

## COMMUNITY IMPACT

Ms. A. was very reductant to have someone cause into her home to active her, the limital accessment it was rangested that he just give it as T, and with view per permanent of from family Ms. A. agreed. After a few months her family was delightfully supervised to kear that Ms. A. and her Personal Suppose Worker (PSW) spend some of their time together duncing in the Iring room, which Ms. A. really enough the PSW also only their time with Ms. A. and when possible they was carried out of the PSW also only their time with Ms. A. and when possible they arrive early or stay later fast to keep the company—and to dirace. Ms. A. more when the PSW also only formed to the workly visit from the PSW.

Mr. J. is wheelchair bound and living in a retirement residence while he receivers from a fall. He inquired almost getting on exercise to the Sanday Serenades at Mel Lestman Square because he was mable to get there on his our. So every Sanday throughout the sanner on NTS-USF met Mr. J. Although the residence and ingenier then made their way to Mel Lestman Square. The weekly right to enjoy his beloved juzz, along with section his friends, has improved Mr. J. za quality of light during the receivery.

Ms. W wanted to continue her passion for ancient languages and literatures, but was sufficing low of vision. Being numble to leave her home, he inquired about NTSC's Friendly Visitor gragema. A volunteer, Sarak, with a Ph.D. in Classics, was very excited to begin helping Ms. W. The two womes gwed much time reading and altesasting various Latits authors, as well as other literature from Homer to Exar Pound. For Strept. Ms. W. is a source of impartition because "her vivion loss has not impeded hor tireless pursuit of knowledge. What began as connection between a client and workstere has developed then at immossily eventualing friendship for them both—every visit is filled with langiture and sys-

Ms. V.S. Not many friends after for husband passed, and she found it difficult to make any meaningful connections with people-must the pistode the ALC. One such connection was under with a "fellow traveller" during an uniting organized by the Travel Committee. While on the tray, Ms. V.S. enthusiactically with her new acquaintance along Be WellSan Well and the positive effect it had on her wellbeigt. The acquaintance injuried about Be WellSan Well as soon as they redurined from the trip. The two women have since become fair friends, and Ms. V.S. is occurate to have made a "real friend" at the ALC.



### 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 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 exthnic 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.\*

### A DAY AWAY CLUB

For the Mind, Body and Soul

Led by trained, professional staff, A Day Assay Cheb (ADA) filst recognizes the indivistual, not their physical findline or cognitive challenges. Participants receive personalized service in a fun, safe, carring environment. While their loved ones are attending the Club, caregivers also get a much-needed break in their schedules to antend to their personal needs, or simply to rest and relate.

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





### 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 confortably. Whether they reade in their own homes or in one of the three assisted living buildings served by us wan able to serve 42% more high-risk seniors than in the previous year. Services include bathing, dressing, tollering, hair washing, light housekeeping, light most perparation, safety sheeks and assessments, medication monitoring, 24-hour emergency 424 hoursday, 7 dray/weeks.

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 ensier 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 PWSs provide daily personal care, light bousekeeping, and meal preparation for seniors in their homes or in a health care environment. Our Clean Services team also supports the families and caregivers team also supports the families and caregivers information, conducting safety assessments, or making referrals. Senior Care services not only enhance the lives of seniors, but also their firmilies.

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



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

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### 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 natmerships:

- 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 belp 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 Inkitative to provide convenient payment options at each

### 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 Resulte: 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 focusary.

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 opeortunities.

### 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 saniors.

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

To ensure that NYSC's physical environment aligns with the delivery of programs and servises, flooring on the ALC's second level was replaced, the HYAC system was updated, and Phase 1 renovations of the washnooms 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 ECFFA
- 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, there CAF surveyors took in in-depth book in 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 Petrograms and Community Services and Community programs. Recommendations from CAFF 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 increase inwareness 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 Pinterea, NYSC websites were updated to share up-to-date information with stakeholders, NYSC re-consider with the community with a Spring-Nammer edition of the newsletter "Community Comections: Pocket media cards were created and distributed. Annual branding themse were developed and used consistently. Over 15 community events were attended by staff members and volunteers in 2015/2016.



### **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
- Nazzareno (Nick)
- Barbara Ruff 15 years
- Cicentelli 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 Shirley Murray
- 10 Years of Service 5 Years of Service Vivian Tuan Chiang Marianne Ardolino
- Winston Theobalds Josephine Hamuz \* Helen Leonardos
  - Gail Lesiak \* Eleanor Mayne
    - · Ann Padmore
    - \* Kathleen Tran \* Josephine Woodley

### NYSC Staff Service Awards 2015/2016

- 20 Years of Service Edna Burnanglag
- 10 Years of Service 5 Years of Service · Remilyn Campos · Seyda Niffaliyeya \*Lloyd Lee
- \* Edna Dela Rose 15 Years of Service
  - Dorrett Williams · Celerina Marzan
- Sharon Gold
- Betty Sun
- Stacy Chung
- \* Ailene Marcelino · Nerissa Calonzo
- Marlene Rafanan Beyon Boothe

### Thanks for Caring

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

	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
4	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 Tasling & Silent Auction "Better with Age... and All that Jazz"

Thursday, November 19th, 2015 Grand Luxe Event Boutique

\$8,900

Attendees of the 12<sup>th</sup> Annual Better With Age Wine Tusting and Silient Auction were transported back to the Roaring Twenties. Sommeliser John Tait Insel up some lovely wines for us again this year, and the chef at The Grand Luxe prepared a mean of delicious hors docuvers that were perfectly paired with the wines. The "guys and dells" in attendance were also treated to a few piece juzz Dand, and a photo booth captured snapshots of revellers erjoying the midth's Estivition.

