



Connections

**2015-2016
Annual Review**

HOW WE DO IT

ACTIVE LIVING CENTRE

A Place for Energy, Creativity and Community

The Active Living Centre (ALC) has a team of 33 instructors and service providers who deliver over 83 activities and services that help older adults ease into a retirement lifestyle. Programs encourage members to be physically and mentally active, and to build meaningful, lasting social connections. With over 1,200 active members from over 20 diverse ethnic backgrounds, the ALC provides experiences and classes that reflect our diverse community.

*99% of members said they felt welcome, respected and accepted at the Active Living Centre.**

Active Living Centre



A DAY AWAY CLUB

For the Mind, Body and Soul

Led by trained, professional staff, A Day Away Club (ADA) first recognizes the individual, not their physical frailties or cognitive challenges. Participants receive personalized service in a fun, safe, caring environment. While their loved ones are attending the Club, caregivers also get a much-needed break in their schedules to attend to their personal needs, or simply to rest and relax.

*85% of A Day Away Club clients made new friends at the Club.**



Enhancing Lives



IN HOME SERVICES

Making Life Easier at Home and in the Community

With the help of 60 PSW staff, NYSC helps seniors live safely and comfortably. Whether they reside in their own homes or in one of the three assisted living buildings served by us, we are able to serve 42% more high-risk seniors than in the previous year. Services include bathing, dressing, toileting, hair washing, light housekeeping, light meal preparation, safety checks and assessments, medication monitoring, 24-hour emergency response, and health promotion activities. Services are available 24 hours/day, 7 days/week.

*73% of clients felt they have more socialization thanks to regular visits from a PSW.**



CLIENT SERVICES

Supporting Seniors and Their Families

NYSC's Senior Care Team makes it easier and safer for seniors to stay in their homes and maintain their independence. With our fleet of comfortable vans and courteous drivers, we provided over 12,200 rides to medical appointments, the Active Living Centre, A Day Away Club, or a shopping mall.

Our compassionate team of PSWs provide daily personal care, light housekeeping, and meal preparation for seniors in their homes or in a health care environment. Our Client Services team also supports the families and caregivers of seniors every day by providing important information, conducting safety assessments, or making referrals. Senior Care services not only enhance the lives of seniors, but also their families.

*100% of clients were "very satisfied" with our Friendly Visiting/ Telephone Reassurance services.**

*Based on those who responded to the Client/Member Satisfaction Survey.



2013-2017 STRATEGIC PLAN RESULTS

CLIENT SERVICES STRATEGY

Strategic Direction: NYSC will enhance our client centred programs and services in a way that optimally balances client needs and funding parameters. We will sharpen our focus on health and wellness programming and, where resources permit, expand our services through innovative partnerships.

- Use a client-focused lens when planning and delivering programs
- Make health and wellness a universal standard across NYSC.

2015/2016 Results: “Social” was the wellness theme focus—how our programs and services help seniors and their families get and stay connected. Previous annual wellness themes were each assigned to a specific month throughout the year. Progress continues on the Client Care Initiative to provide convenient payment options at each location.

PARTNERSHIPS STRATEGY

Strategic Direction: NYSC will develop strategic partnerships with other organizations in order to enhance services and programs:

- Explore (increase) new partnerships with a focus on culturally diverse opportunities
- Share best practices
- Explore integration opportunities.

2015/2016 Results: Staff from various departments met with non-traditional, private and similar agencies, and participated in interagency workgroups to share best practices and ideas that will improve programs and services. Centralized Access, IRide, and Standard Definitions were major work group focuses.

New relationships with educational institutions were fostered to improve PSW recruitment and volunteer opportunities. NYSC collaborated with Better Living Health & Community Services and St. Clair West Services for Seniors in preparation of our second CARF accreditation survey.

Staff teams worked with similar agencies to provide caregiver education. New partnerships were built with external groups to promote volunteering at NYSC.

FUNDING STRATEGY

Strategic Direction: NYSC will endeavour to diversify and increase discretionary funding in an effort to support quality programming and infrastructure requirements while advocating for increases to core funding.

- Maintain or increase, if applicable, levels of funding from current funding sources
- Build sustainable internal capacity for fundraising.

2015/2016 Results: In addition to grant submissions to existing funders, NYSC secured funding from two new sources for special projects and programs. An Annual Fundraising Plan was developed in conjunction with the annual budget. NYSC purchased a membership to a database that will enhance funding source opportunities.

