



ANNUAL REPORT

**2021
2022**



**Senior Persons
Living Connected**

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xxxYear in Review

Passionate about seniors living their best life, we are an organization providing innovative support to seniors to help make that possible. This has been a challenging year, but the team at Senior Persons Living Connected (SPLC) worked tirelessly to keep seniors connected, active and well.

Throughout the year, new and essential in-person services were offered safely and compassionately to promote health and wellbeing. Our teams adapted to ever-changing public health guidance to keep seniors safe. We also worked closely with Scarborough Health Network (SHN) to run three COVID-19 testing clinics and the first mobile vaccination clinic for seniors' housing in Scarborough.

Living connected has never been more important.

To make our programs available for seniors, we embraced technology and virtual care, providing programs in multiple languages. We also offered coaching and devices to seniors. Technology became essential to continuing vital programs such as Adult Day Programs, counselling, support groups, active living classes, and specialized interventions like Geriatric

Assessment and Intervention Network (GAIN) and mental health and addictions care.

We must acknowledge the incredible support we have had from our community and partners. Thank-you to our local elected officials, MP Jean Yip, MPP Aris Babikian, and Councillor Nick Mantas, who offered support and helped seniors by delivering donations of supplies such as masks and sanitizer.

These days, SPLC is looking to the future. We are a proud partner in the Scarborough, Ontario Health Team, which will help make more accessible and integrated care a reality. Recognizing that this past year has changed the ways we will live and work in the future,

SPLC has developed a one-year strategic plan to guide us as we emerge from this pandemic.

We look forward to a return to safe, in-person programming when the time is finally right. ♡



Diane Duncan, Executive Director



Strategic Plan 2021-2022

We developed a one-year strategic plan for this unprecedented year. It reflects the adaptive support people need to get through the pandemic and further development of our collaborative, specialized care that will be needed as we emerge out of it.



Maintain Pandemic Response

- Connect seniors to food, socialization, and vaccination supports
- Renew active living programs and at-home services



Build for Demand

- Expand specialized, interprofessional care for complexity and frailty
- Co-design equitable, person-centred care with seniors and caregivers



Build Relationships

- Evolve our innovative, integrated care in partnership with the Scarborough Ontario Health Team
- Advance options for ageing in place with collaborations



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.



Values

#inclusive

#resourceful

#leader

#compassionate

#collaborative

Care in the OCEAN



SPLC's vision entails providing holistic, interprofessional healthcare to promote ageing in place. Through partnerships with healthcare providers within the Scarborough Ontario Health Team, the Care in the OCEAN Project helps seniors easily connect to the services that they need.

Qualification for the project takes place via the Remote Care Monitoring (RCM) services available across our Scarborough-OHT partners such as Carefirst, the Scarborough Centre for Healthy Communities (SCHC), and the Care Company. Referrals to SPLC's OCEAN project come directly from privacy care providers on the OCEAN health platform, allowing direct updates between a client's multiple care providers. As it is, approximately 16% of Canadian seniors report that their doctor lacked information from their specialists at an appointment. OCEAN fills this communication gap by streamlining communication.

After a discussion with the client about their specific needs, our Scarborough-OHT partners refer clients to whichever of our programs would benefit them. As such, the process functions as an extended intake service that comprehensively attends to the needs of each client.

11.2% of Canadian seniors recently placed in Long Term Care homes could have been cared for at home with the proper supports. With this knowledge, SPLC's OCEAN project refers patients to these supports that can help seniors age in place.

The process is stress-free for our clients.

Prior to the process, clients may struggle with needing additional healthcare services without knowing whom to contact for help. Common issues that clients face prior to accessing SPLC are being unable to bathe themselves without falling due to lack of mobility equipment, trying to cook on their own but putting themselves at risk by forgetting to turn the stove off, and having caregivers who are unable to provide the required comprehensive supports.

After being referred to SPLC, clients receive additional supports that improve their standard of living. Our personal care services help seniors with everyday tasks like bathing and dressing, our homemaking services ensure that their homes lack hazards that would increase falls, our Meals on Wheels program delivers healthy meals to a client's door, and our caregiver support groups and informational resources alleviate the burden on a client's caregiver.

The Care in the OCEAN project was initially created as a package for Remote Care Monitoring. Yet, its applications are immense and indescribably helpful for properly integrating primary care providers with the actual services that their clients require. ♡



16% report that their doctor lacked information from their specialists

Volunteering from Home



The social isolation that the COVID-19 pandemic created was unprecedented. While other demographics were able to connect to friends, family, and communities through technology, seniors were especially isolated. Their unfamiliarity with the digital world became a barrier that severely impacted their health. Other barriers such as low income and disability compounded their difficulties with accessing technology. As a result, during the height of the pandemic, 57% of Canadians 55 and older reported feeling isolated some or most of the time.

SPLC began our Volunteering from Home project to virtually support seniors during the pandemic. Our vision involves connecting seniors to socialization and optimizing at-home services. The program targeted seniors who belong to a visible minority or ethno-cultural group, have a disability, are recent immigrants, are low income, and/or are socially isolated.

programs for seniors. Training and supporting older adult and senior volunteers was essential, since volunteering within this demographic decreased during the pandemic – seniors were hesitant to volunteer online.

