



# 2020-2021 ANNUAL REPORT



## Responding to client needs as the COVID-19 pandemic continues

At the beginning of the 2020-21 fiscal year, our COVID-19 Community Response Team (CRT) had just launched. The CRT is comprised of our food bank, grocery delivery, prepared meals, friendly check-ins and virtual programs. All these programs continued as we navigated a second and third wave of the pandemic. Over the past year, we have been able to keep these programs running thanks to an unprecedented level of support from our community, including funders, donors and volunteers. This year, our organization was supported by more than 1,000 donors, as well as funders including the United Way and the federal and provincial governments. We also saw a surge in volunteers, who have been joining us week after week to help with packing food and delivering it to our clients in need.

During the summer of 2020, we launched our Adult Day Program (ADP) at-home visits. For this program, staff activationists visit clients at home to lead them in one-on-one activities such as games, puzzles, exercises and walks. This initiative has kept our ADP clients engaged and socially connected and provides much-needed caregiver respite, while the ADP site at 1 William Morgan Dr. has remained closed.

In spring and summer 2021, we are helping seniors access their COVID-19 vaccine. This includes having our social work team available to help individuals navigate the online booking portals. We have also played a key role in the City of Toronto's Vaccine Equity Transportation Plan, which is providing free transportation for seniors to get to and from their vaccination appointments. As the lead agency for city-wide community transportation network Toronto Ride, we are providing free door-to-door assisted transportation for any senior who needs a ride to their appointment.



## Strengthened partnership with North Toronto health partners

The COVID-19 pandemic has strengthened our agency's ties with our North Toronto Ontario Health Team (NT OHT) partners, including Sunnybrook Health Sciences Centre, Baycrest, VHA Home HealthCare, LOFT Community Services, Unison Health & Community Services, SE Health, the Toronto Central LHIN, Vibrant Healthcare Alliance, clients, patients, caregivers and primary care physicians. The NT OHT launched in December 2019 as a collaborative of organizations in the community working to create more connected health care in North Toronto. Since then, we have been working closely in areas such as enhanced governance, privacy, communications and client/patient experience.

During the pandemic, the NT OHT has enhanced its collaboration with several exciting projects. In fall 2020, the team facilitated door-to-door flu shot clinics for residents living in Toronto Community Housing seniors buildings, including SPRINT Senior Care's four Supportive Housing buildings. In spring 2021, this successful model was replicated to administer the COVID-19 vaccine to residents of the same buildings. We have also participated in the community vaccination strategy, aiming to reach people living in hotspot neighbourhoods. We have focused on homebound vaccinations, mobile clinics, pop-up clinics and connecting individuals living in hotspots with hospital-led clinics.

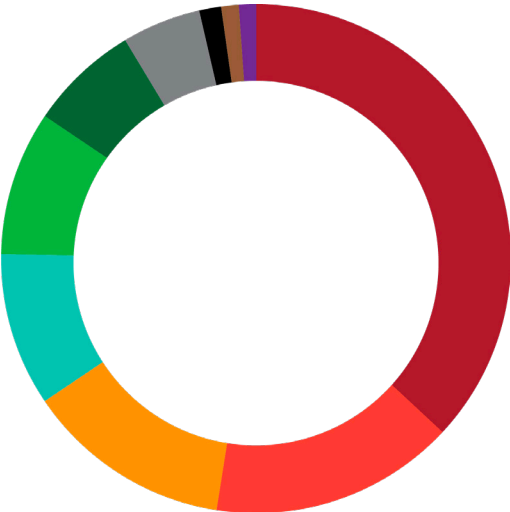
In addition to our COVID-19 initiatives, we are actively collaborating with Sunnybrook on two major projects: the ED One team and the Slight Family Navigation Project. Both initiatives have SPRINT Senior Care social workers embedded at Sunnybrook to help patients navigate the transition from hospital to home. Some of our social workers have been placed in Sunnybrook's Emergency Department, while others are working with inpatients. During the third wave of the pandemic, two SPRINT Senior Care social workers volunteered to assist at Sunnybrook's Mobile Health Unit, also known as the field hospital. These social workers helped develop a discharge plan for patients recovering from COVID-19.

As we look ahead to 2021-22, we anticipate further enhancing our role in the NT OHT and continuing to respond to our clients' needs during COVID-19. We are also looking forward to developing a brand new innovative strategic plan for our organization, which will set long-term goals and benchmarks for our agency over the next five years. Our 2022-2027 strategic planning process launches in the fall.



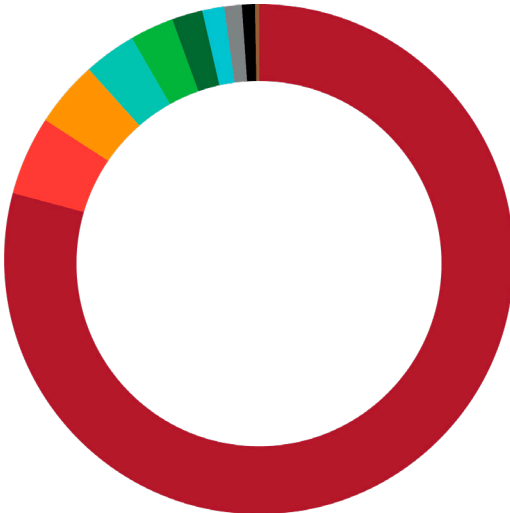
# 2020-21 FINANCIAL SNAPSHOT

## EXPENSES



37.1%	Supportive Housing and dementia care residence	9.1%	Transportation and Toronto Ride
15.4%	Homemaking and Respite Care	7.0%	Adult Day Services
13.1%	Social Work and House Calls	5.0%	Meal programs
9.9%	Pandemic response initiatives	1.1%	Health & Wellness
		1.3%	Amortization of capital assets
		1.0%	Volunteer Services

## REVENUE



79.4%	Ministry of Health	1.8%	Other income
4.9%	VHA/TC LHIN Home & Community Care fees	1.5%	United Way Greater Toronto
4.2%	Client fees	1.1%	Capital asset funding recognized
3.3%	Grants - Foundations	0.7%	City of Toronto
2.9%	Donations and bequests	0.2%	Investment income



## 2020-21 FINANCIAL SUMMARY

### YEAR ENDED MARCH 31

2021

2020

#### REVENUE

Ministry of Health	\$11,913,035	\$10,915,466
VHA/TC LHIN Home & Community Care fees	733,592	778,167
Client fees	624,274	1,193,716
Grants from foundations	493,624	459,103
Capital asset funding recognized	435,026	120,255
Other income	277,107	152,095
United Way Greater Toronto	227,415	156,567
Capital asset funding recognized	164,505	177,915
City of Toronto	105,535	103,400
Investment Income	34,305	74,897
	15,008,418	14,131,581

#### EXPENSES

Employee wages and benefits	11,309,884	10,572,897
Purchased services	828,507	703,776
Meal and food costs	465,305	400,069
Professional and support fees	458,320	481,567
Building occupancy	381,305	275,817
Office expenses	293,663	305,915
Program supplies	211,604	116,959
Grants to partner agencies	202,689	337,244
Amortization of capital assets	194,444	217,070
Travel and vehicle	194,033	261,403
Equipment	147,399	134,862
Insurance	83,093	49,711
Communications	40,655	34,007
Staff training	24,377	48,320
Volunteer	2,737	4,184
	14,838,015	13,943,801

Excess (deficiency) of revenue over expenses

170,403

187,780

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

Sheila Neysmith, Chair, Board of Directors

Jeremy Grafstein, Treasurer, Board of Directors

Stacy Landau, CEO





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