INFRASTRUCTURE STRATEGY

Strategic Direction: NYSC will ensure that our infrastructure is positioned to promote and enhance our programs and services:

- Optimize processes related to our program and services
- Design and implement an efficient, effective staffing model
- Design and implement a volunteer recruitment and training program to optimize volunteer utilization
- Ensure the physical environment aligns with the delivery of program and services.

2015/2016 Results: New positions were created and responsibilities were redistributed in both the Administration and Client Services teams. Progress in mapping the client flow was made as staff teams continue to work on internal efficiencies and advocate with outside partners to improve services for seniors.

To optimize our volunteer utilization, three new volunteer recruitment sources were added, implementation of Saturday information sessions were scheduled, and new volunteer positions were developed. Volunteer training and education sessions for ALC volunteers included health and safety, accessibility (AODA), LGBTQ, customer service, and cultural diversity.

To ensure that NYSC's physical environment aligns with the delivery of programs and services, flooring on the ALC's second level was replaced, the HVAC system was updated, and Phase 1 renovations of the washrooms on the upper level were completed. Renovations to the administration office at the ALC were also started in 2015/2016.

QUALITY AND LEADERSHIP STRATEGY

Strategic Direction: NYSC will maintain our high standards of excellence in client-centred care via our Continuous Quality Improvement Plan and external environment expectations, including funders and applicable legislation (Excellent Care For All Act (ECFAA):

- Create and monitor a CQI Plan considering our CARF report and ECFAA
- Develop leadership skills at the management level of the organization, and foster continuing education and training.

2015/2016 Results: Through a peer review accreditation process, three CARF surveyors took an in-depth look at our programs and best practices in January 2016. For a second time, NYSC was accredited for a period of three years for its Governance, Adult Day Services, Home and Community Services and Community Integration programs. Recommendations from CARF will be implemented in the coming years.

NYSC's management team met monthly to share knowledge and ideas to develop solutions for internal and external issues. An Ethics Committee was established to improve awareness and education on ethical dilemmas faced by staff teams.

COMMUNICATIONS AND COMMUNITY ENGAGEMENT STRATEGY

Strategic Direction: NYSC will develop and promote a distinct brand identity for the organization:

- A brand that clearly conveys to stakeholders the value proposition offered by the organization.

2015/2016 Results: NYSC's social media activities increased, with more frequent postings and the addition of Pinterest. NYSC websites were updated to share up-to-date information with stakeholders. NYSC re-connected with the community with a Spring/Summer edition of the newsletter “Community Connections.” Pocket medical cards were created and distributed. Annual branding themes were developed and used consistently. Over 15 community events were attended by staff members and volunteers in 2015/2016.

HIGHLIGHTS



CARF Accreditation

North York Seniors Centre was awarded accreditation by the international accrediting body, CARF, for a period of three years for its Governance, Adult Day Services, Home and Community Services, and Community Integration programs. This is NYSC's second consecutive CARF accreditation, which demonstrates North York Seniors Centre's commitment to excellence by meeting or exceeding international standards for quality.

Ontario Volunteer Service Awards

In June 2015 the Ministry of Immigration and Citizenship presented Ontario Volunteer Service Awards to the following NYSC volunteers. Congratulations to each of you!

- * Fran Graft – 40 years
- * Pat Smith – 15 Years
- * Barbara Ruff – 15 years
- * Nazareno (Nick) Ciccarelli – 5 Years
- * Debby Jodoin – 5 years

NYSC Volunteer Service Awards 2015/2016

NYSC genuinely appreciates and values the commitment and service of all of our over 300 volunteers. Below is a list of NYSC volunteers who deserve special recognition for having recently reached years-of-service milestones.

