Service until 1997 when the Toronto Community Care Access Centres (CCACs) took over the function.
- 1995: Received confirmation from the Ministry of Health for a grant to provide service to 30 people with Alzheimer's in a residential setting on the condition that a partner to build the facility be found within 2 years.
- 1996: SPRINT awarded ongoing grant from Ministry of Health to enhance current services.
- 1997: A Home Care Coordinator was located to the SPRINT office 3 days per week until July 1998, when CCACs replaced the Home Care Program.

- 1997: SPRINT awarded Ministry of Health grant to expand the following services: Friendly Visiting specifically for people with dementia and those who need palliative care, Telephone Security Check, Transportation, Meals on Wheels, Congregate Dining and Caregiver Support Services (Education, Counselling, Respite Care), Supportive Housing (Metro Housing and Ewart Angus Homes). The Adult Day Program received funds to provide Saturday services.
- 1998/1999: Community Transportation Action Program (CTAP). SPRINT and 7 partners were funded to provide a transportation pilot testing e-mail links among the participants as a way of using our paid and volunteer staff and vehicle space more efficiently.
- 1999: The Adult Day Program received funds to provide evening service.
The evening ADP commences with 3 evening sessions per week.
Opening of the Ewart Angus Homes building at 268 Merton Street. This partnership with Ewart Angus Homes Inc. allows SPRINT to provide residential care to 20 people with dementia in interconnected apartments, using Ministry of Health Supportive Housing funding.
- 2000-2001: Successful as part of The VHA Consortium in receiving contracts from the York and North York CCACs.
Trillium and United Way Grants to continue The Toronto Ride Project (outgrowth of CTAP 1998/1999 Project) from August 2000-August 2002.
- 2001: Received Ministry of Community Social Services "Ontario Works" funding to provide placements and training.
- 2001-2003: Became Research Project Demonstration site researching nutritional adequacy of seniors living in the community.
- 2002: Awarded three-year contract as part of the VHA Consortium to provide homemaking services through the Toronto CCAC.
Awarded ongoing United Way funding to support a Project Manager for Toronto Ride.
Launched a "satellite" Meals on Wheels site, a frozen food cart at the Toronto Sunnybrook Regional Cancer Centre to promote frozen meals to patients and their caregivers.
Awarded a one-year grant from The Trillium Foundation to enhance its marketing efforts to outreach to a greater number of vulnerable seniors and to increase its volunteer base.
- 2003: Became a partner in the Dementia LINC pilot project, testing an electronic connection between partner agencies who provide services for people with Alzheimer's Disease. The program enables partner agencies to find out the services provided by their program partners. The program became operational in 2003.
Celebrated its 20th year of providing services to North Toronto seniors.
Received a grant from the Ministry of Health and Long-Term Care to provide a forum on "Spirituality and Palliative Care" for the local community.
Began accreditation process by the Canadian Council on Health Services Accreditation.
- 2004: Adult Day Program began receiving direct funding by the Ministry of Health and Long-Term Care and is no longer funded through the Anne Johnston Health Station.
Began partnership with local family physician to make joint house calls with social workers on isolated seniors and to provide a walk-in clinic at SPRINT for seniors who do not have a family doctor.
Sought out the possibility of developing modest cost housing for seniors, with SPRINT providing services, as needed.
- 2005: Initiated a "Special Needs Program" in partnership with the City of Toronto.



SPRINT
Senior Peoples' Resources In North Toronto Inc.

MISSION

SPRINT is a not for profit charitable agency providing effective community and home support services in North Toronto to frail elderly adults, and to adults with cognitive impairment or disabilities.

PURPOSE

To sustain independent living; encourage participation in community life; enhance the caring capacity of family, friends and neighbours; foster strong supportive communities; and prevent premature or inappropriate institutionalization.

GOALS

1. To provide comprehensive community and home support services consistent with the ongoing and changing needs and wishes of our clients and their caregivers.
2. To advocate on behalf of clients and their families.
3. To develop both community awareness of the interests of our client groups, and responsiveness to their needs.
4. To advocate for and give leadership to the continuing development of strong community and home support services in our neighbourhood and the community at large.
5. To increase community knowledge of, and involvement with, SPRINT and its services.
6. To promote, develop, and recognize the contribution of volunteers and staff.

