



SPRINT Senior Care

FALL 2016

SPRINT SENIOR CARE UNVEILS NEW FIVE-YEAR STRATEGIC PLAN

A message from our CEO, Stacy Landau

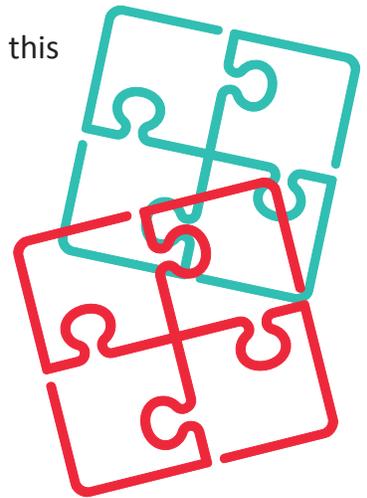
SPRINT Senior Care is very excited to present our new five-year Strategic Plan, inspired by our commitment to providing exceptional care and quality services that enable seniors to live at home and thrive in their communities.

Over the past year, we have been very busy engaging with our Board, staff, volunteers, clients and stakeholders in an extensive strategic planning process that identified what we are doing right, and where we can improve, culminating in an ambitious five-year plan.

Our 2016-2021 Strategic 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. The six key objectives of the plan are to: **enhance client care, ensure quality and safety remain foundational in our culture, optimize our capacity, be an innovative change leader, maintain financial health and sustain operational excellence.** I invite you to take a look inside this newsletter to learn more about the objectives of our plan.

I would like to thank those who were instrumental in developing the 2016-2021 Strategic Plan for their invaluable contributions. SPRINT Senior Care looks forward to evaluating and reporting on our progress throughout the five years as we work to build a stronger organization that remains focused on our mission and is committed to reaching our full potential.

We welcome your continued feedback. Please contact us at 416-481-6411 or info@sprintseniorcare.org.



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SPRINT Senior Care: We Care About You

2016-2021 STRATEGIC PLAN



OUR STRATEGIC PLAN INCLUDES SIX OBJECTIVES:



1. ENHANCED CLIENT CARE

We will implement a coordinated healthcare approach to ensure the development and delivery of effective client care plans by streamlining processes, increasing the capability for the effective use of assessment tools, and working collaboratively with our health system partners.



2. QUALITY AND SAFETY

We will ensure quality and safety remain foundational in our culture. We will partner with our clients and stakeholders to ensure our strategies and initiatives are guided by what matters most. We will foster a safe and healthy workplace environment so that staff and volunteers feel well supported and are equipped with the right tools and training.



3. OPTIMIZED CAPACITY

We will grow our organizational capacity and increase productivity by streamlining administrative processes and realigning resources to align with organizational priorities and meet the evolving needs of our clients.



4. INNOVATIVE CHANGE LEADER

We will establish ourselves as an innovative change leader in the evolving healthcare system transformation by continuing to play an influential role in contributing to the Toronto Central LHIN's strategic plan and by implementing the reformed directives that will enhance service integration.



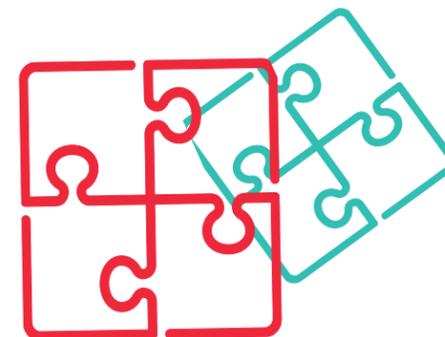
5. FINANCIAL HEALTH

We will maintain a financially healthy organization by efficiently managing costs, advocating for increased government funding to align with our targeted growth and finding innovative ways to generate new funding to promote sustainability.



6. OPERATIONAL EXCELLENCE

We will be a high performance organization by supporting employee development to drive improved, measurable results. We will strengthen our staff team by providing a supportive workplace and focused training to ensure we meet our mission and vision.



IMPROVING CLIENT EXPERIENCE: SPRINT SENIOR CARE IS USING YOUR FEEDBACK TO HELP SERVE YOU BETTER

Dianne Wallace, Director, Quality

It matters to SPRINT Senior Care how the people we serve feel about their experience when receiving our services.

One method we use to get our clients' feedback is the annual survey on your SPRINT Senior Care experience. We want to inform you how we are currently using the valuable feedback you provided in last year's survey on what we are doing well, and where we can improve.

We reviewed the many written comments received on the surveys and are using them to help us further develop and improve our services.

