



ANNUAL REPORT

2019-2020



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® Community Support Services 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 Greater 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.

2019-20 HIGHLIGHTS

Over this past year, TransCare® has undergone more changes in such a short span than in all the years combined in its 44-year history! With a major theme of continuing our collaborative spirit, some of these highlights include:

- » New leadership and expansion of a new management team;
- » Being adaptable and responsive in the delivery of care to our community in the face of the COVID-19 Pandemic;
- » Enhancing collaborative models across the community support sector, locally and regionally;
- » Embarking on our journey towards being a Community Support Services member of the new Scarborough Ontario Health Team;
- » One-time funding for:
 - Extended Adult Day Program;
 - Additional vehicles to enhance capacity and access;
 - Forming a new partnership with Canadian Mental Health Association Toronto to promote healthy and safe housing;

Thanks to our ever-dedicated volunteers and staff, TransCare® Community Support Services has once again shaped another exemplary year!

Board of Directors

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VICE-PRESIDENT

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DIRECTOR

STATISTICS

Adult Day Program

97 clients received 5677 days of care

Assisted Living Services

170 clients received 37,885 resident days of care

Client Intervention and Assistance

1440 clients received 5251 face-to-face or telephone visits

Community Dining & Recreation

250 clients were provided with 6762 meals and therapeutic recreation activities

Exercise and Falls Prevention

1856 clients were provided with 67,850 classes/days

Friendly Visiting & Telephone Reassurance

28 clients received 2188 visits of companionship

Home At Last - Scarborough

844 clients were referred to the Home at Last program by hospitals for settlement assistance at home

Home First - Scarborough

1386 clients were assessed and referred to community support services upon discharge from hospital

In-Home Services

1487 clients received 190,088 hours of service

Meals on Wheels

1021 clients were delivered with 83,691 meals

Outdoor Maintenance

309 clients had 5339 outdoor jobs completed

Transportation

497 clients were provided with 19,402 trips

Staff

225 staff members worked 370,802 hours to manage, coordinate and provide direct services to clients

Volunteers

202 volunteers contributed 28,178 hours of service in various agency programs

FINANCIALS

Revenue

Central East LHIN	4,158,727
City of Toronto	87,695
United Way Greater Toronto	200,679
Fundraising and Donations	22,731
Fees for Services rendered	6,919,858
Productive Enterprise	863,508
Other contributions	188,362
Investment income	52,532

TOTAL REVENUE	12,494,092
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Expense

Wages and Benefits	9,132,505
Staff training & conferences	30,339
Building occupancy	195,615
Office and general expense	218,625
Program supplies & expense	823,027
Productive Enterprise	636,806
Promotion & Publicity	42,709
Other operating expense	600,250
Amortization	176,569
Travel & vehicle expenses	176,954
Volunteer recognition	1,279

TOTAL EXPENSE	12,034,678
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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.

Registered Charity # 11914 2412 RR0001

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United Way
Greater Toronto