SPRINT
1983-2005





SPRINT

Senior Peoples' Resources In North Toronto Inc.

FACT SHEET - 2005

| | |
|----------------------------------|--|
| VISION | SPRINT excels at providing high quality, responsive and affordable community support services to older adults and their families in North Toronto. |
| MISSION | SPRINT is a non-profit, United Way, neighbourhood agency that provides a wide range of community and home support services to help seniors and persons with disabilities continue to live at home. SPRINT also provides important support for families - including adult children and spouses - by providing services, counselling and much needed caregiver relief so that adult children have some time to look after their own families and to go to work. |
| PURPOSE | <ul style="list-style-type: none">• To help people live at home.• To encourage participation in community life.• To enhance the caring capacity of family, friends and neighbours.• To foster strong, supportive communities.• To prevent premature or inappropriate institutionalization. |
| HISTORY | SPRINT was founded in 1983 as a grassroots movement through the efforts of North Toronto citizens members of HINTS (Housing in North Toronto for Seniors) and POINT (People and Organizations in North Toronto). SPRINT is governed by a volunteer Board of Directors accountable to the local membership. Services have been added to respond to need. |
| SERVICE AREA & CENSUS | The approximate service area is bounded by Highway 401 to the north, Bayview Avenue to the east, Bathurst to the west and roughly Bloor to the south. This area has a population of about 200,000. About 1/3 of the residents of the "old" City of Toronto who are 65 years old or more live in this area. 4,700 residents are more than 85 years old. |
| CLIENT BASE | <ul style="list-style-type: none">• Approximately 4,000 clients plus their families are served each year.• The typical SPRINT client is a woman with multiple health problems, living alone with limited family and neighbourhood support and vulnerable due to physical and cognitive problems.• More than half of SPRINT's clients are over the age of 80. |
| STAFFING | <ul style="list-style-type: none">• Approximately 140 full-time equivalent staff plus 400 volunteers. |
| SERVICES INCLUDE | <ul style="list-style-type: none">• In-home services including homemaking, personal care, home help, in-home respite care, palliative care.• Meals on Wheels - seven days a week.• Transportation to medical and other appointments, including SPRINT programs.• Friendly visiting and telephone assurance.• Social Work including individual counselling, caregiver support groups and peer support groups.• Community dining at seven permanent locations in North Toronto.• Adult Day Program (a partnership program with The Anne Johnston Health Station) for people with dementia and for seniors who are physically frail.• Supportive Housing - round-the-clock care for seniors at two seniors' buildings in North Toronto - Moore Place (801 Mount Pleasant) and Montgomery Place (130 Eglinton Avenue East) and for the 20 residents with early to mid-stage dementia who live in the fourth and fifth floor apartments of the Ewart Angus Home building at 268 Merton Street. |
| FUNDING | Long-Term Care Division of the Ministry of Health, the City of Toronto, The United Way of Toronto, The Trillium Foundation, private donations and client fees. Budget of about \$6 million. |





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Senior Peoples' Resources In North Toronto Inc.

COMMUNITY DINING FOR SENIORS IN NORTH TORONTO

PURPOSE: We all tend to be more interested in eating tasty, delicious nutritious meals when we have the opportunity to share them with others. SPRINT's Community Dining program offers a wonderful opportunity for older adults to socialize with their peers, eat a delicious and nutritious meal, and live independently within their community.

TRANSPORTATION: May be provided upon request from SPRINT's Transportation Service for a fee of \$5 a return trip.

ELIGIBILITY: Older adults (55+) and persons with disabilities.

Members from the community are welcome to attend any community dining event. **To Participate in the Community Dining Program you DO NOT have to:**

- 1) obtain a membership to any of the centres
- 2) live in a seniors' apartment building.