What we are doing well:

We know that how you are treated matters to you and this is why we are very pleased that for the past two years our survey results indicated that 99% of respondents felt SPRINT Senior Care staff treated them with courtesy and respect. We are also pleased that our satisfaction results are high, with 99% indicating they would recommend SPRINT Senior Care to family or friends if they were in need of a community support service.

Improving Client Experience:

It's very important to SPRINT Senior Care that you know who to call when you need more information or help. We want you to know that we have a dedicated social worker available to provide information on other SPRINT Senior Care services or help you navigate the system to find what you need to meet your needs. Our In-take Social Worker Natalie can be reached at 416-481-6411 ext. 225. Our receptionists James and Norma are also happy to provide information about our services.

Based on your feedback, we identified specific opportunities to improve client experience in our various service and program areas. We invite you to take a look at the strategies and initiatives we are implementing this year to serve you better, and we welcome your feedback at anytime.

2015-16 SURVEY RESULTS

Of the 399 clients who participated in the survey:

- 99% would recommend SPRINT Senior Care
- 91% felt SPRINT Senior Care services met their needs
- 84% were satisfied with their opportunity to give input to ensure our services met their needs
- 99% felt they were treated with courtesy and respect
- 97% felt our services helped them to feel more confident to live in their own home (where applicable)
- 88% received services at times that were convenient for them
- 87% felt confident that SPRINT Senior Care would connect them to other services or help if needed
- 84% knew who to contact at SPRINT Senior Care if they required more information or help
- 93% felt SPRINT Senior Care staff explain things in a way that is easy to understand
- 94% felt SPRINT Senior Care staff listen carefully to them
- 98% gave an overall positive rating for the quality of care/ services they received from SPRINT Senior Care

CLIENT EXPERIENCE IMPROVEMENTS

PROGRAM OR SERVICE	IMPROVEMENTS
Community Wellness	To respond to requests for "more trips", the department is taking every opportunity to facilitate trips for you that are offered to SPRINT Senior Care through generous donations or giveaways. From one such opportunity, we were able to provide tickets to the <i>Toronto International Film Festival Seniors' Film Fridays</i> . We are also making it a priority to communicate to you regularly about trips and social opportunities offered by other organizations.
Meals on Wheels	We heard that a variety in food options is very important to your experience with Meals on Wheels. With this in mind, we introduced a special summer menu this year. We worked with our food supplier to step outside the fixed meal rotation to offer a different summer meal each month over the summer, with special offerings such as summer salads and fresh local fruit. Our evaluation of this initiative so far has been positive and we look forward to working on providing more food options in the fall.
Social Work	We heard that the professional relationship you have with SPRINT Senior Care staff including social workers is very important to you. Health Quality Ontario recently released a report on findings from asking clients: "What is good quality home care?" People receiving services responded that it "includes emotional aspects." To help us do our very best in supporting clients in this area, our social workers are receiving additional training to support these emotional aspects of client care.
Active Living Centre (Adult Day Programs)	Food taste matters to our clients at the Active Living Centre. We have asked our food supplier to increase flavouring and add a small amount of salt when necessary to ensure that the food offers a more positive taste experience, while still being healthy. We also heard from family members that they would like increased communication on activities in which their family members are engaged. The Active Living Centre will increase communication by completing a "Getting to Know Me" form with new clients and families, and ensuring a completed copy is provided for clients and families to take home. The client-centred form asks questions such as "What is important to me?" and ensures that clients' interests and preferences inform the activities they participate in.

Watch for the next Client Experience Survey coming soon!

MP OLIPHANT VISITS SPRINT SENIOR CARE SUMMER STUDENT

The Canada Summer Jobs program is a great government initiative that provides meaningful work experience to students while supporting organizations that provide important community services. Not-for-profit employers are eligible for funding for up to 100% of the minimum hourly wage, and this year the government doubled the program funding.

SPRINT Senior Care was fortunate to have five Canada Summer Jobs Program students this year. One of these brilliant students is Madison, Humber College Recreation and Leisure student who worked at our Active Living Centre. "It was a great experience," said Madison, who has also volunteered with SPRINT Senior Care for the past ten years. "I learned a lot from the staff here and seeing how much they care about our clients solidifies how important the work we do is." Madison worked on important projects like helping to streamline scheduling processes, and had the opportunity to build relationships with clients. "It's so important to get seniors out of the house and keep them active and socializing with each other."