### Toronto Challenge Walkathan

Sunday, June 14, 2015

\$7,900 RAISED

Over twenty enthusiastic walkers took to the streets of downtown Toconto for the Annual Toconto Challenge 5km Rum/Walkathon to help raise funds for North York Seniors Centre. Despite the rairy weather, walkers brightened the day with their sunny smilles and high spirits!

### GRANTS.

### Capital Grants

New Harizons 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 removations 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 bealth conditions and their caregivers. Approximately 70 clients and family caregivers engaged in chair yough mediation exercises, enjoyed a healthy meal, socialized with their peers and connected with supports in their community.

### Active Living Fair Grant, Ontario Senior Secretariat - \$1500

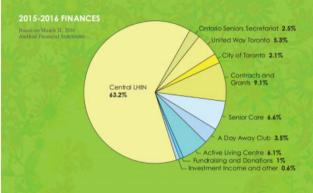
Ontario Senior Secretariut - \$1500

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

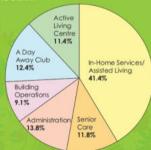
### PriceWaterhouse Cooper Leadership Grant - \$5000

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









# MESSAGE

# CHAIRPERSON

## **EXECUTIVE** DIRECTOR



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

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

Our Transportation services successfully aliened NYSC 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 NYSC 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, NYSC 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. NYSC 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 service 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 NYSC 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 NYSC a place of hope, laughter, learning and inclusion.

We couldn't do it without you!

Respectfully submitted,







Cambace Thomas Executive Director

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



### **ORGANIZATIONS**

BEDICKE MEDICAL ALTER R.S. KANE PUNERAL CN Toward La Tour CN

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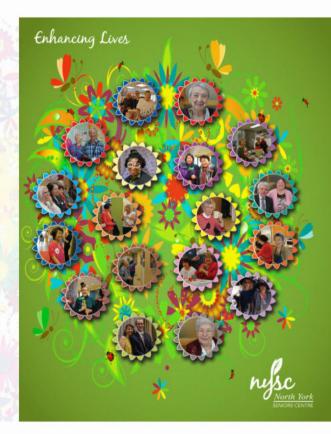
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Jone & Juny Rosevens Tarne Sumons Jonn Ross. LYNN STREET SARBARA RUST CARR. TANG BARBARA RUFF Gra Terucon SHANNON RYAN-NEAL Bix Tucureos AUCE SARAH ELIVERA TROVPSON MARKERS SAMOR Rosy & Cannaca DESIGN Gave Suon Swaps Theore Science Samuel Vice a Tors MARIE SMINE ELESS THERE MARIA SCARMATO ANDREW THEN-A-SER GRACE SCHOOLSTEOP Trees, Tues BENESIS SCHWERES BARBARA TORSER MARGARET SOUTT Divid Down District & Farmers CATERDA VALUETO SCELEDWAY BY Managa Status ROBER VALLEY Licen Stilling JERSON VAN PATTIE FRIDA SERRA JENNETE VANDERPER MORRAY SHANTE Gerra VacStres RUSEE SHOW ETUSICA VANUA HERRY SIEA Genn Vanca SHEW SHIELDSCHOOLD HILLIN VARGA KARN SHORE ELENA VETOR Enva Stand JOY VILLAMOUS Courses Source JUNY VILLASERIA JOSETH SOCIAL Hrage Von MARK SINGER ODETTE Wiscoo AND THE PROPERTY AND WAS THE Kay Po Su MICHIGAN WALKER MARGARIT SHIFE SUNAN WALSE BARR Sumi FOMIO WATER THOMAS SARRIE FORMS Worm CATHERDE SHEEK Laures Wines PATRICIA SALTE Kenn Wavn Visites Sums KANNOTH WILLIAM Joy Sourse BRIAN WILLER JOANNE WILSON MICHELLE SOURS Jack & DOROTHY SOO KATHLES WESS Buzpey Soon NORMA WINNESS HANG Min Wood MARRIOUS SOPARROLA MARION STADES Lyn Wood MARRIN STATES YIN YING WONG VICTORIA STRUBERI Tracey Woo STEPRES STERRE JOSEPHINE WOODLEY ELECTRISTICS. GWIN WREST John Wasser AME SHYES SENAN WREST NAZAR STREET Drawe Strong FILLIS YAGUDEN SCHOOL STREET, June-Yong Yav ORRITORIER STRUMBERGE ALKE YORG DEANNE YE SAMPLE STRUCK STRUCK Mrs Sex JUL ZAKARY



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ROSE-STREET, NO.

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JOAN MILLAN



### 2015 – 2016 Board of Directors

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Stephen Steele

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Ann Padmore

Past Chair Ildi Dereza

# Active Living Centre & Volunteer Services

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### **Directors**

Amanda Feng Rahim Ismail Melissa Kaan Jamie Mayer Karen Parsons Caterina Valentino Andy Kin On Wong

Executive Director
Candace Thomson

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Enhancing Lives

Charitable # 11906 2545 RR0001

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