PROGRAM PARTNERS:

- * Parkdale Golden Age Foundation
- * POINT (People and Organizations in North Toronto)
- * SPRINT (Senior Peoples' Resources in North Toronto)
- * The City of Toronto Parks and Recreation Division
- * The City of Toronto Division of Community and Neighbourhood Services Public Health
- * The Toronto Housing Company Limited

RESERVATIONS: Please call SPRINT's Community Dining department at **(416) 481-0669**, ext. 232 or 238 and provide your name, telephone number and the date and location of the event you want to attend.

PAYMENT: Clients pay cash for individual meals at the beginning of each meal.

See back of page for SPRINT's Community Dining schedule.



SPRINT's Community Dining Schedule*

| LOCATION | MEAL | DAY OF THE MONTH | TIME | TICKET** PRICE |
|--|----------------|---------------------|------------------------|----------------|
| George Barker Manor (384 Mount Pleasant Road) | Lunch | Every Tuesday | 12 p.m. | \$4.50 |
| Joseph Brown Manor (3179 Yonge Street) | Lunch | Every Thursday | 12 p.m. | \$4.50 |
| Montgomery Place (130 Eglinton Avenue East) | Breakfast | Every Wednesday | 8:30 a.m. - 10:30 a.m. | \$2.25 |
| | Coffee Break | Every Monday | 2 p.m. - 3 p.m. | \$2.00 |
| | Lunch | Every Thursday | 12:00 p.m. | \$4.50 |
| Moore Place (801 Mount Pleasant Road) | Coffee Break | Every Monday | 2 p.m. - 3 p.m. | \$2.00 |
| | Lunch Break | Every Friday | 11:30 a.m. - 1:30 p.m. | \$2.25 |
| SPRINT (140 Merton Street) | Dinner & Movie | Every other Tuesday | 5 p.m. | \$5.50 |
| The North Toronto Memorial Community Centre (NTMCC) (200 Eglinton Avenue West) | Lunch | Every Wednesday | 11:45 a.m. | \$5.25 |
| | Dinner | Third Friday | 5:30 p.m. | \$5.25+ |
| | Brunch | Second Sunday | 11 a.m. - 1:30 p.m. | \$5.75 |
| | | Fourth Sunday | 11 a.m. - 1:30 p.m. | \$5.75 |
| The Sherwood (2567 Yonge Street) | Lunch | Monday | 12:00 p.m. | \$4.50 |

* Schedule will change during June to September and the holiday season in December/January.

** Prices subject to change.



SPRINT
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Senior Peoples' Resources In North Toronto Inc.

SOCIAL WORK

SPRINT Social Workers provide information and consultation, assessment and counselling, outreach services, caregiver and peer support programs to seniors and persons with disabilities and their families.

Social Workers develop thorough in-home assessments and detailed care plans with the individual or caregiver. This often includes future care planning as the individual's needs change. Social Workers are available to help in a crisis and to assist in accessing community services. Monitoring and follow-up service are continued as long as required.

Social Workers make sure that the client is well-connected to the services and that the services are effective and appropriate. They help interpret clients' needs and problem solve when there are difficulties in providing services. They also provide supervision and backup for SPRINT's Friendly Visiting and Telephone Assurance Volunteers.

Where an individual's living situation poses some risk and he or she is unsure about accepting services, the Social Worker will maintain contact, seek acceptable ways to intervene and remain available.

This program is partially funded by the Client Intervention and Assistance program of the Ministry of Health, Long-Term Care Division. There is no fee.

SPRINT's Social Work Department always welcomes new clients and their families.

To obtain more information on SPRINT's Social Work programs, please call **SPRINT's Information Desk (Intake Social Worker)** at **(416) 481-6411**.





SPRINT

Senior Peoples' Resources In North Toronto Inc.

SPRINT PEER SUPPORT GROUP

Seniors Sharing and Learning from other Seniors

DO YOU LIVE ON YOUR OWN?

FINDING IT MORE DIFFICULT TO GET OUT?

INTERESTED IN LEARNING AND SHARING EXPERIENCES WITH OTHERS?

Maybe our **PEER SUPPORT GROUP** is for you!

