

Celebrating **36 YEARS**



ESS
**Support
Services**

2018 – 2019
Annual Report

ESS has enjoyed a very strong year.

In April 2018, we completed our third cycle of accreditation with Accreditation Canada, meeting 100% of all standards and receiving Exemplary Standing. This is the highest level of performance that an organization can receive. It recognizes our on-going and continued efforts to provide safe and quality services for seniors and their families.

After 33 years of commitment, dedication and innovation, we said good-bye to Dolores Ellerker as she retired as CEO and welcomed Alison Coke to this position to continue to lead, build and develop ESS in our community. These internal changes were met with changes in the larger policy and funding environment, with the new health initiatives of the Province, influencing the agency and providing a strong incentive to collaborate with complementary agencies. This will allow ESS to extend its reach and capacity to bring supports to seniors, especially those available through partnerships; it brings important new opportunities for seniors in Etobicoke.

We have worked hard to strengthen our relationships with long-standing friends including CANES Community Care, LUMACARE, Richview Community Care Services, Storefront Humber Inc, Stonegate Community Health Centre, Better Living Health & Community Services, CARP Etobicoke and Circle of Care. We also proudly continue to participate and engage with the following community initiatives: Central Etobicoke Community Hub Group, Kingsview Village-The Westway Neighbourhood Action Partnership and the North Etobicoke Resident Council.

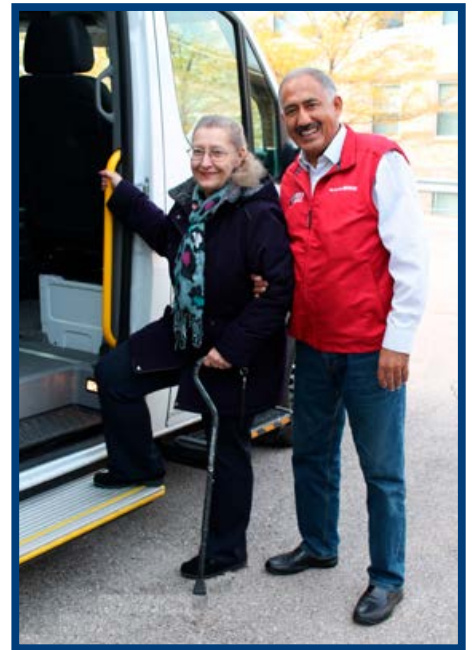
Outreach to re-energize friendships and build new relationships has also been a priority, including Rexdale Community Health Centre, FoodShare, Etobicoke Medical Centre - Family Health Team, BALANCE, PACE and Community Living. The launch of our newly designed website provides another way our community can more easily access information about our programs, services and events.

We have had much success securing additional funding:

- A new free "Stay Fit & Reaching Out" program was launched in the Daystrom/Humbermede neighbourhood with City of Toronto funding to improve the social and physical health and wellness of low income seniors in this community.
- Our new fleet of vehicles was modified with added grab bars and step-ups to achieve greater ease of entry and accessibility for the individuals travelling on our vehicles with the financial support of Circle of Care.



- Dementia care training was delivered to over 30 Adult Day Program and Caring Centre staff with Ministry of Health funds, and Compassion Fatigue training was provided to additional staff with the support of the Central Local Health Integration Network (CLHIN). Together this training further developed skills of our staff to safely and positively support our clients and their families.
- Our main office reception area was renovated to create a fully accessible space for seniors and adults with disabilities with funds from Employment and Social Development Canada, Enabling Accessibility Fund.
- Clients can now enjoy an interactive outdoor garden space at our 525 Horner Avenue Adult Day Program location through the success of the Home Instead Senior Care Foundation's GIVE65 online giving event.
- Several enhancements were completed at our Adult Day Programs to support safe programming with the funding from the CLHIN. At our 525 Horner Avenue location, a dementia-friendly security system was installed and a local artist painted a custom, one-of-a-kind mural. In addition, all of our Adult Day Program washrooms were equipped with security call bells.
- More seniors and their families now have access to day programs through a funding partnership with Alzheimer Society of Peel for our 525 Horner Avenue Adult Day Program.