Volunteers involved in the program were youth, older adults, and seniors. They reached isolated seniors who needed their help via phone calls, letters, and Zoom. Our youth volunteers contacted senior participants through Zoom and designed the greeting cards on which older adult and senior volunteers would handwrite messages for seniors. Our older adult and senior volunteers also contacted seniors through phone calls.

Through SPLC volunteers familiarizing isolated seniors with Zoom, at-risk seniors gained digital literacy that enabled them to reconnect with others during the COVID-19 pandemic. Using their own skills as well as learning innovative, creative methods of Volunteering from Home, SPLC's volunteers reached approximately 300 isolated seniors. These senior participants reported that phone calls from SPLC volunteers "brightened their day."

Approximately one-third of volunteers in Volunteering from Home were first-time volunteers with SPLC. Our volunteers attended numerous virtual training sessions such as those related to social isolation, privacy and confidentiality, Zoom, and cyber safety. 90% of the volunteers who attended the "Social Isolation" training session felt they learned a "substantial amount." ✧



older adult and senior
volunteers for a shift in
their roles during and
after the pandemic,
and creating a
variety of

57% of Canadians 55+ reported feeling isolated during the pandemic

Service Synergy



At SPLC, 649 clients use two or more of our services to meet their specific needs. Two services often used in conjunction are our Adult Day Programs (ADP) and Home Support Services (HSS), which work cooperatively to provide services inside and outside the home. Through virtual and/or in-person sessions, ADPs encourage socialization and activity. They are especially helpful for clients with physical frailty and/or dementia. There are various ADPs from which to choose based on interests, and several are language-based such as those in Chinese and Greek.

Our Home Support Services target healthcare in the home. Personal care services included in HSS involve assistance with bathing, toileting, dressing, grooming, escorting to appointments, getting into/out of bed, and medication reminders. Homemaking services included in HSS involve social and physical activities, reducing falls, healthy eating education, food expiration review, preparing meals, and limited housekeeping. Together, ADPs and HSS are lifechanging for clients like Sophia M. ♡

“ Seeing the teams in action is an amazing reflection of SPLC’s values – compassion, inclusiveness, resourcefulness, collaboration, and always learning. When we create situations where client seniors contribute and also teach us, that’s like the cherry on top of the icing for me. Our clients are diverse, their needs are different, there’s no “one-size fits all” solution, and our programs need client input to be sure we are meeting their needs. Ensuring that clients feel heard and supported starts with our own attitudes - prioritizing client involvement in design, in process and program creation. ”

Sue S, staff

“ The safety for each client is the most important part. We have to make our clients feel welcome, comfortable, enjoyable, and to be part of the program. We ask our clients feedback of the activities and how they feel to try our best to meet individual needs. ”

Jennifer B, staff

“ There are many ways these programs, especially the Day Program, help to improve my emotional health and physical health, such as professional and friendly staff, physical activities, and discussing the daily news. There are friendly and professional Day Program staff – they are all nice girls. Very good staff and many fun activities. For the support group, my husband passed away, and Ms. Wong who calls me every week is very friendly. I feel not alone. Someone is around me all the time. ”

Sophia M, client



Donors



Thank you for providing the vital support that enables SPLC to connect older adults with their community.