The group offers older adults an opportunity to share information and life experiences in a friendly, comfortable setting. Program members decide on the program for each two-hour meeting. This may include guest speakers and discussions on topics of interest to seniors living independently in the community.

- | | |
|------------------------|--|
| WHEN: | Every other Friday |
| TIME: | 2:00 p.m. to 4:30 p.m. |
| WHERE: | SPRINT - 140 Merton Street, 2nd floor (two blocks south of Davisville Avenue) |
| TRANSPORTATION: | Provided, if necessary, for a nominal cost. (Subsidies available). |
| FEE: | Contribution for refreshments is appreciated. |
| CONTACT: | SPRINT (416) 481- 6411 |



PEER SUPPORT GROUP FOR SENIORS

The purpose of the group is to provide an opportunity for seniors to meet one another for conversation and refreshments. The group usually consists of 10 - 18 people. SPRINT's Peer Support Group always warmly welcomes new members!

SPRINT's Peer Support Group is available to people who:

- Have discussed joining the Peer Support Group with a SPRINT Social Worker.
- Are 60 years of age or older or have chronic health concerns.
- Want to meet new people.
- Find it difficult to get out to community recreation programs.
- Enjoy participating in conversation and activities.

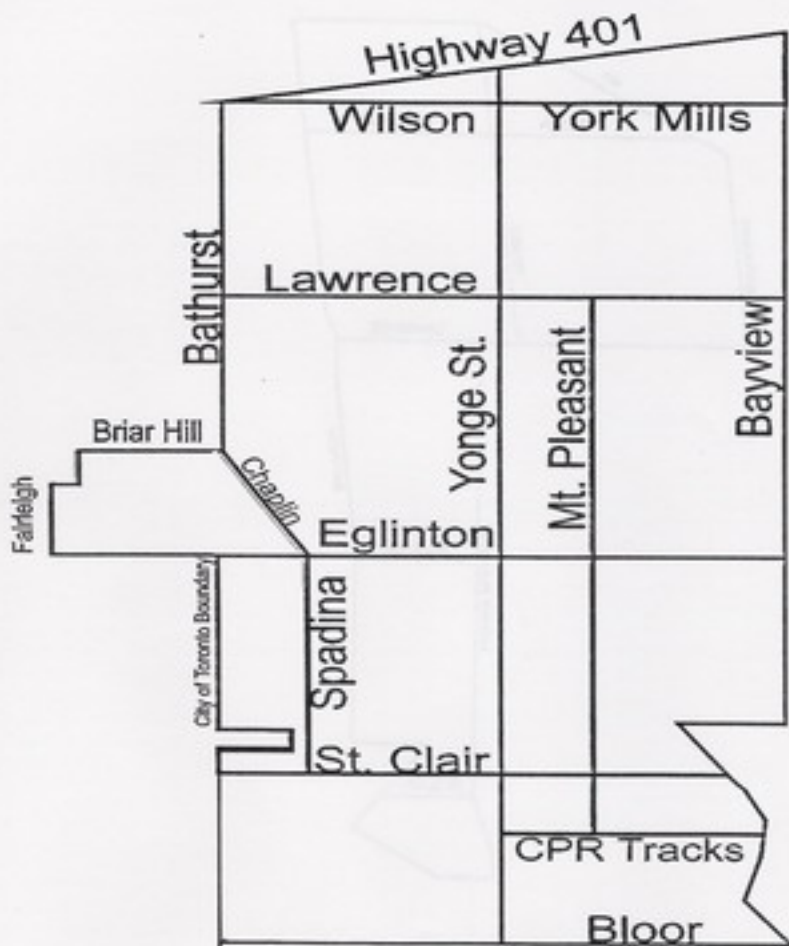
SPRINT's Peer Support Group is not suitable for people who:

- Have severe hearing problems.
- Require more than one person to transfer them to a wheelchair.
- Have severe memory loss.
- Have uncontrolled incontinence.

Meetings are every other **Friday** from **2:00 p.m. to 4:30 p.m.**

For further information, please call (416) 481- 6411.

SPRINT's Service Area



SPRINT's Meals on Wheels Service Map



SPRINT's Meals on Wheels Service Map

