



Annual Report 2022–23



Senior Persons Living Connected

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Message From Our Leaders

We are pleased to share this report with our community. The past fiscal year has been one of renewal and recovery for us all, and Senior Persons Living Connected (SPLC) is no different. We are reconnecting with clients, collaborating with partners, and looking to the future.

Our dedicated team of employees and volunteers are tremendous! So many of our teams have continued providing in-person care and support. Our virtual offerings are still available and now people have multiple ways to access services and events with SPLC. We have been creative in designing meaningful programs to keep people connected and engaged in response to pandemic-related isolation. Our teams provided meals and food baskets to support good nutrition and health, delivered with compassionate human connection. We redesigned our Homemaking service to better respond to people at risk of decline, and piloted a bundled program for holistic support.

This has also been a time of capacity building. We developed and updated a number of processes. For example, ensuring effective data governance and creating a co-design framework that will establish a strong foundation for our work in the years ahead. Our teams participated in learning that will enable us to continue responding to increasingly complex needs in the community.



Diane Duncan
Executive Director

Finally, it was a strategic planning year. We engaged in extensive planning for our next five years and our new strategic plan is ready to launch. We are so grateful to the many seniors, caregivers, and collaborative partners who contributed.

Please read on to learn more about some of our achievements this past year!



Anna Giagkou
Board Chair



Mission, Vision & Values



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



Understand the aspirations of seniors and respond with innovative supports.



Compassionate



Inclusive



Resourceful



Collaborative



Leader

Strategic Plan 2021-23

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.



Build for Demand

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



Maintain Pandemic Response

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



Build Relationships

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





Build for Demand

Day Programs at Home – An Innovative Service Bundle That Meets Clients Needs



At SPLC, seniors can find caring and responsive help that is individualized for each unique person. This year we piloted an innovative service with generous funding from **Ontario Health East**, to prevent worsening health due to pandemic-related isolation. The **Day Program at Home** service was offered as a “bundle” of holistic supports for individuals who cannot attend group programs in our community space. We paired our Adult Day Program with our in-home personal care and redesigned homemaking service.

The Day Program portion of the service focused on keeping seniors connected and active through therapeutic activities for the mind and body, while the in-home service provided support for daily living tasks, such as dressing and housekeeping.

One participant, Mui Yin Hau, is 91 years old and lives independently in Scarborough. She uses SPLC’s Personal Care and Homemaking services. Carmen Kwok, our Home Support Supervisor, thought she would enjoy creating new experiences and memories with Day Program at Home. Ms. Hau’s daughter and caregiver, Cathy, helped co-design the service.

“My mom has been living alone for many years,” said Cathy. “The pandemic and its residual effects made her feel particularly isolated. The weekly SPLC house visit has provided her with companionship, interaction with people who speak her language, and activities that stimulate her brain and support her physical well-being. She feels much more socially connected and engaged. We really appreciate the flexibility, the social interaction, and the support team behind the services. I would highly recommend this service for other seniors.”

Seniors without a social support network are **60%** more likely to develop risk of dementia and cognitive decline.

Source – Government of Canada, National Seniors Council

The Patel* family also shared their experience:

Mrs. Patel is caregiver for her spouse . She recommends **Day Program at Home** when people cannot get to program due to COVID or weather. She says it helps to improve cognitive issues when isolated by doing activities and exercise at home. Virtual programs via Zoom sometimes require the caregiver to be present, and with at-home program the caregiver gets relief and can do some chores. Plus, experienced staff can give some suggestions. The activities and socializing one-on-one enabled Mr. Patel to improve behaviour and mood issues and the home visit helped to not miss any days.

**pseudonym at request of the family*





Maintain Pandemic Response

Keeping Seniors Engaged and Connected

Join the **SCENE** aims to reduce the impact of poverty exacerbated by social isolation among seniors and caregivers. **SCENE** is the acronym for “**Seniors and Caregivers Enabling Neighbourhood Empowerment**”. SPLC launched this three-year program, funded by the United Way of Greater Toronto, to expand opportunities for peer networks, cross-cultural understanding and community connections.