- | | | |
|----------------------------|----------------------------|---------------------------|
| 15 Years of Service | 10 Years of Service | 5 Years of Service |
| Shirley Murray | * Vivian Tuen Chiang | * Marianne Andlino |
| Winston Theobalds | * Josephine Hamuz | * Gail Lesiak |
| Eva Trankovits | * Helen Leonardus | * Eleanor Mayne |
| | | * Ann Padmore |
| | | * Kathleen Tran |
| | | * Josephine Woodley |

NYSC Staff Service Awards 2015/2016

- | | | |
|-----------------------------------|----------------------------|---------------------------|
| 20 Years of Service | 10 Years of Service | 5 Years of Service |
| * Edna Bunsanglag Cardice Thomson | * Ramlyn Campos | * Seda Nihalayeva |
| | * Lloyd Lee | * Betty Sun |
| | * Edna Deda Rose | * Stacy Chung |
| | * Dorrett Williams | * Ailene Marcelino |
| | * Celerina Marzan | * Nerissa Calotro |

Thanks for Caring

Thank you to TD Bank, CIBC, RBC, BMO, C1 Investments and Franklin Templeton Investments for their participation in United Way Days of Caring.

PROGRAM HIGHLIGHTS

Program	Clients/ Members	Days/Units of Service	Employees/ Volunteers
 A Day Away Club	129	7,138 units	9 / 5
 Active Living Centre	1214	98,893 hours	6 / 272
 In-Home Services	178	37,932 units	60 / 6
 Client Services	1,538	34,275 units	13/3

Total client contacts: 370,831

Total hours contributed by volunteers: 27,274

FUNDRAISING EVENTS & GRANTS

FUNDRAISING EVENTS:

Wine Tasting & Silent Auction "Better with Age... and All that Jazz"

Thursday, November 19th, 2015
Grand Luxe Event Boutique **\$8,900** RAISED

Attendees of the 12th Annual Better With Age Wine Tasting and Silent Auction were transported back to the Roaring Twenties. Sommelier John Tait lined up some lovely wines for us again this year, and the chef at The Grand Luxe prepared a menu of delicious hors d'oeuvres that were perfectly paired with the wines. The "gays and dolls" in attendance were also treated to a five piece jazz band, and a photo booth captured snapshots of revellers enjoying the night's festivities.

Toronto Challenge Walkathon

Sunday, June 14, 2015 **\$7,900** RAISED

Over twenty enthusiastic walkers took to the streets of downtown Toronto for the Annual Toronto Challenge Sun Run/Walkathon to help raise funds for North York Seniors Centre. Despite the rainy weather, walkers brightened the day with their sunny smiles and high spirits!

GRANTS:

Capital Grants

New Horizons for Seniors Grant - \$25,000

Partial funding for Phase 1 (upper level) of washroom renovations at Hendon facility. Phase 1 of the washroom renovation project was completed in January 2016.

*Enabling Accessibility Fund,
Employment and Social Development Canada - \$50,000*

Partial funding for Phase 2 (lower level) of washroom renovations at Hendon facility.

Ontario Trillium Foundation - \$150,000

Partial funding for Phase 2 (lower level) of washroom renovations at Hendon facility. Work on Phase 2 and Phase 3 of the renovation project will commence when full funding is secured.

Seniors' Community Grant,

Ontario Senior Secretariat - \$8,000

Funded the *Mind, Body and Soul Supper Club for Seniors and Caregivers*, a biweekly evening program for seniors living with chronic and/or degenerative health conditions and their caregivers. Approximately 70 clients and family caregivers engaged in chair yoga/meditation exercises, enjoyed a healthy meal, socialized with their peers and connected with supports in their community.

Active Living Fair Grant,

Ontario Senior Secretariat - \$1500

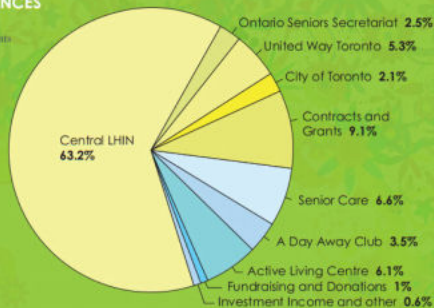
Funds were put toward our *Multicultural Active Living Fair*, hosted in September 2015. Participants interacted with over 50 vendors, and enjoyed engaging lectures, demonstrations and light refreshments.

PriceWaterhouseCooper Leadership Grant - \$5000

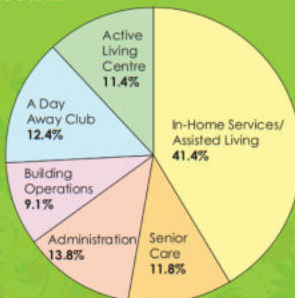
Funds were allocated toward the education of NYSC Leadership Team. Six staff members of NYSC Leadership Team completed a two-month LEAN Yellow Belt program through the Ontario Hospital Association.

