



SPRINT
Senior Care

2019-2020 ANNUAL REPORT

VISION

We will be an innovative leader and collaborator in senior-centred care.

MISSION

We are committed to providing exceptional care and quality services that enable seniors to live at home and thrive in their communities.



Over **4,000** clients



Over **160,000** hours of home care



Over **33,000** rides



Over **95,000** meals

2019-20: A year of partnership and adaptation

Launch of the North Toronto Ontario Health Team

This year, SPRINT Senior Care took its hospital and community partnerships to a new level. In the fall of 2019, we submitted an extensive application to the Ministry of Health to establish an Ontario Health Team (OHT) with our North Toronto partners: Baycrest, LOFT Community Services, Toronto Central LHIN, SE Health, Sunnybrook Health Sciences Centre, Unison Health and Community Services, VHA Home Healthcare, Vibrant Healthcare Alliance, primary care providers, and local clients, patients, families, and caregivers.

On December 4th, 2019, it was announced that the North Toronto OHT application was officially approved by the Ministry of Health. Starting in 2020, this group of health providers started working closely to plan for how to provide a connected system of health care for people living and seeking care in North Toronto.

When we work together with partner organizations, we ensure that people are accessing the right care when they need it the most. Our transitional care home, Pine Villa, is a strong example of this. The 68-bed facility on Eglinton Ave. W, which launched in 2018, helps people transition from hospital to home, and is a collaboration between SPRINT Senior Care, Sunnybrook Health Sciences Centre, and LOFT Community Services. Since 2018, we have successfully transitioned 195 clients through Pine Villa.

We look forward to building on the Pine Villa experience to help direct the work with our North Toronto OHT partners during the 2020-21 year, and to work toward the development of a seamless and integrated health care system that is centred around the needs of clients and caregivers.

2016-2021 Strategic Plan



COVID-19 and the launch of our Community Response Team

Due to the unprecedented impact of the COVID-19 pandemic, we took immediate and decisive steps this winter to ensure the health and safety of our staff, volunteers, clients, and families.

In February, we began agency-wide client, visitor, and staff screening. In March, several of our non-essential services were suspended, reduced, or adapted to be virtual. This included the temporary suspension of our Adult Day Program and our in-person Community Wellness programs, which continue to be on hold as we begin the 2020-21 year.

To meet the new and urgent needs of seniors during the pandemic, we redeployed staff to support our new COVID-19 Community Response Team, an initiative we nimbly launched in March. Our Community Response Team is dropping off food, groceries, and other essential items to seniors' doorsteps; conducting wellness checks over the phone; and delivering virtual exercise and social programs over Zoom, YouTube, and teleconference. These programs are ensuring that local seniors remain healthy, safe, and social during these difficult times. Thanks to funding from the United Way Greater Toronto, the Government of Canada's New Horizons for Seniors program, the Ontario Government, the Ontario Community Support Association, and many generous private donors, we have been able to launch these programs and keep them running.

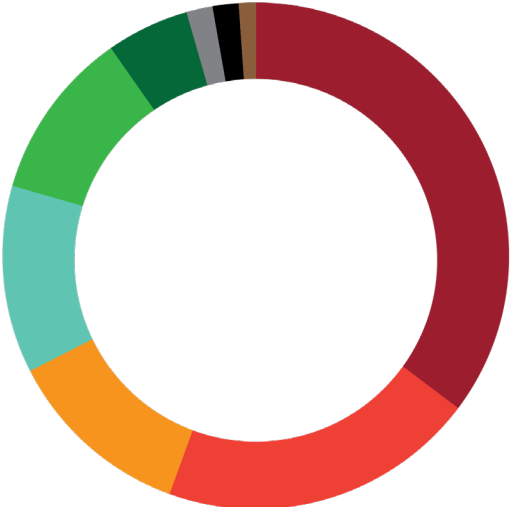
As we move into 2020-21, we are optimistic about the year ahead. Our most significant challenge will be adapting our programs and services as the COVID-19 pandemic continues, but we are confident in our ability to respond to our clients' needs. Additionally, we look forward to collaborating with our North Toronto OHT partners to create new COVID-19-related protocols. We have no doubt that sharing our knowledge and working together with this team will lead to positive and progressive outcomes.



SPRINT Senior Care extends our sincere gratitude to our 2019-20 donors for enabling us to care for those in need. You have made a difference in the lives of seniors.

2019-20 FINANCIAL SNAPSHOT

EXPENSES



35.3%	Supportive Housing and dementia care residence	10.7%	Transportation and Toronto Ride
20.3%	Homemaking and Respite Care	5.4%	Meal programs
12.1%	Social Work and House Calls	1.6%	Health & Wellness
11.9%	Adult Day Services	1.6%	Amortization of capital assets
		1.1%	Volunteer Services

REVENUE



77.2%	Ministry of Health	1.1%	United Way Greater Toronto
8.4%	Client fees	1.1%	Other income
5.5%	VHA/TC LHIN Home & Community Care fees	0.9%	Donations and bequests
3.3%	Grants - Foundations	0.7%	City of Toronto
1.3%	Capital asset funding recognized	0.5%	Investment income



2019-20 FINANCIAL SUMMARY

YEAR ENDED MARCH 31

REVENUE

	2020	2019
Ministry of Health	\$10,915,466	\$10,710,788
Client fees	1,193,716	1,285,905
VHA/TC LHIN Home & Community Care fees	778,167	838,301
Grants from foundations	459,103	371,487
Capital asset funding recognized	177,916	177,842
United Way Greater Toronto	156,567	160,291
Other income	152,094	148,060
Donations	120,255	115,670
City of Toronto	103,400	101,190
Investment Income	74,897	39,635
	14,131,581	13,949,169

EXPENSES

	2020	2019
Employee wages and benefits	10,572,897	10,199,699
Purchased services	703,776	631,631
Professional and support fees	481,567	426,480
Grants to partner agencies	337,244	396,744
Meal and food costs	400,069	385,559
Building occupancy	275,817	356,000
Office expenses	305,915	332,274
Equipment	134,862	290,248
Travel and vehicle	261,403	266,915
Amortization of capital assets	217,070	204,684
Program supplies	116,959	102,364
Staff training	48,320	100,738
Communications	34,007	56,662
Insurance	49,711	45,190
Volunteer	4,184	6,100
	13,943,801	13,801,288

Excess (deficiency) of revenue over expenses

187,780 147,881

Auditors: Grant Thornton LLP • Audited financial statements are available upon request.

Barry Yontef, Chair, Board of Directors

Jeremy Grafstein, Treasurer, Board of Directors

Stacy Landau, CEO



SPRINT
Senior Care

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LEAD AGENCY OF:

HouseCalls
Interdisciplinary healthcare for homebound seniors

Toronto RIDE



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