



Senior Peoples' Resources In North Toronto Inc.

ANNUAL REPORT 2010-2011

Helping people live at home safely

Report from the Chair of the Board

SPRINT thrives in unprecedented times

Mary Pat Moore, Chair

We are living in unprecedented times for the scrutiny of health care services. When the Hon. Deb Matthews, Minister of Health, came to visit SPRINT last summer, she declared that community-based health care services are the "best value for health care dollars." The introduction of new Ontario legislation to make health care service providers more accountable demands that our administration continues to be transparent and accountable each day.

I am particularly pleased with efforts by our Board of Directors to measure ourselves on the qualities of sustainable governance. SPRINT engaged Accreditation Canada to assess the quality of performance by our agency. Accreditation Canada sets out standards for quality performance in governing an agency. We met these standards with flying colours. Moreover, our agency overall met 100 percent of the applicable 335 standards!

The team work among staff and board members produced a positive climate for providing excellent care to our clients.

On behalf of the SPRINT Board, I would like to thank the Province of Ontario, the Toronto Central Local Health Integration Network, the City of Toronto, and the United Way for their ongoing support. In addition, SPRINT very much appreciates the support received from all of our volunteers, private donors and foundations such as the Toronto Community Foundation. The financial contributions received from the public remain critical to our success. Amongst other things, the financial support received from our private donors allows SPRINT to provide subsidies to clients who are most in need.



"I keep active, I play bingo, and read the newspaper," says SPRINT client Rita Beaucamp. "I'm very thankful."

The biggest transition facing SPRINT in 2010-2011 was Jane Moore's decision to retire and close one chapter of her life with us. When I think of her contributions to SPRINT, I think George Bernard Shaw captured her spirit best: "Life is no brief candle to me. It is a sort of

splendid torch which I have got hold of for the moment, and I want to make it burn as brightly as possible before handing it on to future generations." Her legacy is without measure.

We are delighted that Stacy Landau will be our next Executive Director.

I want to express my appreciation to the SPRINT Board of Directors, particularly Lee Shouldice, our

past chair who is leaving after seven years of service, and Jane Bright, after six years of service. Linda Jackson, our vice-chair, has provided invaluable service to SPRINT this year.

I am confident that the spirit of SPRINT will live on with our current and new Board members.

Report from the Executive Director

Community support services enjoy growing support in past 20 years

Jane Moore, SPRINT Executive Director

Our services and partnerships all flourished in 2010-2011 as you can read elsewhere in this Annual Report and supplements. Since this is my last year at SPRINT, I like to share some reflections from the last 23 years.

In 1988, when I arrived as Executive Director, SPRINT was barely five years old. The idea of helping seniors live and thrive at home by providing practical support services was very new. SPRINT and similar agencies -- born out of church basements -- were pioneers with a grand vision.

The vision to help seniors live at home has held firm. It has guided SPRINT, and me, all these years.

Meals on Wheels was the first of these practical support services and the list of programs continued to expand. Our clients noted a strong desire for companionship. Friendly visiting and telephone security services were next. Need for transportation quickly became evident. But people also needed a professional ear, thus social work was added. Quickly, it became evident that help with housework was needed. Then came help with personal care, then respite care, then adult day services, community dining, supportive housing, a dementia care residence, and, more recently, health and wellness programs.

When I started, SPRINT worked mainly in isolation. We were not in any conceivable way part

Our new SPRINT farmers' market (below) delivered fresh food and smiles.



of the larger health care system. Funding came from the Ministry of Community and Social Services rather than the Health Ministry. Slowly, SPRINT and our sister agencies -- now collectively called Community Support Service agencies -- together advocated for our services to become integrated into the health care system. We argued that everyday, practical supports such as a ride to the doctor or a bath helped maintain seniors' health.

I was fortunate to witness a groundswell of recognition for community support services. We stopped working in isolation! The provincial governments under the Liberals, the NDP, the Conservatives, and the Liberals again in recent years all proposed health care reform. In each case, the SPRINT Board delivered presentations to Queen's Park, asking for community support services to be recognized and better integrated into the health care system. Slowly, over the years, in small baby steps, improvements happened.