2015-2016 FINANCES

Based on March 31, 2016
Audited Financial Statements



EXPENSES BY PROGRAM



MESSAGE FROM THE CHAIRPERSON AND THE EXECUTIVE DIRECTOR



Over the past year, the team at North York Seniors Centre has continued to work towards meeting our goals and objectives, striving to provide best-in-class services to the community we serve.

At the beginning of 2016 we welcomed back accreditors from CARF, an international, independent accrediting body whose mission is to promote the quality, value and optimal outcomes of services. This was the second time NYSOC has been surveyed, having secured its first three-year certification in 2013. This time, a new set of surveyors delved into every area of our operations to ensure proper practices and policies were in place, as well as programs for continuous improvement. Having internationally-recognized experts in our field thoroughly reviewing NYSOC's business is also a unique learning experience for our management team and Board that spurs further dialogue on how to capture and utilize best practices within our organization.

We are very pleased to report that NYSOC has once again received a three-year accreditation from CARF, and we are thankful to every single staff member and volunteer who assisted in preparing for the survey. For our members and clients, and all NYSOC stakeholders, this accreditation demonstrates our commitment to delivering quality services, and that we can be counted on to provide for our communities in need.

Our year has been filled with interesting challenges. The healthcare sector is in a state of change, but NYSOC is forming partnerships and building relationships in order to continue our quality service to the community.

Our Transportation services successfully aligned NYSOC with other community organizations to form a partnership called iRide. iRide combines the best practices of five Central LHIN agencies to create an integrated transportation service for the community. Additional partnerships are being discussed to enhance other NYSOC services.

This year we also witnessed the amalgamation of York Region and Toronto United Ways, as well as a new strategic plan for the amalgamated organization. The result is a more robust, more energetic, and more responsive United Way servicing the Greater Toronto Area. NYSOC has applied to the new United Way to become an anchor agency to help them move their mission forward in the broader community.

Looking to our future, NYSOC is entering the final year of our Strategic Plan. Shortly, we will be engaging our stakeholders to determine the priorities for the coming three years. Part of this growth and development will be a review of our governance structure. This will be a process of self-reflection to determine if our existing structure continues to optimally serve the needs of our members and community, and it will drive the organization forward in the changes ahead.

In closing, we'd like to extend a heartfelt "thank you" to the tireless NYSOC staff and the dedicated team of volunteers—from the front desk to our Board of Directors—who make it all possible. We are an organization that is extremely proud of the talented individuals that make NYSOC a place of hope, laughter, learning and inclusion.

We couldn't do it without you!

Respectfully submitted,



Peter Fuchs
Chairperson,
Board of Directors



Candace Thomson
Executive Director

P.S. We'd like to extend a special thank you to Ildi Derviza for her support and leadership over the years, as she is stepping down from the NYSOC Board of Directors this year.

ORGANIZATIONS

ROBERT MERRICK ALBERT CN TOWER/LA TOWER CN CUMPS2000	THE DAVIS DUNCAN BANK	GMCRC CANADIAN HOCKEY INC.	MARK WASSERMAN'S FOOD STORE & WILLIETTE SOAP	WILLIE SPRINGER WINERY	DELAHAY NORTHERN RETIREMENT RESIDENCE	FERRIER HALL PLACE RETIREMENT RESIDENCE	R.S. KANE FUNERAL HOME	CN TOWER/LA TOWER CN	ROBROY CLUB OF NORTH YORK	THEYRON CONSTRUCTION MANAGEMENT INC.	CANTERBURY PLACE RETIREMENT RESIDENCE	RMI PRIMEFRONTAL ADAPTIVE/BLIND LTD.	SENEX HOMECARE BY AMERICA	AMERICA AT BAYVIEW RETIREMENT RESIDENCE	LUMACARE	CHERRY POWER GENERATION INC.	GLENDORA CANADA CORPORATION	SCHWITZ FORTH CHURCH OF CHIRRE	CANADIAN BLDG FEDERATION CHARITABLE FUND	HATCHER FLOORT	COMFORTA RETIREMENT RESIDENCE	DELHAMPTON EIGHT MILLS RETIREMENT RESIDENCE	LANSING RETIREMENT RESIDENCE	THEYRON MALL ON SHIELDS RETIREMENT RESIDENCE	HEART TO HOME MEALS	LIFELINE/CP CANADA	PHILIPS LIFELINE	RAY OAK RETIREMENT RESIDENCE	ACCESSIBLE HOME/FINDER COM-RE/MAX	CONART DOWNSHIP #535	EDWARD JONES INVESTMENTS	JERRETT FUNERAL HOMES	KENSINGTON PLACE RETIREMENT RESIDENCE	LIVING ON THE AVENUE RETIREMENT RESIDENCE	MUSKOGEE HOME CARE LTD.	PREMIER HOMECARE SERVICES	REJO COATS MOVING SOLUTIONS INC.	SMORC CAR CONNECT INC.	VERITYLIFE TRAVEL	HEARING SOLUTIONS	BAYVIEW/100 SCHOOL OF SHARED
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INDIVIDUALS

