



Annual Report 2019-2020



Senior Persons Living Connected

Table of Contents

2

Year in Review

3

Vision, Mission, Values, Strategic Directions 2018-2023

4

Our Case-Managed Clients

5

Impact Stories

7

Cultivate Living at Home

8

Financial Results 2019-2020

8

Partners and Collaborators

9

Donors

10

Board of Directors



Year in Review

This past year has marked significant change for us all. The work we do at Senior Persons Living Connected supporting the most vulnerable older adults of our community cannot be separated from the impacts of a global pandemic. Incidents of racist violence in spring 2020 and the resulting public outcry brought to light the systemic roots of racism and oppression that erode our communities' wellbeing and also impact the health of seniors. These events forever change how we live together.

SPLC's work this past year built a foundation that prepared us well for this new reality.

SPLC was already involved in the transformation of Ontario's health system, actively contributing to the developing Scarborough Ontario Health Team (OHT) that will integrate care, and providing input to Ontario's digital health strategy.

We collaborated to support older adults who have experienced homelessness, substance concerns, and are from low income, ethnic immigrant groups. We participated in new models of care in diabetes, dementia and home-based palliative care.

Knowing our best work happens when employees are well-supported, we provided specialized training (eg. mental health, cultural safety), and launched a Decent Work initiative - part of a global movement.

Our teams mobilized during the early days of the pandemic to ensure the safety of our essential in-home services and to create exceptional virtual services, helping seniors to transition to using virtual platforms and tech devices.

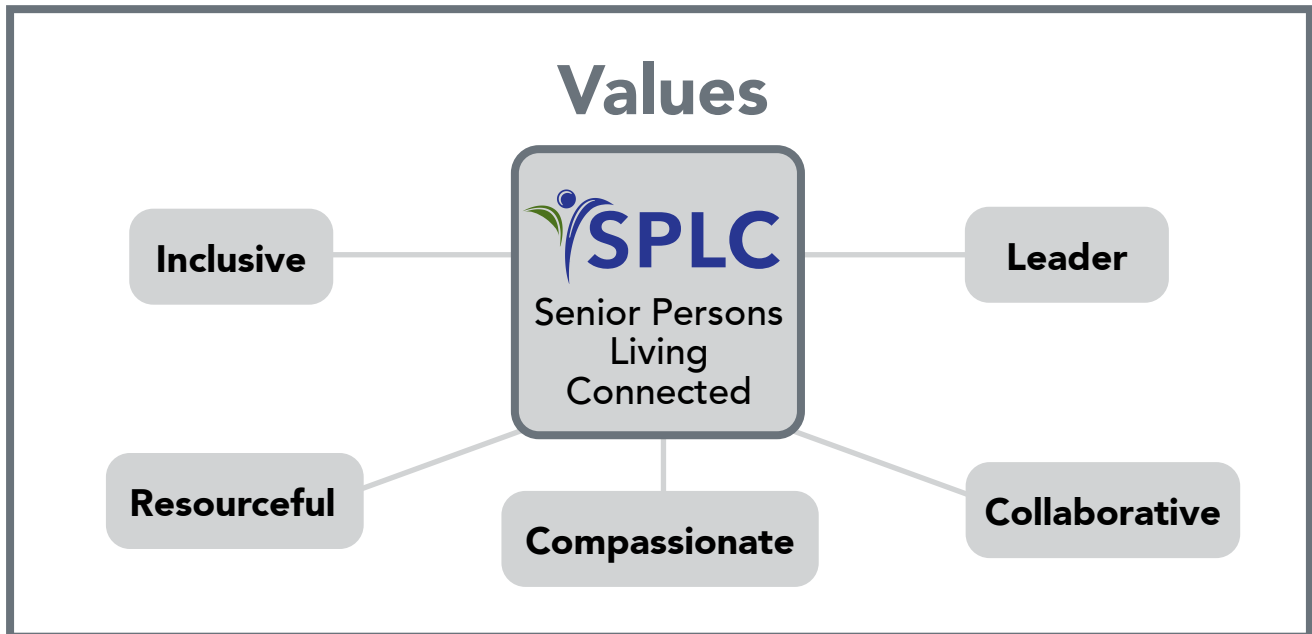
These innovations will increase the range of options SPLC offers and enable more seniors to easily connect with their communities.

