



Senior Peoples' Resources In North Toronto Inc.

ANNUAL REPORT 2009-2010

Helping people live at home safely

Report from Lee Shouldice, Board Chair

SPRINT provides practical health care solutions

In the face of an overall environment of budgetary restraint, SPRINT continued to enhance its reputation during the 2009-2010 fiscal year as a best-in-class provider of services to assist seniors in their desire to safely live in their own homes, with the dignity and respect they deserve.

The transformation that agencies in the community support services sector have undergone over the past few years continued during 2009-2010. The work performed by SPRINT staff for our clients permits seniors to remain in their homes longer, in a cost-effective manner. As a result, SPRINT provides a practical solution for some of the fiscal problems currently facing the health care sector in Ontario. While the province considers the question of how health care will be delivered to Ontarians, funding for our innovative and highly successful programs



Gertrude VERNY turned 100 years old in 2010. She started painting at age 97 at SPRINT adult day services. "I was always interested in everything," she says when asked how to reach 100.

continues. Much of that funding continues on a year-to-year basis only. As a result, it has been a challenge for the SPRINT Board to plan for the future development of our agency with any real sense of certainty.

That said, recently, the Board adopted a new, three-year strategic plan based upon a community needs assessment developed with the input of SPRINT staff and many other stakeholders. We remain optimistic that the programs provided by SPRINT will continue to be seen by the province to be an important part of its overall health care plan. SPRINT will continue to efficiently and effectively provide a broad basket of

integrated, client-centred services to older adults and their families.

(Next page)

On behalf of the SPRINT Board, I would like to thank the Province of Ontario, the City of Toronto, and the United Way for their ongoing support. In addition, SPRINT very much appreciates the support received from all of its volunteers, private donors and



Client Lillian McGregor carried the Olympic torch down Yonge Street in Winter 2010. "I would like to acknowledge the older people who started the winter Olympics."

foundations such as the Toronto Community Foundation. The financial contributions received from the public remain critical to our success. I would like to thank the hundreds of individuals who donate to SPRINT. Amongst other things, the financial support received from our donors allows SPRINT to provide subsidies to clients who are most in need.

My term as Board Chair is coming to an end. I appreciate the support I have received from SPRINT staff over this past year. They have

been extremely generous with their time. In particular, I thank Executive Director Jane Moore and Office Supervisor Valerie Johnson, for their support. Both Jane (a tireless booster of "everything SPRINT") and Valerie were extraordinarily helpful in ensuring that nothing got lost "between the cracks." I also thank my fellow Board members for their hard work and dedication during the past year, in particular our Vice-

Chair, Mary Pat Moore, and our retiring Board members, Ian Fraser and J.E. Fordyce. I have appreciated the wise counsel, steady guidance and unwavering commitment to SPRINT exhibited by Ian and J.E. during their years as Board members. Although SPRINT will miss the gifts they bring to the Board, I am certain that SPRINT's vision will continue to be met by the current and incoming Board members.

Report from Jane Moore, Executive Director ***SPRINT advocates on behalf of clients***

"I'm thrilled to bits to be cared for in my home by enthusiastic, friendly staff. My connection with House Calls has been an uplifting experience." – House Calls client

As noted in the Chair's report, SPRINT staff and volunteers worked diligently to achieve the SPRINT mission of helping seniors continue to live at home safely *and* to support their caregivers.

Significant time and energy was also spent in working with partners and funders to help

move our sector towards being better integrated within itself and with the rest of the health care sector. We all know that accessing and

finding one's way around the system while seeking help can be very difficult.

The CNAP (Community Navigation and Access Project), an initiative supported by 34 community support services agencies, has moved the bar towards making it easier to access and navigate the system. We look forward to continuing to work with this project as it carries on its valuable work.

We were pleased to participate in Home at Last, a multi-agency and multi-sector project, as it continues to help seniors leave hospital earlier with the support of Personal Support Workers and social

(Next page)

work services to help ensure an effective transition to home.

The 14-agency Toronto Ride network worked very hard with a consultant to produce a report outlining transportation models for our local LHIN. SPRINT is the lead agency for Toronto Ride. If funded, the recommended model will transform community transportation to provide far more responsive services to far more users.

