Our Programs

Meals on Wheels: All our meals are developed by dieticians with expertise in nutrition for older adults, and a range of special diets are available. Hot meals are prepared fresh each morning, and we have over 50 frozen meal selections.

Congregate Dining: We offer stimulating sessions at sites across Scarborough which incorporate a meal and recreational activities from games to discussion groups. The opportunity to come out, socialize and be active helps maintain independent living skills and quality of life.

Transportation: Trained staff and volunteers provide clients with transportation and escort services to medical appointments, shopping, errands, community centres and other therapeutic activities.

Friendly Visiting/Telephone Reassurance: Trained volunteers provide clients with the opportunity to connect with a volunteer visitor or through telephone contact in order to alleviate isolation and avoid depression.

Home Help/Homemaking: Trained staff provides seniors and adults with disabilities assistance with personal care and with activities of daily living such as vacuuming, dusting, meal preparation, and other household tasks.

Caregiver Support/Respite Care: This program allows for in-home relief for caregivers caring for family members suffering from debilitating conditions and dementia. Trained staff provides stimulation, individualized care and support. Service is available 24 hours a day 7 days a week.

Outdoor Maintenance: Young adults and students are matched up with seniors requiring assistance with grass cutting, snow removal and other household task beyond the client's capacity.

Supportive Housing: Trained staff provides 15-hour supervised care and 24-hour emergency response to eligible clients in a designated building.

Client Intervention and Assistance (CIA): This program offers clients and caregivers assistance with accessing appropriate programs and services such as subsidized housing agents; supplementary income sources such as OAS, GAINS, ODSP, refers to other agencies.

Adult Day Programs: This program offers seniors and adults with disabilities supervised therapeutic recreational and social activities to maximize or maintain their functional level and to provide respite relief to family caregivers.

Home At Last: Seniors and adults with disabilities who are being discharged from Hospital can receive assistance in settling back into their homes. Services include escorted transportation (from Hospital site to their homes) and assistance by a Personal Support Worker with meal preparation; pick up emergency grocery and prescription, and personal care.

1045 McNicoll Avenue, Scarborough, Ontario M1W 3W6 Tel: 416-750-9885

\$ 2,049,007

\$ 77,191

\$4,157,496

\$ 300,041

\$ 6,950,611

\$5,056,617

\$ 123,831

\$ 190,364

\$ 168,643

\$ 161,455

\$ 232,236

\$ 107,252

\$ 6,713,670

499,464

108,251

65,557

71.864

93,593

201,419

Revenue

Central East LHIN

United Way Toronto

Trillium and other one time grant

Fundraising and Donations

Fees for Services rendered

Productive Enterprise

Total Revenue

Expense

Wages and Benefits

Building occupancy

Staff training & conferences

Office and general expense

Auto operating expense

Food service - Programs

Other operating expense

Client subsidy/bad debts

Productive Enterprise

Amortization

Total Expenses

City of Toronto





Annual Report 2008-2009



Scarborough Support Services

Mission Statement

To initiate and implement programs and services to improve the quality of life for seniors and adults with disabilities in their efforts to remain active in the community.



"Community support for living at home"

This has been an exciting year, during this final year of our strategic plan; we planted the seeds for a new era of growth and contribution to our community through several initiatives in collaboration with service partners and supporters.

We have taken on the role of lead agency for the Home at Last (HAL) program for the Scarborough region, this program is funded by the Central East LHIN. Home At Last program provides discharged seniors with a smooth and supported transition from hospital to home. The HAL program is a collaborative program among 5 agencies including St. Paul's L'Amoreaux, West Hill Community Services, Carefirst Services to Seniors, VHA HealthCare and Scarborough Support Services.

We responded to the Ministry's recent request for applications for Family Health Teams (FHTs) because the synergy of primary care supported by allied health professionals and community services is a much more effective model in serving vulnerable, at risk populations. Fragmented health care services are a problem for all of us, but can be insurmountable for the least advantaged people in our community.