Vision

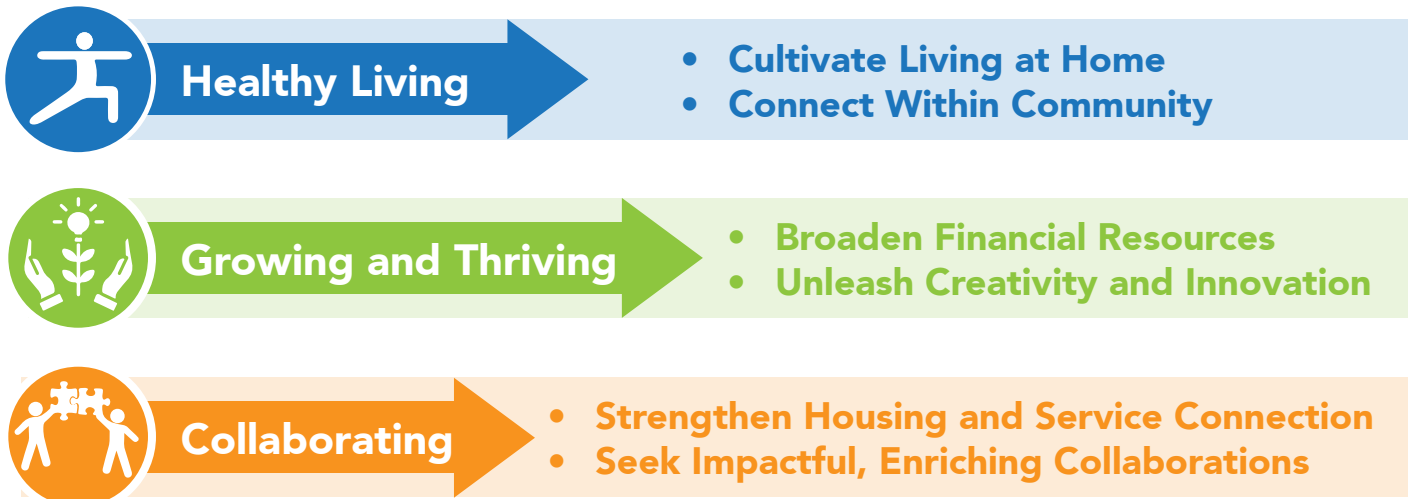
Building inclusive communities where all seniors are connected to living their best possible life.

Mission

Understand the aspirations of seniors and respond with innovative supports.



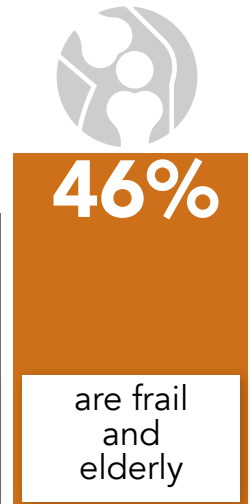
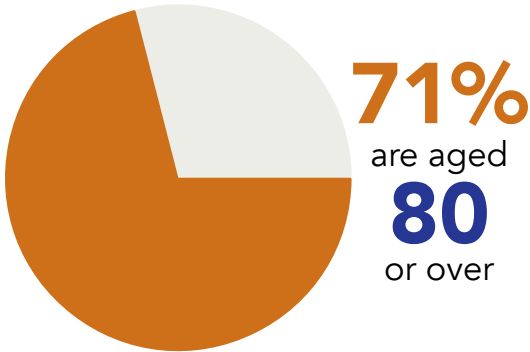
Strategic Directions 2018-2023



Our Case-Managed Clients



i have been identified as having complex health needs



53% do not speak English or French as a first language

46% live alone

26% use 3 or more SPLC services

1,432
Case-managed clients last year



Seniors Helping Seniors

For 23 years, Gabrielle Tung has taught Vocal Training and Musical Theory classes at SPLC. Since starting the People's Link Choir group in 1997, Gabrielle has been an invaluable member of the SPLC community. Gabrielle always had a passion for music and thanks to her dedication, she has given the gift of music understanding and appreciation to hundreds of students over the years. She has one of the largest and most loyal set of students at SPLC - over 50 per class.