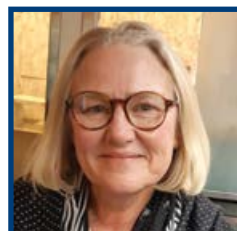


As we enter a new fiscal year, work is under way to complete a Strategic Plan to guide ESS over the 2019-22 period. Increasing diversity and the scope of ESS' reach to serve more clients will be key goals along with working more collaboratively with partners, refreshing our fund development strategy and revenue generation plans.

Setting out such an ambitious agenda reflects the confidence we have in our superb staff team and the continued generous support we enjoy in our community, especially from our volunteer and donors.



Erica Teklits
Erica Teklits
 Chair, Board of Directors



Alison M. Coke
Alison Coke
 Chief Executive Officer

ESS Statement of Revenue and Expenses Year Ended March 31

REVENUE	2019	2018
Ministry of Health and Long - Term Care	3,447,191	3,404,337
Ministry of Health and Long - Term Care - one-time funding	124,522	243,284
Client Fees	520,793	574,863
Recoveries from External Sources	341,402	556,589
Other Revenue	289,071	286,604
United Way	223,156	224,122
Fundraising & Donations	83,963	83,823
The City of Toronto – CSP	63,948	55,027
G.H. Wood Foundation	10,574	18,973
City of Toronto Long-Term Care Homes & Services – one-time funding	0	7,357
The Ontario Trillium Foundation	3,540	3,540
Total Revenue	5,108,160	5,458,519
EXPENSES		
Salaries and Wages	3,512,960	3,516,288
Benefits	546,549	558,702
Occupancy	340,976	333,030
Food Services	128,680	136,114
Ministry of Health and Long-term Care - one-time expenditures	124,522	243,284
Purchased Services	121,490	143,077
Travel Expenses	101,762	102,286
Other Operating	97,673	107,933
Office Expenses	53,299	105,271
Fundraising Expenses	28,768	37,143
Service Supplies	27,495	36,050
Staff Training	25,401	36,296
Volunteer Training and Recognition	5,427	16,483
City of Toronto Long-Term Care Homes and Services - one-time expenditures	0	7,357
Computer Expenses	0	4,560
Total Expenses	5,115,002	3,583,874
EXCESS OF REVENUE OVER EXPENSES BEFORE AMORTIZATION	(6,842)	74,645
Amortization of deferred grants	26,357	38,259
Amortization of capital assets	(26,357)	(38,259)
Excess of revenue over expenses for the year	(6,842)	74,645

2,412
seniors served.



Accredited with
Exemplary Standing.

Met **100%**
of all **462**
accreditation standards.

\$83,963



raised through fundraising,
donations and designated
donations.



368 adults
attended and were
cared for in our
Adult Day Services
Program.

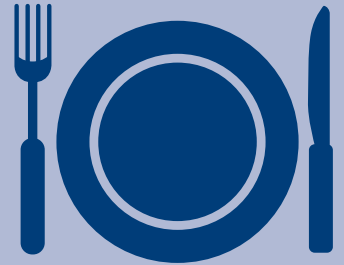


194 volunteers &
students gave
12,018 hours.
This is equivalent to
\$228,342 or 6.16 full
time employees.

112 community members
received overnight respite
in our Caring Centres.



168 seniors
enjoyed socialization
and well-balanced
meals in our Seniors'
Lunch Program.



795 seniors participated in our
Health & Wellness Programs including
group exercise, falls prevention and
social recreation.



19,772

trips made taking seniors to
medical appointments, grocery
stores and community programs.



7,523
in-home friendly visits
and telephone calls
were made to seniors.



131
seniors supported
through our
Assisted Living
services.

4,881

hours of respite
care was given to
seniors and families
in our community.



Our Mission

We are a not-for-profit agency committed to supporting seniors in their desire to remain in their own homes and community.

Our Vision

We envision a community of independent seniors sustained through excellence of operations, enthusiasm and continual innovation in the delivery of community support services.

Our Cornerstone Values

Safety

quality and continuous improvement

Respect

diversity, ethical, cultural values and beliefs

Independence

clients' autonomy and freedom of choice

Innovation

creativity and imagination

Teamwork

joint effort and shared decision-making and leadership

Accountability

responsibility, transparency, confidentiality, integrity and honesty

Our Funders



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