\$5000+

Joanne Skapura

\$1000 - \$4999

John Barnes

Paulyan Yao

\$500 - \$999

Annie Pun

Iris Yuen

Judith Shute

Loretta Yuen Lai Seemayer

Margaret Y. Chin

Ralph & Maureen Phillips Family Foundation

Ralph Phillips

Yuen Yau

\$100 - \$499

Ada Kit Ying Yeung

Ai Rim Bang

Ai Wen Wen

Alexander Gevargezof

Alexis Woo

Allen Cheng

Alphonso Gonsalves

Amanda Falotico

Amy Leung

Anna Chan

Annie Tse

Arthur Chen

Arthur Simpson

Athanasios Giannoukakis

Au-Yeung Lai Ying

Aziz Hirji

Belinda Chow

Beltrame Sisto

Benny Van T Han

Betty Li

Bing Wag Wong

Bo Wai Wong

Bobby Chan

Christina Lo

Christine K L Lam

Claude Thomas

Clive Esty

Colina Lau

Cora Al Fong Hew

Dai Hi Trieu

David Yue

Dennis Hickey

Diana Ng

Diane Duncan

Edwardo Castro

Eileen Chinniah

Elizabeth Wong

Elizabeth Wong

Ellen Coyle

Erica Man

Eshwar Datt Sarwan

Esmine Chin

Eva Chung-Chow

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Feng Ying Liu

Foon Yung Fung

Fr Dean

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Helen Fenwick

Hing Sung Wong

Hong Mei Hu

Hsiu Hera & Tai Chen Cheng

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Hui Zhong

Huu Luong

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Ira Phylis Balasubramanim

Irene Oi Lin Wong

Jacqueline Garabedian

James Garland

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Jesse Preston

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Lisa Lau

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Man Kee Siu

Man Ye Lau Chan

Man-Ching Chan

Margaret King

Margaret Lee

Maria Innamorato

Maria Wong

Marlene Lum

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Nagaratham Nandakumar

Nancy Chan

Nizar Hirji

Norma Mulgrave

Parameswary Nagaratnam

Paul & Teresa Ho

Pedro Lumibao

Peggy Ho

Phyllis Bruce

Pong Keung Ng

Prudence Gonsalves

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Qi Ci Zhang

Qing Yang

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Yu Wai Lee

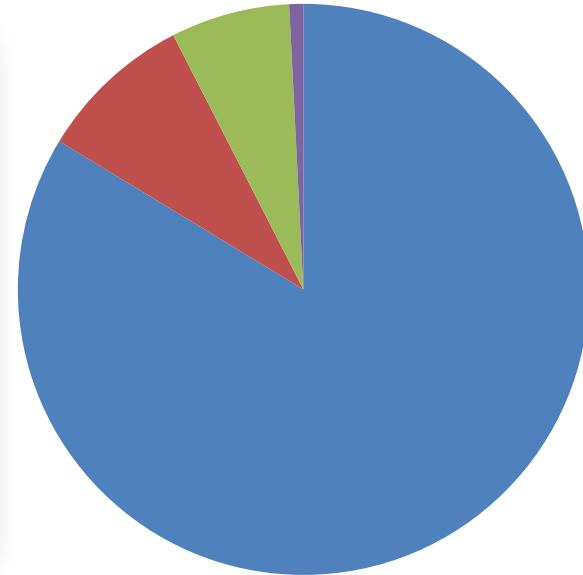
Yuk Lan Cheung

Yuk Lin Li

Financial Results 2021-2022

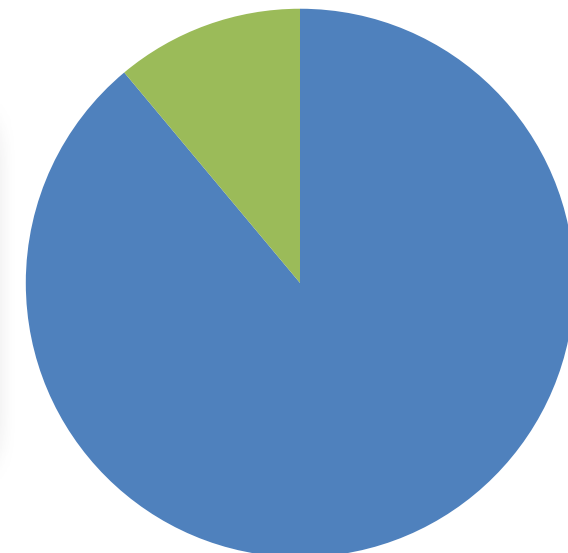
Revenue

	Programs & Services	\$5,241,069
	Management Fees	\$550,489
	Non-Funded Services	\$412,819
	Donations	\$49,698
Total:		\$6,263,075



Expenses

	Programs & Services	\$5,241,069
	Non-funded Services	\$652,726
Total:		\$5,893,795



Partners and Collaborators

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

Agincourt Community Services Association	Dr. Alejandra Villalobos Vazquez	Mount Sinai Wellness Centre	St. Paul's L'Amoreaux Centre
Alzheimer Society of Toronto	Dr. Andrew Xiao	myHealth Medical Centre	St. Paul's Terrace Seniors' Residence
Brain Beat Dance Canada Seniors Association (BBDCSA)	Dr. Kam-Tong Yeung	Newe Towne Medical Pharmacy	TAIBU Community Health Centre
Bridlewood Mall	Dr. Mark Lachmann	Scarborough Centre for Healthy Communities	The Access Point
Calvary Manor	Dr. Omar Ghaffar	Scarborough Centre for Healthy Communities - Palliative Care Community Team	The Wexford
Canadian Hearing Society	Dr. Ray Berry	Scarborough Health Network	Toronto Police Service, 42 Division
Canadian Mental Health Association Ontario	Home & Community Care Support Services Central East	Scarborough Ontario Health Team (S-OHT)	Toronto Public Health
Carefirst Seniors & Community Services Association	HANCA Seniors Association	Scarborough Ride	Toronto Public Libraries
Centre for Addiction and Mental Health (CAMH)	Hong Fook Mental Health Association	Seniors Care Network	Toronto Seniors Housing Corporation
CICS (Centre for Immigrant & Community Services)	Human Endeavour	Sri Lankan Accountants Association of Canada	TransCare Community Support Services
	Love Toronto Korean-Canadian Community Services		
	Mennonite New Life Centre of Toronto		

Board of Directors

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

Senior Persons Living Connected 2021-2022

Anna Giagkou

Andre Bowen

Ching Huang

Rev. Canon Dean Mercer

Reginald Liu

Andrea Gounden

Jennie Pickard

Vanessa Perry

Kyle Shermet

Anisa Shivji

Reead Rahamut

Ed Castro

St. Paul's L'Amoreaux Centre 2021-2022

Steve Shaw

Reginald Liu

Bob Horne

John Barnes

Michael Gregory

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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.