



**SPRINT**  
Senior Care

# 2016-17 ANNUAL REPORT

We served...

over  
**4,000**  
clients

over  
**190,000**  
hours of  
home care

over  
**92,000**  
meals

over  
**30,000**  
rides

We were supported by...

more than

**270** staff

**400** volunteers

We maintained our commitment  
to providing quality care...

**99%**

of clients would  
recommend **SPRINT**  
Senior Care to their  
family or friends\*

\*2016-17 Client Satisfaction Survey Results

We remained guided by our...

## VISION

We will be an innovative leader and collaborator  
in senior-centred care.

## MISSION

We are committed to providing exceptional care  
and quality services that enable seniors to live at  
home and thrive in their communities.

# Highlights of the 2016-17 Year

## We launched a new five-year Strategic Plan

After surveying our clients and staff, consulting with key stakeholders and senior care experts, collecting demographic data, and reflecting on SPRINT Senior Care's history, as well as the performance of the goals of our 2013-2016 Strategic Plan, our 2016-2021 Strategic Plan was born.

SPRINT Senior Care's 2016-2021 Strategic Plan is inspired by our commitment to providing exceptional care and quality services that enable seniors to live at home and thrive in their communities. Our five-year plan is guided by our vision, mission and values and ensures SPRINT Senior Care is well-positioned to play a key role in leading positive change in the evolving healthcare system.



## We established a Client and Family Working Group to enhance client care

The Client and Family Working Group was established in alignment with our 2016-2021 Strategic Plan objectives, to provide an opportunity for us to work more closely with clients and families to improve their experience with our services, programs and care. We believe in the tremendous value of partnering with the people we serve to develop a client and family-centred culture of "nothing about me without me", helping to ensure that what matters most to them drives our quality and safety improvement initiatives.

The Client and Family Working Group brings together a group of advisors to collectively discuss and provide feedback and input into client care and organization processes, and to advocate for client and family needs from a broad perspective that reflects the voice of the client and family.



## We spearheaded a Toronto Ride service integration project

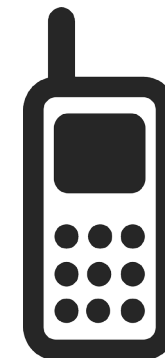
As the lead agency of Toronto Ride – a partnership of 13 not-for-profit, community support service agencies that provides assisted door-to-door transportation to seniors 55+ and adults with disabilities—SPRINT Senior Care is collaborating with the Toronto Central Local Health Integration Network (TC LHIN) to determine potential service integration opportunities among Toronto Ride partner agencies.

The desired key outcomes of this initiative are as follows:

1. Enhanced client experience with Toronto Ride service;
2. Accommodate all trip requests;
3. Equitable access to transportation services; and
4. Efficient use of existing resources to provide better service to clients.



## We made significant progress on an innovative technological initiative to improve home care services



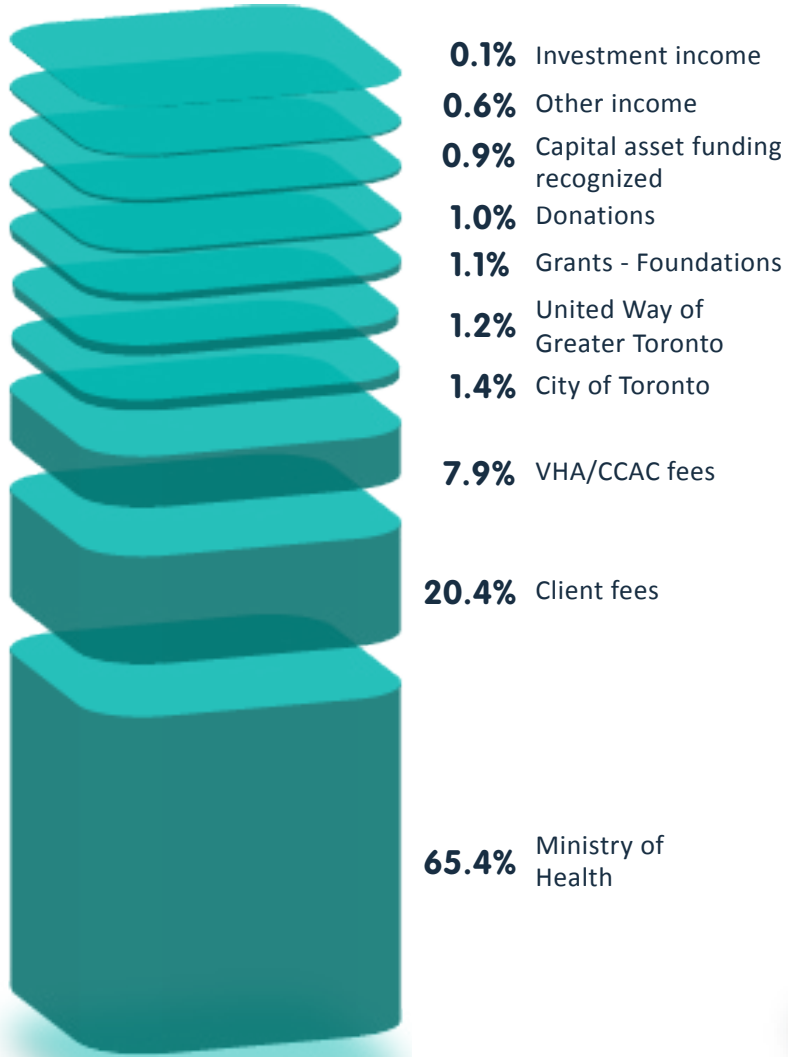
The George C. Hunt Family Foundation is funding an innovative project to improve home care services for our seniors by making it possible to provide our Personal Support Workers with mobile devices that electronically connect them to their schedules and client care plans.

