

PEOPLE WHO CARE



THE DOWSETTS

WILLIAM AND JANE DOWSETT began volunteering for our agency 22 years ago delivering Meals on Wheels. Bill has been an active volunteer ever since.

Bill has made a tremendous contribution to this agency over the years. Although he retired from our Board of Directors in June 2010, we are very pleased that he will continue as an honorary director.

BOARD OF DIRECTORS

President Lucy Perri
Vice President Royston Heywood
Past President Beverly Baird
Treasurer Andrew Wong
Secretary Beverly Baird

Director Gertrude Karapita
Director Lata Jain
Director Margaret Higgs
Director Veronica Paquette
Director Jenny Chau

Honorary Director William Dowsett
Honorary Director R. Douglas Price

Medical Advisor Dr. J.E. Lessard, MD
Executive Director Odette Maharaj

PROGRAMS

Adult Day Program Social/recreational activities to benefit the individual and provide caregivers with respite.

Client Intervention Support Provides assistance in addressing problems and accessing services that can help.

Community Dining & Recreation Offered at different locations across Scarborough.

Friendly Visiting Volunteers visit an individual on a regular basis in their home. Telephone reassurance volunteers provide a daily security call.

Home At Last Help in the transition from hospital to home and in getting settled in comfortably.

In-Home Services Help with personal care, respite care, and the 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.

Supportive Housing 15 hour supervised care, 24 hour emergency response in designated residential buildings.

Transportation Cost-effective, senior friendly transportation to medical appointments, shopping etc.

REGISTERED CHARITY # 11914 2412 RR0001
 | 1045 McNicoll Avenue | Toronto, ON | M1W 3W6 |
 | 416.750.9885 | www.tcare.ca |



ACCREDITATION CANADA



A United Way Member Agency



Annual Report 2009-2010



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OUR VOLUNTEERS

TransCare Community Support Services is a registered charitable not-for-profit corporation governed by a volunteer, community board.

Many of our support programs are only possible through the efforts of our volunteers, as well as Carefirst volunteers who deliver meals to Chinese-speaking seniors. Our volunteers are key to the success of a range of programs from friendly visiting to fundraising.

Volunteers deliver close to 80,000 hot meals to client homes every year. The increased sense of safety and connection to the community this gives is as important as the meal itself.

This gift of time and commitment helps seniors, adults with disabilities and the chronically ill to live at home and maintain as independent life as possible.

506 volunteers
 contributed 40,610
 hours of service.

STATISTICS

Adult Day Program

78 clients received 3398 days of care

Client Intervention and Assistance

353 clients received 4,828 face-to-face visits

Congregate Dining

507 clients were served with 9,136 meals

Friendly Visiting

79 clients received 5791 hours of companionship

Home At Last

111 clients transported and settled at home from the hospital

In-Home Services

1883 clients received 160,243 hours of service

Meals on Wheels

816 clients were supplied with 79,265 meals

Outdoor Maintenance

480 clients had 14,310 outdoor jobs completed

Supportive Housing

152 clients received 22,457 resident days

Transportation

496 clients were provided with 21,617 trips

Staff

179 staff members worked 243,850 hours to manage, coordinate and provide client services.

Volunteers

506 volunteers contributed 40,610 hours of service to the work of the agency



Welcome to our community

support for living at home

TransCare Community Support Services, formerly Scarborough Support Services, is a charitable not-for-profit corporation providing high quality care and compassion since 1976.

This legacy of community service is the source of our energy as we look to the future. Our new name, TransCare Community Support Services, captures our spirit and commitment to transforming community care.

Our Funders

TransCare receives funding from government and organizations who support the health and well-being of seniors in our community: Central East LHIN, United Way Toronto, Trillium Foundation, and City of Toronto.

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.

Our Commitment

To Quality We are dedicated to continuously improving the quality of our care, measured against national standards of excellence. We were awarded the Accreditation Primer Award by Accreditation Canada, which accredits hospitals and other healthcare organizations across Canada.

To Ethical Fundraising We adhere to the Imagine Canada Ethical Fundraising and Financial Accountability Code. This requires commitment to high standards for: donor policies and public representations, fundraising practices, and financial practice and transparency.

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.

FINANCIALS

Revenue

Central East LHIN	\$ 2,157,482
City of Toronto	\$ 72,205
United Way Toronto	\$ 200,286
Trillium and other one time grant	\$ 85,841
Fundraising and Donations	\$ 86,069
Fees for Services rendered	\$ 3,742,907
Productive Enterprise	\$ 408,218

TOTAL REVENUE **\$ 6,753,008**

Expense

Wages and Benefits	\$ 5,014,901
Staff training & conferences	\$ 119,703
Auto operating expense	\$ 220,102
Building occupancy	\$ 177,542
Office and general expense	\$ 158,573
Food services	\$ 491,552
Productive Enterprise	\$ 295,531
Other operating expense	\$ 143,442
Client subsidy/bad debts	\$ 55,792
Amortization	\$ 105,513

TOTAL EXPENSE **\$ 6,782,651**

