



# Annual Report

## 2012-2013





## ABOUT US

TransCare Community Support Services, formerly Scarborough Support Services, is a charitable not-for-profit corporation providing high quality care and compassion since 1976. Our services often make the difference as to whether someone can continue to live in their own home, instead of a long-term care facility.

## BOARD OF DIRECTORS

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## Our Funders

TransCare is a non-profit charitable organization that receives its revenue from various sources including the Central East LHIN (Ministry of Health & Long-Term Care), United Way Toronto, City of Toronto, as well as agency fundraising and modest client fees for those who can afford it, and subsidy assistance for those who cannot. The Ontario Trillium Foundation also provides grants to us for one-time capital or project expense.

## VISION

Clients can access a range of services to maintain healthy lifestyles.

## MISSION

To provide quality support services that improve health and wellbeing in the community.

## VALUES

- Accessible care.
- A safe environment for clients, employees, and volunteers.
- Client-centred, best practice processes.
- Volunteer spirit in the community.
- Collaboration with other service providers.

*Transforming community care*

STATISTICS

- Adult Day Program

108 clients received 5544 days of care
- Assisted Living Services

162 clients received 25,268 resident days of care
- Client Intervention and Assistance

872 clients received 4070 face-to-face & telephone visits
- Community Dining & Therapeutic Recreation

396 clients were provided with 8016 meals and therapeutic recreation activities
- Friendly Visiting

43 clients received 2971 hours of companionship
- Home At Last - Scarborough

1000 clients were referred to the Home at Last program by hospitals for settlement assistance at home
- Home First - Scarborough

1890 clients were assessed and referred to community support services upon discharge from hospital
- In-Home Services

1180 clients received 147,030 hours of service
- Meals on Wheels

847 clients were supplied with 92,420 meals
- Outdoor Maintenance

220 clients had 23,420 outdoor jobs completed
- Transportation

532 clients were provided with 22,529 trips
- Staff

200 staff members worked 292,169 hours to manage, coordinate and provide direct services to clients
- Volunteers

295 volunteers contributed 34,794 hours of service in various agency programs



FINANCIALS

Revenue

Central East LHIN	\$ 3,073,984
City of Toronto	\$ 87,795
United Way Toronto	\$ 204,656
Fundraising and Donations	\$ 50,404
Fees for Services rendered	\$ 4,445,093
Productive Enterprise	\$ 519,026
Other contributions	\$ 297,920
Investment income	\$ 17,318

TOTAL REVENUE \$ 8,696,196

Expense

Wages and Benefits	\$ 6,127,506
Staff training & conferences	\$ 39,275
Building occupancy	\$ 178,500
Office and general expense	\$ 179,878
Program supplies & expense	\$ 903,878
Productive Enterprise	\$ 391,272
Promotion & Publicity	\$ 74,434
Other operating expense	\$ 339,625
Client subsidy	\$ 81,484
Amortization	\$ 128,305
Travel & vehicle expenses	\$ 248,966
Volunteer recognition	\$ 11,503

TOTAL EXPENSE \$ 8,704,626

Strategic Plan

The year 2013 marks the end of TransCare’s three-year strategic plan. We had success in all four plan areas, especially client care leadership and strengthening operations to be able to deliver client care in a changing environment. Much has been achieved in the past three years, including: a rebrand from Scarborough Support Services to TransCare Community Support Services, achievement of Accreditation status, and appointment of lead agency for two Central East LHIN-lead initiatives, Home at Last and Home First, and much more.

As we move forward, TransCare continues to challenge ourselves and is energizing our future growth with a renewed three-year strategic plan for 2013 to 2016.

Our Commitment

**To Quality** We are dedicated to continuously improving the quality of our care, measured against national standards of excellence. We are awarded “Accredited with Commendation” by Accreditation Canada, which accredits hospitals and other health-care organizations across Canada.

**To Ethics** As a charitable organization, our staff and volunteers take pride in making a commitment to demonstrate the values and behaviours for serving vulnerable individuals in the community. We adhere to the Imagine Canada Code of Ethical Fundraising and Financial Accountability, which demonstrates our commitment to high standards for donor policies, fundraising practices and financial transparency.

Celebrating 37 years of  
excellence in community care.



# PROGRAMS

**Adult Day Program** Therapeutic social and recreational activities to benefit individuals, providing caregiver respite.

**Assisted Living Services** Access to services such as personal care, homemaking and other daily living assistance as well as 24/7 emergency response services in designated seniors buildings.

**Client Intervention & Support** Assistance in addressing problems and accessing services that are beneficial.

**Community Dining & Recreation** Therapeutic social, recreational and communal dining programs offered at different locations across Scarborough.

**Friendly Visiting/Telephone Reassurance** Volunteers provide face-to-face visits or contact by telephone to seniors requiring reassurance or security check.

**Home At Last** Assistance in the transition from hospital to home and getting settled in safely.

**Home First** Eligible discharged patients from the hospital are offered enhance community support services during their convalescing period.

**In-Home Services** Assistance with personal care, respite care, and activities of daily living such as meal preparation, light housecleaning.

**Home Care Supplies** Mobility and ostomy supplies; and incontinence products are delivered to your door.

**Meals on Wheels** Hot and frozen meals. Special diets available. Asian meal program delivered.

**Outdoor Maintenance** Young adults and students are matched with seniors who require assistance with snow removal, grass cutting, and other household tasks.

**Transportation** Cost-effective and senior friendly transportation to medical appointments, shopping, and community programs

REGISTERED CHARITY # 11914 2412 RR0001

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United Way  
Member Agency