Join the **SCENE** builds enduring and empowering peer networks with seniors, both virtually and in-person; connects seniors to social, health and wellness, housing, community and government services; and increases well-being through a series of interactive, friendly, culturally-relevant and connecting activities.

920 seniors engaged via individual sessions
136 group sessions delivered

SPLC’s **Digital Learning Circles** offered opportunities for seniors to build their digital literacy skills and connect to our increasingly virtual world. Funded by **New Horizons for Seniors**, this program engaged seniors in a friendly and inclusive environment. People had a chance to test specialized senior-friendly tablets created by our partner, **Human Endeavour**, and to later rent their own when they discovered they liked it! The senior-friendly tablets with data plan and language support enabled homebound seniors to access online services and resources. People enjoyed a home visit for orientation to the devices, and then they launched into a variety of virtual wellness sessions, lunch-and-learn, and offered one another mutual learning support.

Happy Spring! May your days blossom with joy!
春來百花開，願你好運來！



In celebration of Year of the Rabbit, artist Hera Cheng shared her brush paintings to be printed on cards enclosed in SPLC’s meal packages for isolated seniors

Many seniors are impacted by social and environmental factors that impact their health. SPLC’s clinical teams use a whole-person approach. This year, examples include assisting seniors to acquire a new refrigerator, or new wheelchair, and providing hearing assistance like pocket talkers or visual doorbells to notify when care providers arrive at the home.





Build Relationships

Building Relationships for Better Impact

Senior Persons Living Connected is proud to be a partner of the Scarborough Ontario Health Team (OHT). It is a collaborative partnership of over 30 healthcare, social service and housing providers in Scarborough. Together we are working to integrate care for a healthier, more equitable community.



Our OHT partners work collaboratively to develop seamless, integrated care. We engage in care coordination, information sharing, and collective planning to address the healthcare needs of Scarborough. We are responding to some local challenges like chronic disease management, mental health and substance use, access to primary care, and health equity.

SPLC is actively involved in working with our Scarborough OHT partners. We collaborated together for pandemic response and are now working on preventive care like improving access to cancer screening, streamlining care at home and developing options for virtual care when people need it.

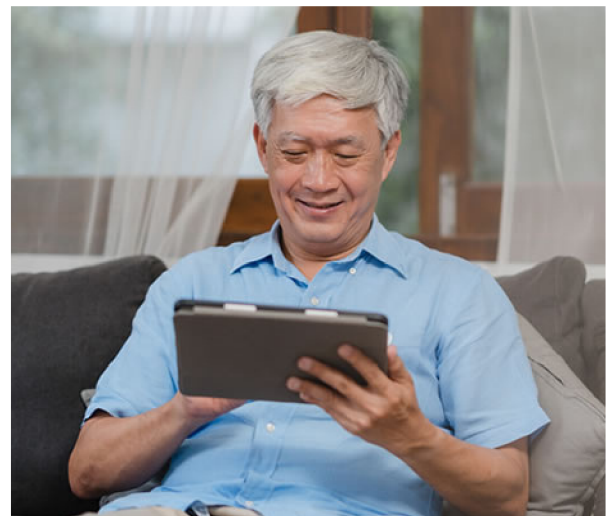
Seniors over age 65 represent **21%** of the population in our service area.

The Greater Toronto average is **16%**

Source – City of Toronto census 2016

Senior Friendly Tablets

Seniors love the pre-loaded tablets offered in our programs through a partnership with **Human Endeavour**. SPLC integrated the tablets into our programs to support beginners, and people living with dementia. The tablets have easy one-step access to online platforms and even provide reminders when it's time to join our group activities. We are very pleased to have also contributed to Human Endeavour's research and evaluation of this exciting technology.