SPRINT now receives core funding through the Ministry of Health and Long-term Care. And, in 2003, primary care physician Dr. Mark Nowaczynski and SPRINT developed a partnership that evolved into the current House Calls program -- a mobile, multidisciplinary primary care team with close links to Mt. Sinai Hospital. House Calls is a shining example of health care integration. Moreover, projects are now underway to help seniors navigate the health care system and to improve communications between hospitals and agencies like SPRINT so seniors don't fall between the cracks.

During my time at SPRINT, our mission has remained constant and so has the average client profile remained the same: a low-income woman, over 80, living alone with a number of chronic conditions and few social supports.

I have felt so very privileged to have been front and centre of all these developments. The work has been wonderfully challenging and engaging and allowed me to work with hundreds of dedicated compassionate, skilled staff and volunteers -- including over 100 Board members -- and stakeholders from across the health care sector, funders and elected representatives. Together, we have moved the yardstick. We are on a clear path, moving towards the goal of an increasingly integrated health care system to support seniors as they live and thrive at home.

(Right) Clients enjoy a Tai Chi class at Joseph Brown Manor. A grant from the Ministry of Health Promotion is enabling SPRINT to expand health and wellness programs.

Report from the Treasurer of the Board **SPRINT maintains healthy balance sheet during Great Recession**

Elliott Rothman, Treasurer

The financial summary was extracted from our financial statements for the year ended March 31, 2011, which were audited by Grant Thornton LLP. Copies of the financial statements and the auditors' report thereon are available to members on request.

During the 2010-11 fiscal year, Operating Revenue was \$9,568,018 compared to \$8,958,797 which was an increase of 7% from the previous year and Operating Expenses amounted to \$9,528,341 compared to \$8,976,768 which was an increase of 6% from the previous year. The overall changes were related to Aging at Home projects of the Ministry of Health and Long-term Care (House Calls, supportive housing and Toronto Ride); increased demand for home care services; and a base increase from MHLTC.

With the current year's net surplus of \$39,677 and reallocations made in accordance with the restricted fund method of accounting, SPRINT's unrestricted operating fund ends the year with net assets of \$303,509. This represents just 11 working days of operating costs. If necessary, \$766,976 of the restricted fund balance could provide another 29 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 and to find new initiatives and attract new business.



Look ahead

Effective June 21, 2011, our new Executive Director Stacy Landau will take over the helm at SPRINT. Ms. Landau has worked at SPRINT in leadership roles for the past three years and has demonstrated a long-term commitment to help seniors live at home safely and thrive. Ms. Landau is a seasoned leader who is widely recognized for her collaborative work within the community support services sector and beyond. The SPRINT Board looks forward to working with Ms. Landau in the years to come.

In the coming year, SPRINT will continue to grow our health and wellness programs while strengthening our core in-home services with improved referral methodologies and technology. SPRINT will continue to participate actively in system-wide initiatives lead by the Toronto Central Local Health Integration Network, our leading funding partner.

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:

- Client centred care - putting clients & families first.
- Accessibility - providing timely & equitable services.
- Respect - valuing the intrinsic worth of every individual.
- Effectiveness - doing the right things to achieve exceptional outcomes.
- Safety - keeping people safe: clients, volunteers and staff.

“My mother was so grateful to get out to her social gathering, something she considers the ‘best medicine’” – daughter of SPRINT transportation client

SPRINT Honorary Board

Isabel Bassett, Paul Beeston CM, Dr. Robert Lester, Janet M. Lum, Janet MacInnis, John D. McKellar CM, Joan Osler, Rev. Canon Cheryl Palmer, Hatty Reisman, Dr. Kenneth Shulman

SPRINT Board of Directors

Chair: Mary Pat Moore

Past Chair: Lee Shouldice

Vice Chair: Linda Jackson

Treasurer: Elliott Rothman

Secretary: Vaunet Dunn

Members:

M. Jane Bright

Dr. Carol Cohen

Colin Graham

Rick Hayward

Abbyann Lynch

Jane Pyper

Hazel Sebastian

Tammy Smith.



At The Sherwood (above), a Toronto Community Housing building, multicultural dinners helped residents grow their appreciation for new cultures.



HOUSE CALLS
Interdisciplinary mobile team serving frail seniors

