

BOARD OF DIRECTORS

2016-17 HIGHLIGHTS

TransCare Community Support Services continued its commitment to collaborate with other organizations to ensure seniors and adults with disabilities have access to support services that allow them to remain active in the community. The following are some of the initiatives that we have undertaken:

TransCare®, together with East GTA FHT (Family Health Team) and Toronto Community Housing, developed processes for improving Coordinated Care Plans by testing them on existing high need patients. TransCare® is a member of the Health Links Scarborough North & Scarborough South and plays an active role on both Steering and Design Committees.

TransCare®'s Client Intervention & Assistance team is an active partner in *Furthering Our Community by Uniting Services* (FOCUS) North Scarborough table. This is an innovative community safety and wellbeing initiative led in collaboration with the City of Toronto, United Way of Toronto & York Region and Toronto Police Services.

TransCare® is working with East GTA FHT, Providence Healthcare, Scarborough Centre for Healthy Communities, Home Hospice Association, along with The Scarborough Rouge Hospital to develop a comprehensive care planning process to demonstrate that community support services with primary care supports such as family doctors, can work together to make a difference in the lives of frail elderly persons to return home earlier from hospitalization, or be maintained in the community and delay long-term care admissions.

In January of this year, the Board of Directors of TransCare® and Scarborough Centre for Healthy Communities came together and agreed on a mutual interest to explore integration options between the two organizations. The aim of this exercise is to find opportunities for the two organizations to work more closely toward their common goals and continue to serve the community with high quality, responsive and innovative programs.

About Us

TransCare® Community Support Services is a charitable not-for-profit corporation providing high quality care and compassion since 1976. We provide home and community support services for people who need assistance due to illness, convalescence, disability or functional limitations related to aging.

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.

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 of Toronto & York Region, 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.

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FINANCIALS

Revenue

Central East LHIN	4,057,083
City of Toronto	122,751
United Way Toronto	204,176
Fundraising and Donations	30,982
Fees for Services rendered	5,659,375
Productive Enterprise	691,352
Other contributions	149,929
Investment income	17,273

TOTAL REVENUE 10,932,921

Expense

Wages and Benefits	7,928,601
Staff training & conferences	15,853
Building occupancy	188,158
Office and general expense	234,670
Program supplies & expense	741,596
Productive Enterprise	515,004
Promotion & Publicity	63,807
Other operating expense	729,770
Amortization	165,773
Travel & vehicle expenses	213,049
Volunteer recognition	17,576

TOTAL EXPENSE 10,813,857

PROGRAMS

Adult Day Program Therapeutic social and recreational activities for seniors and adults with disabilities, providing caregiver respite.

Assisted Living Services Access to daily living assistance and 24/7 emergency response in designated seniors buildings.

Client Intervention & Support Assistance to clients in addressing problems and accessing services beneficial to their needs.

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

Exercise & Falls Prevention Free classes offered to seniors in the Scarborough community at over 30 locations.

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 at home.

In-Home Services Assistance with personal care, respite care, and activities of daily living.

Home Care Supplies Mobility aid, ostomy supplies, incontinence products, and compression stockings available for home delivery.

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

Outdoor Maintenance Young adults matched with seniors who require assistance with snow removal and yard work.

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



2016-2017 ANNUAL REPORT

STATISTICS

Adult Day Program
102 clients received 5956 days of care

Assisted Living Services
175 clients received 39,414 resident days of care

Client Intervention and Assistance
1604 clients received 4845 face-to-face & telephone visits

Community Dining & Recreation
273 clients were provided with 6871 meals and therapeutic recreation activities

Exercise and Falls Prevention
1916 clients were provided with 71667 classes/days

Friendly Visiting & Telephone Reassurance
30 clients received 2581 visits of companionship

Home At Last - Scarborough
1146 clients were referred to the Home at Last program by hospitals for settlement assistance at home

Home First - Scarborough
2052 clients were assessed and referred to community support services upon discharge from hospital

In-Home Services
1556 clients received 166,095 hours of service

Meals on Wheels
1029 clients were delivered with 89,957 meals

Outdoor Maintenance
316 clients had 5836 outdoor jobs completed

Transportation
543 clients were provided with 22,006 trips

Staff
230 staff members worked 340,859 hours to manage, coordinate and provide direct services to clients

Volunteers
242 volunteers contributed 24,997 hours of service in various agency programs

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