Our Valued Donors

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

\$2000+

Cecilia Kan
Wurong Wang

Ellen Coyle
Elsa Uy
Eva Chung-Chow
Gabrielle Tung

Maria Wong
Milica Glamcevski
Nita Carew
Paul Fung

\$500- \$1999

Evan IP
Katherine Liao
Paulyn Yao
Siu Kwan Chak

Gary Haughton
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Irene Oi Lin Wong

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Wendy Lee
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Canada



Ontario



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Greater Toronto



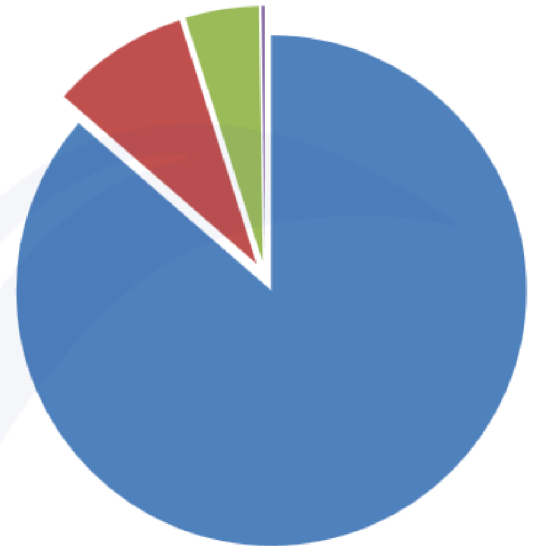
TORONTO



2022-23 Financial Results

Revenues

Program & Services	\$5,456,483
Management Fees	\$551,962
Non-Funded Services	\$294,561
Donations	\$13,729
Total	\$6,316,735



Expenses

Program & Services	\$5,456,483
Non-Funded Services	\$569,460
Total	\$6,025,943



Partners & Collaborators

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

- 
- Agincourt Community Services Association
 - Alzheimer Society of Toronto
 - Brain Beat Dance Canada Seniors Association (BBDSCA)
 - Bridlewood Mall
 - Calvary Manor
 - Canadian Hearing Society
 - Canadian Mental Health Association Ontario
 - Carefirst Seniors & Community Services Association
 - Centre for Addiction and Mental Health (CAMH)
 - Chinese Caregiver Network
 - Centre for Immigrant & Community Services (CICS)
 - Dr. Alejandra Villalobos Vazquez
 - Dr. Andrew Xiao
 - Dr. Kam-Tong Yeung
 - Home & Community Care Support Services
 - HANCA Seniors Association
 - Hong Fook Mental Health Association
 - Human Endeavour
 - Love Toronto Korean-Canadian Community Services
 - Mennonite New Life Centre of Toronto
 - Momiji Health Care Society
 - Mount Sinai Wellness Centre
 - Newe Towne Medical Pharmacy
 - Sarvaac CPA Professional Corporation
 - Scarborough Addiction Services Partnership (SASP)
 - Scarborough Centre for Healthy Communities
 - Scarborough Health Network
 - Scarborough Ontario Health Team
 - Scarborough Ride
 - Self Management Program Central East
 - Seniors Care Network
 - St. Paul's L'Amoreaux Centre
 - St. Paul's Terrace Seniors' Residence
 - TAIBU Community Health Centre
 - The Access Point
 - Toronto Police Service, 42 Division
 - Toronto Public Health
 - Toronto Public Libraries
 - Toronto Seniors Housing Corporation
 - TransCare Community Support Services



Board of Directors

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

Senior Persons Living Connected 2022-23

Anna Giagkou

Anisa Shivji

Andre Bowen

Andrea Gounden

Ching Huang

Jennie Pickard

Julian Wang

Kyle Shermet

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Reginald Liu

Vanessa Perry





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SPLC is Accredited with Commendation by Accreditation Canada.
We have been accredited since 2007.