At the local level, we received funding and set up the House Calls primary care project under the clinical lead of Dr. Mark Nowaczynski. This is the first time in Ontario that a multi-disciplinary primary care team is based at, and integrated with, a community support services agency such as SPRINT. Furthermore, the House Calls project is integrated in a special way with two seniors' buildings where SPRINT has 24-hour Personal Support Workers on staff. Clients at this building are also provided with on-site access to SPRINT health and wellness activities, a mental health nurse from the Anne Johnston Health Station, and an addictions specialist from COPA. We hope that our funder, the Toronto Central LHIN, will continue to fund this highly innovative project. The LHIN intends this project to relieve pressure on emergency rooms and alternative level of care beds in hospitals.

We make special note of our successful advocacy work which led to Toronto Central LHIN and Central LHIN adopting a number of guiding principles that ensure that LHIN geographic boundaries within the Greater Toronto Area do not disrupt services to clients. The guiding principles are available on request from the SPRINT office. We thank our local Members of Parliament, and, in particular, the Hon. Kathleen Wynne for taking the lead to ensure these guiding principles were developed and adopted.

SPRINT staff, with great dedication, are working towards meeting Accreditation Canada standards. These standards form the backbone of our continuous quality improvement program.

I continue to be delighted and inspired both by our fantastic staff and our amazing volunteers. I am extraordinarily proud of them all. They represent what SPRINT is all about: client centred care, accessibility, respect, effectiveness and safety.

I end with a salute to our clients. They motivate us, and we are the better for having had the wonderful opportunity to share their lives.



Ewart Angus Homes celebrates 10th Anniversary with clients, families and staff

Ewart Angus Homes opened its doors 10 years ago. Resident Joyce Jennings and her son Nick Jennings attended the anniversary party at the home on Merton Street last November. "When families are no longer able to care for a relative with mid-stage Alzheimer Disease at home, they face an agonizing decision," says SPRINT manager Leah-Anne Chirico. "Placing their loved ones in a nursing home seems clearly premature and inappropriate – but few other options are available." Ewart Angus Homes provides a wonderful solution to some families since opening its doors in 1999.

Report from Elliott Rothman, Board Treasurer ***SPRINT has healthy balance sheet***

The financial summary was extracted from our financial statements for the year ended March 31, 2010, 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 2009-10 fiscal year, Operating Revenue was \$8,958,797 compared to \$8,190,693 the previous year and Operating Expenses amounted to \$8,976,768 compared to \$8,213,062 the previous year. The overall changes were related to Aging at Home projects including House Calls, supportive

housing and Toronto Ride, increased demand for home care services and a base increase from the Ontario Ministry of Health and Long-term Care.

With the current year's net deficit of \$17,971 and reallocations made in accordance with the restricted fund method of accounting, SPRINT's unrestricted operating fund ends the year with net assets of \$287,602. This represents just 11 working days of operating costs. If necessary, \$743,206 of the restricted fund balance could provide another 30 working days of operating costs, at current levels. It is also recognized that adequate reserves are required to ensure the future viability, sustainability growth and development of the agency. Adequate reserves also allow for continued investment into operational service improvements, to fund new initiatives and attract new business.

Our mission, purpose, & values

SPRINT is a non profit agency providing a broad range of high quality services to help older adults and adults with physical and mental health challenges live at home and to support their caregivers.

SPRINT helps people live safely at home in North Toronto; encourages participation in community life; enhances the caring capacity of family, friends and neighbours; fosters strong supportive communities; and prevents premature or inappropriate institutionalization.

In all we do, we are guided by these values:

- o **C**lient centred care - putting clients & families first.
- o **A**ccessibility - providing timely & equitable services.
- o **R**espect - valuing the intrinsic worth of every individual.
- o **E**ffectiveness - doing the right things to achieve exceptional outcomes.
- o **S**afety - keeping people safe: clients, volunteers & staff.

Look ahead

In November 2010, SPRINT is scheduled to again welcome surveyors from Accreditation Canada. They will review how our agency complies with accreditation standards. The lengthy accreditation process helps us take a careful look at our practices, procedures, and opportunities for quality improvements. We look forward to the visit. In 2008, SPRINT was accredited after successfully completing the accreditation primer.

SPRINT Honourary Board

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"Although I have aged, my mind hasn't," says Nancy Clarke, 97, who started volunteering as an administrative assistant at SPRINT 20 years ago. She now volunteers every Wednesday at the SPRINT office at 140 Merton Street. "Keep yourself interested in the world around you," is the tip she offers about growing older.



Toronto RIDE

HOUSE CALLS

Interdisciplinary mobile team serving frail seniors