We are committed to quality of our client service, and received the Accreditation Primer Award from Accreditation Canada, formerly Canadian Council on Health Services Accreditation (CCHSA), which accredits hospitals and other health organizations across Canada. Surveyors highlighted our culture of quality as an overall organizational strength.

Scarborough Support Services is continuing to explore opportunities and initiatives that involve partnering with the private sector which may result in building capacity and increase in revenue to address future needs in the community.

We extend our gratitude to our funders including Central East LHIN, City of Toronto and United Way Toronto. Special thanks to our donors, supporters, clients, staff and volunteers for your trust and commitment to the work of the agency.

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Program Statistics for 2008-2009

Meals on Wheels

886 clients were supplied with 83,940 meals.

Congregate Dining

521 clients were served with 8,613 meals.

Transportation

411 clients were provided with 23,083 trips.

Friendly Visiting

84 clients received 6,376 hours of companionship.

Home Help

370 clients received 12,284 hours of service.

Homemaking

1,226 clients received 100,005 hours of service.

Respite Care

76 clients received 28,465 hours of service.

Outdoor Maintenance

422 clients had 8,104 outdoor jobs completed.

Supportive Housing

131 clients received 15,446 hours of service.

Client Intervention and Assistance

317 clients received 3,112 hours of service

Adult Day Program

86 clients received 4,225 days of care.

Home At Last

65 clients transported and settled at home from the hospital.

Volunteers

491 volunteers contributed 42,130 hours of service to the work of the agency.

Growing support for our programs

Scarborough Support Services has demonstrated their organizational competence through the continued and increasing funding provided by government and community organizations. The following table shows the increase in Ontario Ministry of Health and United Way of Greater Toronto funding, as well as contractual revenue in the past seven years, from 2002 to 2009:

Major Contributions	20	02	2009	% Change
Ontario Ministry of Health/CELHIN	\$ 1	355,295	\$ 2,157,482	59.2%
City of Toronto		90.946	\$ 72,205	-21.8%
United Way Toronto	S	134,235	\$ 204,477	52.3%
City of Toronto - Supportive Housing Contract	\$	0	\$ 380,959	100.0%
VHA/CCAC - Homemaking Services Contract	\$ 1	919,950	\$ 2,548,720	32.7%

Our Board 2008/2009

President	Lucy Perri	
Past President	Beverly Baird	
Vice President	Royston Heywood	
Treasurer	Andrew Wong	
Secretary	Joanna Ueng	
Director	William Dowsett	
Director	Gertrude Karapita	
Director	Lata Jain	
Director	Margaret Higgs	
Director	Veronica Paquette	
Medical Advisor	Dr. J.E. Lessard, MD	
Executive Director	Odette Maharaj	



Afternoon Stroll - Friendly Visiting

Celebrating the life of our Founder, Doris McCann

Doris was a Public Health Nurse who after her retirement felt there was more work to be done in helping the elderly of the Scarborough community. In 1976 she became affiliated with Agincourt Meals on Wheels and decided that the programs should be offered throughout Scarborough. She soon realized that the uncoordinated development of many small, poorly financed agencies would lead to the overlapping of services in some areas and the lack of services in others. Supported by then Mayor, Gus Harris, and other members of Council, she set out to create a co-ordinating body for the Borough. In August 1976, with the help of a number of concerned citizens, she reorganized the Ad Hoc Committee of Official and Voluntary Agencies into Scarborough Support Services for Seniors, the Handicapped and Chronically III. In essence she was instrumental in creating what we know today, 33 years later, as Scarborough Support Services. She volunteered with this initiative because she wanted to help others, and show others how to get the community involved in building services. She stated that she was delighted to be doing this work which gave people a sense of who they are and what they could become. Her advice to other volunteers is as follows. "Have a happy outlook, be interested in people and you will be surprised what you will get back in return."

To celebrate her contribution to Scarborough Support Services, we are dedicating our Boardroom to be the "Doris McCann Boardroom".