Not only has Gabrielle provided students with exceptional musical training, she has generously donated all the proceeds of her classes back to SPLC. Over the years that total is well over \$50,000!

Gabrielle's own parents once used a Meals on Wheels service elsewhere in the community, which sparked her desire to give back.

Before she arrived in Canada and at SPLC, she was a scientist - Professor of Plant Pathology at the University of Pennsylvania. She has been published in several scientific journals. "After I retired from my scientific work, the first thing I wanted to do was deliver food to sick people. My father and mother used Meals on Wheels. I appreciate this opportunity so much, to use my love of music to give back to the community."

We take this opportunity to thank Gabrielle Tung, who through science, music and charitable work, is making the world a better place. We are very lucky to have her and all she brings to SPLC.





Tailored Solutions for Home Care Needs

At over 100-years-young, Maria* was a kind woman with an amazing smile that could melt your heart. Enjoying life at home was important to her – and it’s where she wanted to be when she died. But palliative care supports that would have helped her to die at home were unavailable.

For another senior in our community, Beatrice*, who was 90+ years old and living with dementia, moving into a long-term care home was necessary to ensure she had the round-the-clock care that she urgently needed. But while waiting for a bed to become available, she was living with family who were straining to provide the level of care she required. The family was in crisis.

In both of these situations, the seniors and their family members were struggling to get the supports they needed, when they needed it most. SPLC intervened, providing wrap-around services that met the needs of each of these families.

Our basket of services for frail seniors with complex needs means we were able to call on a palliative care physician and LHIN Home & Community Care Coordinator in addition to internal expertise from our nurse practitioner, pharmacist, dietitian, and more, to address Maria’s needs. And, indeed, with these services in place, Maria was able to die peacefully at home, as she wished.

For Beatrice and her family, SPLC used every tool in our toolkit to support them through crisis, including providing them with new strategies for coping with dementia, bringing in an overnight PSW, and making necessary changes to her medication. Our team provided this family with daily support until her move to a more supportive environment.

SPLC’s dedicated team members provide holistic services tailored to the seniors we serve, making sure that families have the right kinds of supports needed to help seniors at home.

* names have been changed to protect their privacy



Cultivate Living at Home

SPLC's strategic direction to cultivate living at home empowers and enables the choice to do so. For most seniors we support, systemic barriers of racialization and marginalization (due to language, immigrant status, income, etc) make that choice all the more difficult.



Understanding Community Needs

This past year, we conducted an in-depth review of the health and service needs of seniors and caregivers at the neighbourhood level, using public data. Our teams also engaged in a project to collect social identity data (eg. race, gender) with a sensitive and respectful approach. Knowing the needs of seniors in these ways means we can respond effectively and design services where unmet needs are greatest.



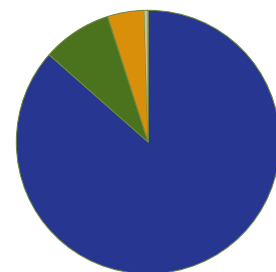
Making Positive Change

Our teams do incredible compassionate work every day providing housing and services that enable living at home. Among new initiatives this year were successful projects to reduce days waiting for an assessment, reducing pest infestations, and training in use of naloxone kits to prevent opioid overdose. Before flu season, we collaborated with a local pharmacy and other partners in the Scarborough Ontario Health Team, together offering 2 new accessible flu clinics, to help keep seniors healthy and at home.

Financial Results 2019-2020

Revenue

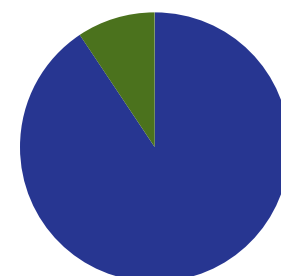
 Program & Services	\$5,577,872
 Management Fees	\$585,108
 Non-Funded Services	\$256,896
 Donations	\$28,021



Total: \$6,447,897

Expenses

 Programs & Services	\$5,577,838
 Non-funded Services	\$600,314



Total: \$6,178,152

Partners and Collaborators

We are grateful to these organizations for partnering, sharing & collaborating with us.