SARINA ANDERSON	EMMA BARONIA	MARGARET BAYNEWOOD	MATTHEW CHU	RONALD & BARBARA CORRIG	VERLETT D'AVOIA
NORMA ANNE	EMMA BARONIA	LESLIE BECKER	ANASTAS CHEN	CHARLES D'AVOIA	RENEE D'AVOIA
TRINACIA ACHARY	JANE BALDWIN	CAROLYN BROWN	PROBY CHEN	JOHN DEWAZA	KEVIN D'AVOIA
RENEE ALDRICH	ELIZ BALDWIN	STEPHANIE BROWN	MAY LING CHENG	JENNIFER DEWAZA	MARLENE D'AVOIA
SURELY ANDRANO	PAUL BERRY	MIRANDA BROWNE	TERRA CHENG	KEVIN D'AVOIA	MARLENE D'AVOIA
ANGELA BIAN	DANIELLE BAY	IRISLAND BROWN	MAY LING CHENG	BEV CHEN	YVETTE DEWAZA
TERRA BALDWIN	YVONNE BLOOMER	MARION BROWN	MAY CHEN	JAYAN CHEN	YVETTE DEWAZA
IRISLAND BALDWIN	YVONNE BLOOMER	MARION BROWN	WANG CHENG/SHAN	FLORENCE CHENG/SHAN	VALERIA DEWAZA
JANE BELLICK	JENNIFER BOWEN	HELEN CARRON	ROSE CHEN	FLORIANE CHENG/SHAN	PAUL & TERESA DEWAZA
BRENDA BARNETT	ROLAND A. BROWN	MARGARET CONROY	SHUY CHENG	BOB CHENG/SHAN	KEVIN DEWAZA
CAROL ANNETT	HELEN BROWN	RABBIT CARON	NATALIENNE COCCARIELLO	SHEN CHEN DEWAZA	TERESA DEWAZA
KAROLANNAN ANNE	JANE BROWN	IRISLAND CARRON	SHIRLEY CARLSON	HEIDI DEWAZA	DAVID DEWAZA
MALE ANASTAS	GABRIELLA BRYL	IRISLAND CARRON	MARGARET CHEN	EMMA DEWAZA	HEIDI DEWAZA
JOAN ANASTAS	GRACE BRYL	AMBER COLE	MALE CHENG	EMMA DEWAZA	HEIDI DEWAZA
MA ANASTAS	GONDA BRYL	AMBER COLE	DAVIDA CORRETT	EMMA DEWAZA	HEIDI DEWAZA
MARLENE ANDRANO	LIZ BROWN	MARLYN COOK	JULIE CORRIANO	EMMA DEWAZA	HEIDI DEWAZA
SURELY ANDRANO	BEVER BROWN	DANIELA COOK	MIRELLA CORRIANO	EMMA DEWAZA	HEIDI DEWAZA
KIMBERLY ANDRANO	NORMA BRADLEY	PHYLLIS CRABRAN	KELLI CROFTON	EMMA DEWAZA	HEIDI DEWAZA

**2015 – 2016
Board of Directors**

Chairperson

Peter Fuchs

Vice-Chairs

Tracey Woo

Treasurer

Stephen Steele

Secretary

Ann Padmore

Past Chair

Ildi Dereza

Directors

Amanda Feng

Rahim Ismail

Melissa Kaan

Jamie Mayer

Karen Parsons

Caterina Valentino

Andy Kin On Wong

Executive Director

Candace Thomson

**Active Living Centre
& Volunteer Services**

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**A Day Away Club
& Senior Care**

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