"I learned a lot from the staff here and seeing how much they care about our clients solidifies how important the work we do is."

On the last day of Madison's placement, MP Rob Oliphant, Member for Don Valley West, visited her at the Active Living Centre. Former Minister with the United Church of Canada, MP Oliphant said he has a special place in his heart for SPRINT Senior Care. He rented space from us back when we were located at the Forest Hill Fire Department Station 135 and was influential in targeting funding for the Ewart Angus home. During his visit, he said he has a bias toward seniors and kids, which is why it was important for him to meet Madison, the clients and learn about the important work we do.

We're very thankful MP Oliphant took the time to visit us, and we thank our summer students for their incredible contributions. "I would definitely recommend this to other students," Madison said. "If I could do it all over again I would!"

AUTUMN FOOTWEAR AND FOOTCARE: HAPPY FEET!

Beth Little, Registered Practicing Nurse, First Choice Footcare
Kathy Russell, Office Assistant, First Choice Footcare



As we age, our feet change: they widen and lengthen over time. When seasons change, so does our footwear. Over the summer, when we wear sandals or running shoes, our feet have enjoyed the freedom! So you might feel changes when you put on shoes or boots which you haven't worn in a while and your feet might hurt.

The fall is a good time to make sure that you are wearing the proper sized shoe and, if your feet have changed, your shoes are accommodating those changes. One way to do that is to have your feet measured when buying any new footwear and discard any older footwear that is no longer comfortable.

Nursing footcare is a wonderful way to receive advice on proper footwear, and help with any corns or callouses which may have developed. We also keep your toenails trimmed, even when they have become thicker and more difficult to cut yourself.

SPRINT Senior Care Footcare Clinics are held every second and fourth Tuesday of the month. For more information, or to book an appointment in your home or at our SPRINT Senior Care Clinic, call 416-512-0982.



MEALS ON WHEELS HAS AN UPDATED MENU!

Prepare for winter with ten new frozen meal choices! Our full menu offers 68 entrée choices in addition to desserts and soups. Call Eileen at 416-481-0669 ext. 251 or email Eileen.Mcgeean@sprintseniorcare.org for a new menu.

We accommodate most diets.

SPRINT SENIOR CARE WANTS TO KNOW: WHY DO YOU DONATE?

Donations to SPRINT Senior Care directly impact the lives of over 4,000 seniors each year who depend on our services to live at home and thrive in their communities.

Everyone has their own personal reason for choosing to donate to SPRINT Senior Care. We would love to hear yours and share it with the SPRINT Senior Care community!

Help us to inspire the spirit of giving by sharing your reason in the attached donation form. We will feature your reasons for generosity in a *Why I Give* series in our upcoming newsletters.

✓ YES! I WANT TO HELP SENIORS LIVE AT HOME AND THRIVE IN THEIR COMMUNITIES!

My one-time gift is: () \$50 () \$100 () \$200 () \$500 () OTHER \$ _____

OR

My monthly gift is:

() \$18 per month (60¢ per day) () \$21 per month (70¢ per day)
() \$30 per month (\$1 per day) () OTHER \$ _____ per month

Please make my deductions on the () 1st or () 15th of each month.

Client NL 10/2016

My information:

Name: _____ Date: _____

Phone number: _____ Email: _____

Address: _____

City: _____ Province: _____ Postal code: _____

() *Please contact me with information about making a bequest, or setting up an endowment.*

Help us to inspire the spirit of giving by sharing your reason for donating with the SPRINT Senior Care community:

() I wish to remain anonymous

Payment for my gift:

() My cheque is enclosed. (Please make your cheque payable to *SPRINT Senior Care*.)

() Please charge my Visa:

Card number: _____ Expiry date (MM/YR): _____

Name on card: _____ Signature: _____

I hereby authorize SPRINT Senior Care to arrange automatic withdrawals from my bank account or credit card on an ongoing monthly basis. I understand that I may change or cancel my contributions at any time in writing. Please view SPRINT Senior Care's terms and conditions for automatic withdrawals at www.sprintseniorcare.org/terms-and-conditions.

Signature: _____ **Date:** _____

Client NL 10/2016

DONATE ONLINE AT WWW.SPRINTSENIORCARE.ORG/DONATE

Receipts will automatically be issued for gifts of \$10 or more. CHARITABLE REG. # 10497 3458 RR0001

SPRINT Senior Care, 140 Merton Street, Second Floor, Toronto, ON M4S 1A1
www.sprintseniorcare.org • 416-481-6411 • info@sprintseniorcare.org