- | | | |
|--|---|---|
| Agincourt Community Services Association | Dr. Mark Lachmann | Scarborough Centre for Healthy Communities - Palliative Care Community Team |
| Alzheimer Society of Toronto | Dr. Alejandra Villalobos Vazquez | Seniors Care Network |
| Arthritis Society | Dr. Ray Berry | Scarborough and Law Enforcement Together (S.A.L.T) |
| Brain Beat Dance Canada Seniors Association (BBDCSA) | Dr. Kam-Tong Yeung | Scarborough Health Network - GAIN Clinics |
| Bridgepoint Active Healthcare | Dr. Benson Lau | TAIBU Community Health Centre |
| Bridlewood Mall | Home & Community Care – Central East LHIN | The Access Point |
| Calvary Manor | HANCA Seniors Association | Toronto Community Housing |
| Canadian Healthcare Association | Hong Fook Mental Health Association | Toronto Public Health |
| Canadian Hearing Society | Love Toronto Korean-Canadian Community Services | Toronto Public Libraries |
| Carefirst Seniors & Community Services Association | Mt. Sinai Wellness Centre | TransCare Community Support Services |
| Canadian Mental Health Association Ontario | Newe Towne Medical Pharmacy | Toronto Memory Program |
| Caring for Aging Relatives Scarborough Consortium | Primary Care Memory Services | Providence Health Care (Unity Health Toronto) |
| CICS (Centre for Immigrant & Community Services) | Scarborough Centre for Healthy Communities | |

Donors

Our donors provide vital support that enables SPLC to connect older adults with their community.

Patron \$2000+

Finy Auw-Yang
Gabrielle Tung

Friend \$1000+

Margaret Y. Chin

Friend \$500+

Dean Mercer
Clive Esty
Diane Duncan
Jayanthan Sritharan
John Barnes
N & A Transport
Services Ltd.
Veneva Yip

Supporter \$200+

Ames C.S
Betty Li
Cantonese Opera Class
Carmen Kwok
Cynergy Mechanical Ltd
Diana W Ing
Dwight & Karen Mcleod

Frederick Towfigh

Ian Smith

Joseph Sue-Ho

Lai Ying Cheung

Man Ye Lau Chan

Shuen Jing Jiang

Suki Chan

Tin Tai Chan

Vera Wang

Ya-Fong Ding

Yuk Lan Cheung

Associate \$100+

Annie Pun

Amanda Falotico

Bob Ho

Canadian Sign
Consultants Inc

Choi Sun Lui

Cora Al Fong Hew

Daniel Nesarajah Beadle

David Nicholl

Desiree Ho

Don Ou

Jan Whyte

Jin Ding Yu

Judy Shute

Mariana Suryanti

Mary Carvalho

Michael Lam

Patricia Chung

Qi Ci Zhang

Rachel Ferguson

Reginald MI Liu

Rose Chan

Rosemarie McLaren

Sarafina Hui

Shuk Jing Fong

The Regroup Inc

Tin Tai & Yolanda Chan

Tsing-Hwa Lisa Chiang

Wai Shuen Frieda Tsang

Wendy Lee

Wing Na Li

Yue Ying Bao

Board of Directors

We extend our sincerest thanks to our volunteer Board of Directors for their excellent support and governance.

Senior Persons Living Connected Board of Directors 2019-2020

Edwardo Castro	Reginald Liu	Jennie Pickard
Veneva Yip	Andrea Gounden	Ching Huang
Andre Bowen	Anna Giagkou	Reverend Dean Mercer

St. Paul's L'Amoreaux Centre Board of Directors 2019-2020

Steve Shaw	John Barnes	Clive Esty
Reginald Liu	John Gordon	Andre Bowen
Reverend Dean Mercer	Sam Harris	Lilian Chin-Mason
	Bob Horne	



In May 2018, SPLC achieved Accreditation Canada's highest quality standard: Exemplary Standing. We have been accredited since 2007 and were also awarded with Exemplary Standing in 2013.



Canada



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