Significant progress on this project was made to ensure that our home care services will be coordinated more efficiently.

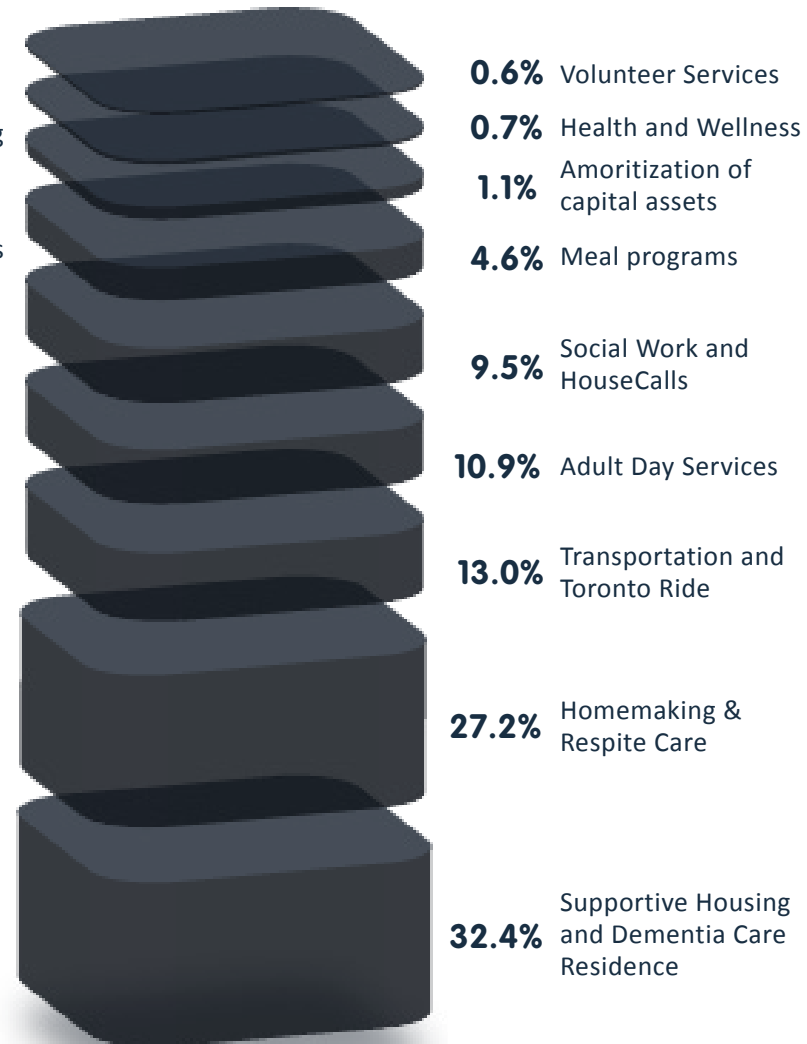
We thank the George C. Hunt Family Foundation for its outstanding contribution. This enhancement will be a significant quality improvement for our clients, caregivers and staff.

# 2016-17 FINANCIAL SNAPSHOT

## REVENUE



## EXPENSES



# 2016-17 FINANCIAL SUMMARY

## YEAR ENDED MARCH 31

2017

2016

### REVENUE

Ministry of Health	\$8,079,943	\$7,834,432
Client fees	2,527,859	2,348,156
VHA/CCAC fees	975,795	1,031,906
City of Toronto	177,421	178,251
United Way of Greater Toronto	153,378	161,040
Grants from foundations	131,722	177,515
Donations	119,562	80,278
Capital asset funding recognized	113,589	165,696
Other income	70,901	36,549
Investment Income	18,348	20,008
	<u>12,368,518</u>	<u>12,033,831</u>

### EXPENSES

Employee wages and benefits	\$9,751,332	\$9,292,249
Meal and food costs	475,253	467,597
Professional and support fees	413,528	479,960
Purchased services	362,716	530,384
Travel and vehicle	298,769	344,402
Building occupancy	298,455	288,910
Office expenses	234,641	242,640
Amortization of capital assets	134,068	190,450
Grants to partner agencies	95,316	90,000
Equipment	93,249	69,483
Program supplies	59,754	61,743
Insurance	58,982	56,222
Communications	39,065	55,430
Staff training	24,753	44,910
Volunteer	7,026	10,210
Loss on disposal of software	-	15,653
	<u>12,346,907</u>	<u>12,240,243</u>

Excess (deficiency) of revenue over expenses

21,611

(206,412)

Auditors: Grant Thornton LLP • Audited financial statements are available upon request.





### SPRINT Senior Care

140 Merton Street, Second Floor, Toronto, ON M4S 1A1

Tel: 416-481-6411 Fax: 416-481-9829

info@sprintseniorcare.org • www.sprintseniorcare.org

Charitable Registration Number: 10497 3458 RR001



LEAD AGENCY OF:



SUPPORTED BY:

