



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.



Annual Report 2022- 2023

40 years of Dedication: Embracing Senior-Centred Care



Staff appreciation event

This year marks our 40th anniversary of providing care to seniors and enabling seniors to care for themselves. Since 1983, SPRINT Senior Care has demonstrated unwavering commitment and resilience in providing essential community healthcare and homecare supports. We remain dedicated to being an innovative leader and collaborator in senior-centred care. Our ongoing success and growth are driven by our resiliency, agility, and commitment to collaboration with clients, families, caregivers, volunteers, staff, and stakeholders. As we move through 2023, SPRINT Senior Care is

thrilled to not only resume pre-pandemic services, but to also celebrate a successful head office move, and, the completion of two vital agency-wide initiatives that were postponed due to COVID-19.

Early in 2023, we initiated a strategic plan refresh, leveraging our existing plan to streamline our objectives while preserving our unwavering mission, vision, and values. This renewed focus will empower us to enhance client care, foster stronger partnerships, advocate for system change, invest in our people and workplace culture, and optimize our organizational capacity. We are committed to embracing an Equity, Diversity, and Inclusion lens, and harnessing the power of digital solutions to uplift our teams. Moreover, we maintain a critical connection to our Client and Family Advisory Council, as well as clients and their families, partnering with them to receive valuable input and feedback on our programs and services. Thanks to their input and our unwavering commitment, we have consistently maintained a strong focus on client and staff safety.

In May 2023, we successfully completed our Accreditation Canada survey. SPRINT Senior Care’s



remarkable dedication and support, not only for the senior community but also for our own team members, were widely recognized and appreciated during the accreditation process. We are extremely proud to share that we were awarded exemplary standing and met 100% of the applicable standards, accomplishing the same outcome as our previous two surveys in 2018 and 2013. This continued outstanding success with our accreditation survey validates our commitment to quality and safety across all that we do at SPRINT Senior Care.

We believe SPRINT Senior Care embodies a can-do culture, placing people at the forefront of our mission. We consistently demonstrate a collaborative approach and a deep sense of responsibility towards our community, making us an exceptional organization.

We take immense pride in our team’s tireless dedication and unwavering commitment to achieving accreditation. Their relentless efforts, and resolute focus on providing safe, essential, and



SPRINT Senior Care staff members celebrating a successful accreditation

compassionate care have been instrumental in our accreditation journey. Together, we have overcome challenges, seized opportunities, and strengthened our organization to ensure the highest standards of quality and excellence in senior-centred care.

Both initiatives have provided us with an invaluable opportunity to revisit and revitalize the remarkable work we have undertaken to ensure continuous quality improvement. Moreover, they have allowed us to gaze confidently towards the future, fostering inspiration as we plan and embark on new projects.

As we celebrate our successful accreditation and the implementation of our refreshed strategic plan, SPRINT Senior Care remains committed to delivering exceptional care, embracing innovation, and uplifting the lives of seniors in our community. We are excited to forge ahead, shaping a future where our clients receive the finest care, our partnerships flourish, and our organization continues to thrive.

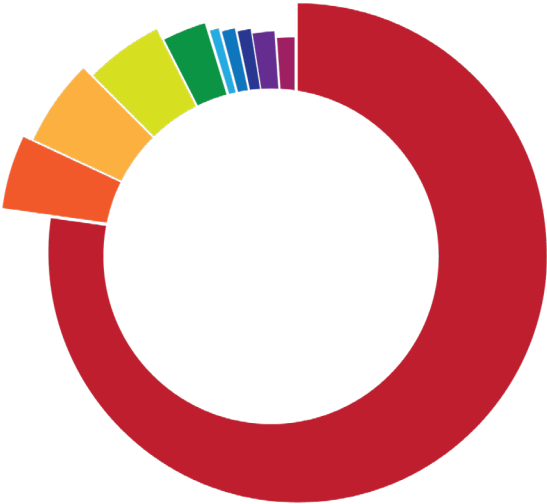


Staff celebrating the success of accreditation

Thank you all for making a significant impact on so many lives, during a time when you have also been living and coping with the pandemic in your personal lives over the past 3 years.
- Stacy Landau, CEO

2022-23 FINANCIAL SNAPSHOT

REVENUE



77.4%	Ontario Health	0.7%	City of Toronto
4.8%	Other income	0.8%	Donations
5.4%	VHA Home Healthcare	0.7%	United Way Greater Toronto
5.0%	Client fees	1.5%	Capital asset funding recognized
2.7%	Grants from foundations	1.0%	Investment income

EXPENSES



39.4%	Supportive Housing and dementia care residences	4.6%	Meal programs
15.5%	Homemaking and respite care	4.3%	Pandemic response initiatives
13.2%	Social Work and House calls	1.6%	Amortization of capital assets
9.7%	Adult Day Services	1.2%	Volunteer services
9.4%	Transportation and Toronto Ride	1.1%	Health & wellness

2022-23 FINANCIAL SUMMARY

YEAR ENDED MARCH 31

REVENUE

	2023	2022
Ontario Health	\$11,614,603	\$11,828,499
Other income	729,004	916,360
VHA Home Healthcare	810,208	737,837
Client fees	743,998	618,340
Grants from foundations	417,064	388,700
City of Toronto	111,116	195,659
Donations	124,168	173,114
United Way Greater Toronto	95,593	140,734
Capital asset funding recognized	210,034	111,435
Investment income	154,808	20,988
	15,010,596	15,131,666

EXPENSES

Employee wages and benefits	\$10,923,168	11,300,365
Purchased services	1,105,044	989,733
Professional and support fees	557,111	542,901
Meal and food costs	370,616	420,453
Building occupancy	365,223	343,942
Office expenses	268,743	294,745
Travel and vehicles	213,823	207,217
Equipment	190,643	186,315
Grants to partner agencies	221,301	175,870
Program supplies	106,163	166,425
Amortization of capital assets	230,861	138,190
Insurance	111,208	93,416
Communications	47,661	51,926
Staff training	35,650	12,265
Volunteer services	2,320	9,427
	14,749,535	14,933,190

Excess (deficiency) of revenue over expenses

261,061 198,476

Malcolm Moffat

Malcolm Moffat, Chair, Board of Directors

Rachel Rodrigues

Rachel Rodrigues, Treasurer, Board of Directors

Stacy Landau

Stacy Landau, CEO

Audited financial statements are available upon request.



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LEAD AGENCY OF:



SUPPORTED BY:

