

2021-22 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.

2021-22: RESPONDING TO CLIENT NEEDS IN DIFFERENT ENVIRONMENTS

COVID-19 Vaccines for Homebound Seniors

House Calls is a physician-led interdisciplinary team of health care professionals who provide ongoing primary care and end-of-life care to over 400 frail home-bound seniors across Toronto. The House Calls team also provides their patients with in-home physiotherapy, occupational therapy and social work, and makes close to 10,000 house calls annually. In addition to providing Social Workers and Coordinators, SPRINT Senior Care plays a vital role as the administrative lead for House Calls, supporting the team and its operations with critical financial, IT, administrative and staff support. Thanks to generous support from funders and donors, **House Calls has filled a significant primary care gap for thousands of homebound seniors for over 12 years, enabling them to live safely at home.**



Throughout the COVID-19 pandemic, the House Calls team continued to provide essential care and support to help their vulnerable patients stay out of the hospital and remain safely in their own home. In early 2021, when COVID-19 vaccines were rolling out across the province, it became increasingly clear that the vaccine was not always within reach for eligible populations, specifically homebound seniors. The House Calls and SPRINT Senior Care teams identified this significant need not only for their patients, but also for other homebound seniors in North Toronto. House Calls stepped up and partnering with Toronto Paramedic Services and Sunnybrook Health Sciences Centre for access to the vaccines, **they vaccinated over 1,300 seniors and their caregivers over the past year.**



The House Calls team has transformed patient care for seniors in Toronto. Even through an unprecedented pandemic, the House Calls team continued to tirelessly care for seniors in the community by providing them exceptional care in the comfort of their home.

This unique collaboration is an incredible example of a successful partnership of dedicated professionals working together to provide the best in-home care for seniors in Toronto.

A **House Calls** caregiver says it best:

"We are deeply grateful for everything House Calls offers my dad. Absolutely everyone who assists in his care has been outstanding – very professional, knowledgeable, caring, and available to provide help. Thank you, thank you, thank you. **We do not have enough words to express our appreciation.**"

Collaborating to Transform Transitional Care

In 2019, SPRINT Senior Care and Sunnybrook Health Sciences Centre launched an innovative collaborative initiative called the ED One Team. This interdisciplinary team consists of occupational therapists, physiotherapists and nurses from Sunnybrook's Emergency Department, and transitional care social workers from the community. The ED One Team provides a full range of services to help seniors and their families/caregivers return and remain safely at home. This project was created with two key goals in mind; to support seniors' transition from the hospital back to their community, and to reduce hospital re-admission rates for seniors by boosting home and community support. **In 2021, the ED One Team received 286 referrals from the Emergency Department and inpatient units at Sunnybrook.**

This transitional care program is unique, as it ensures continuity of care. For complex high-acuity clients, a SPRINT Senior Care transitional care social worker continues to support the client when they return home after discharge, ensuring a smooth transition back to their community.

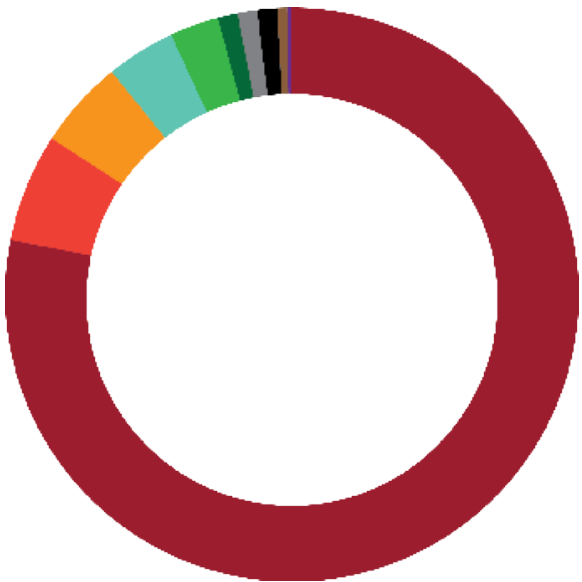
The ED One Team's tremendous responsiveness and support have been pivotal in helping vulnerable seniors who have been discharged home, helping them to avoid the risk of returning to the Emergency Department. A survey conducted on the impact of the ED One Team found that **93% of seniors strongly agreed that the transitional services were helpful in allowing them to stay safely at home.** SPRINT Senior Care is proud to be part of this trailblazing innovative program.



Amanda and Emma, SPRINT Senior Care transitional social workers and ED One Team support

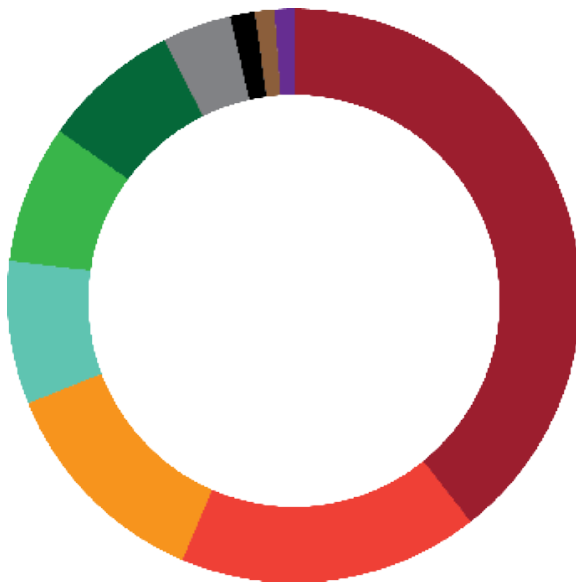
2021-22 FINANCIAL SNAPSHOT

REVENUE



78.2%	Ontario Health	1.3%	City of Toronto
6.1%	Other income	1.1%	Donations
4.9%	VHA Home Healthcare	0.9%	United Way Greater Toronto
4.1%	Client fees	0.7%	Capital asset funding recognized
2.6%	Grants from foundations	0.1%	Investment income

EXPENSES



39.5%	Supportive Housing and dementia care residences	7.7%	Pandemic response initiatives
17.1%	Homecare	7.7%	Adult Day Services
12.3%	Social Work and House Calls	4.0%	Meal programs
8.3%	Transportation and Toronto Ride	1.3%	Health & wellness
		1.2%	Volunteer services
		0.9%	Amortization of capital assets



2021-22 FINANCIAL SUMMARY

YEAR ENDED MARCH 31

2022

2021

REVENUE

Ontario Health	\$11,828,499	\$11,913,035
Other income	916,360	277,107
VHA Home Healthcare	737,837	733,592
Client fees	618,340	624,274
Grants from foundations	388,700	493,624
City of Toronto	195,659	105,535
Donations	173,114	435,026
United Way Greater Toronto	140,734	227,415
Capital asset funding recognized	111,435	164,505
Investment income	20,988	34,305
	15,131,666	15,008,418

EXPENSES

Employee wages and benefits	11,300,365	11,309,884
Purchased services	989,733	828,507
Professional and support fees	542,901	458,320
Meal and food costs	420,453	465,305
Building occupancy	343,942	381,305
Office expenses	294,745	293,663
Travel and vehicles	207,217	194,033
Equipment	186,315	147,399
Grants to partner agencies	175,870	202,689
Program supplies	166,425	211,604
Amortization of capital assets	138,190	194,444
Insurance	93,416	83,093
Communications	51,926	40,655
Staff training	12,265	24,377
Volunteer services	9,427	2,737
	14,933,190	14,838,015

Excess (deficiency) of revenue over expenses

198,476

170,403

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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