
2021-2022



ANNUAL REPORT



CELEBRATING 39 YEARS

agency@esssupportservices.ca

www.esssupportservices.ca



Letter from the Board Chair and CEO

We are pleased to share our Annual Report for the 2021-2022 fiscal year. It was very busy and presented some great opportunities, as well as some challenges for ESS.

Concerns about managing our programs and services, in the ongoing COVID environment, continued to drive essentially every decision we made: keeping clients, caregivers, staff and volunteers safe was our main priority.

At the same time, COVID forced us to create and implement new ways of serving and supporting the community. This was possible because of your ongoing trust in ESS to support people as safely as possible and the willingness of the staff to design and deliver new ways to serve our clients and caregivers.

COVID will continue to factor into every decision we make; vaccines and the evolving science on how best to 'live with it'. Like everyone, ESS will continue to operate with vigilance and the understanding that the world will eventually reopen.

Some of the more exciting activities that ESS engaged in over the past fiscal year were the new Mobile Food Bank we launched and our ongoing Grocery programs. Given the significant rise in the cost of living, and in particular food, we expect increasing pressure to grow our food security work to meet the growing demands of our clients. Seniors and those living on fixed incomes will be especially vulnerable.

We hosted a number of vaccine clinics in the past year where 736 people participated and received their shots.

Over the year, many seniors told us how isolated and lonely the pandemic made them feel. They responded by subscribing to our

virtual programs and benefiting from our volunteer-led friendly visiting calls. Programs, never before offered by ESS, were launched and well received, such as the Mindfulness and Meditation program. The great feedback on this offering and requests for other similar new programs has led us to plan "Yoga" and "Art Therapy" for seniors to be launched in the summer and other similar activities, such as "Cooking for One" and "Creative Writing" to be held in this fiscal year.

In closing, please accept our sincere appreciation to all of you, especially our wonderful staff, board of directors, clients, caregivers, volunteers and the partner agencies with whom we collaborate. We also need to acknowledge those generous individuals in our community who continue to donate to ESS, and of course our core funders. You are the reason we can do all of our work and enable us to provide services in new and creative ways to meet the needs of so many vulnerable members of our community.



Erica Teklits

Erica Teklits

Chair, Board of Directors



Alison M. Coke

Alison Coke

Chief Executive Officer

Our Impact

1,318

older adults
and seniors
served



736

vaccinations provided
to clients, caregivers
and staff through our
vaccine clinics



18,694

rides for medical and
vaccination
appointments,
community
programs, and food
deliveries

5,424

hours of
in-home and
overnight
respite care
provided



3,468

volunteer
hours given

118

seniors
supported
through Assisted
Living services



18,054

wellness checks
and social
connection calls
made by staff
and volunteers

\$71,100+

raised through
fundraising,
donations, and
designated
donations



7,475

recipients of our Adult
Day Services, Health
and Wellness Services,
and H.E.A.R.T.S
Caregiver Programs
and Services

Our Impact

I'd like to express my heartfelt gratitude to the staff for all the supports offered during COVID, especially those which helped to transition us from in-person to online programming. They allowed my parents to not only remain safe throughout the pandemic, but to also grow and thrive.

My mother attends the Adult Day Program. The virtual offerings, activity packages, and e-bulletins have been enjoyable, and kept my mother motivated and in good spirits. They have surprisingly, also opened up a whole new world of learning for both my parents. It's given them glimpses into world events, history and have challenged their minds. They have kept my mother's brain challenged and have tested her memory and concentration. At the same time my father, my mother's primary caregiver, has also benefited equally by helping her. He has developed computer skills to help my mom log into sessions and he also reviewed my mother's work, so that they both learned together.

A welcome surprise was that the two of them began to talk positively about the topics in the e-bulletin with our family and friends. Their vocabulary and understanding of other cultures expanded, and so these two Italian-Canadians seniors started talking about topics such as Chinese New Year, Brazilian Cheese Puffs, Paralympic Sports or Rosh Hashanah. We were surprised at how much they grew to learn about the outside world, through remote learning technologies brought into their home.

This past March, my parents were working on a St. Patrick's Day and Ireland themed e-bulletin activity together. My father realized he had never participated in the St. Patrick's Day parade, so this year he decided to do that, for the first time in his life! He made plans to



take the TTC there and walk alongside the parade float sponsored by the union that he had retired from. Afterwards, he came home and excitedly recounted to my mother and us all the details of his day and the discussions he had with random people he met. We were happy we could all share this new experience together, which began with a simple matter of topics on e-bulletin activity sheets.

Throughout the pandemic, my family worried about my parents being seniors living on their own and that the pandemic restrictions would isolate them. My parents have remained safe and thriving in this new world. ESS has enabled my parents, and our family, to re-imagine their lives in the safety of their own home. The virtual programming helped their mental health and well-being. They had activities to look forward to and they were both proud of and confident because of their accomplishments with the technologies and with their activities.

Please know that we have very much benefited from your kindness, generosity and hard work throughout this pandemic.

– Caregiver

“

My mother joined the ESS exercise program in early 2017, on the suggestion of her doctor. At the time, my mother had dementia brought on after a fractured hip, and had suffered a stroke. She was not able to do much exercising from her wheelchair, but at least could move her arms and her legs.



Photo: Sharon and her mother

The class was one of the few activities my mom got out for during the week, and it was her only option to meet people in a positive way. Over time, her dementia advanced and she would often speak aloud during the class. The instructor always made a point to talk to mom after class. The class remained friendly and welcoming for her, and it allowed her a sense of normal life despite all her severe disabilities. When COVID-19 hit, she became bedridden and had even fewer activities to enjoy. My mom carried on to participate in the telephone social programs ESS offered in place of its in-person class.

On the last day of her life, my mother attended the telephone group that she'd been taking part in every month. She was able to hear all of the friends from exercise class say hello, and she had a big smile on her face. She passed away later that evening.

I am very grateful for how ESS was able to be with my mother during her transition and end of life. The program gave her something to do, a place to socialize, move her body and enjoy her last years. I was very proud of my mother for her participation in the class. It was my best positive memory of her during this difficult time of her life.

– Sharon

I am very impressed with ESS as an organization. The whole team does a wonderful job from the client service and coordination team, to the volunteers and drivers. The service coordination staff member went above and beyond, always followed up and would find an answer for me if ESS did not offer a specific service. I am completely dependent on ESS as I do not have family, friends or neighbours to turn to as a support system. I have used their transportation services and found their vehicles easy to get in and out of, and the drivers to be helpful with assisting me. During the pandemic I was careful about leaving my home, and have purposely isolated to keep safe and reduce the potential risk of exposure to the virus. The grocery delivery program helped me receive groceries on a regular basis at an affordable rate compared to other grocery delivery programs. Their Friendly Visiting volunteer service gives me someone to talk to over the phone and check in on me every week. **I don't know what I would do without ESS.**

– Daisy

YOUR DONATIONS IN ACTION

The pandemic has been a challenging time for many non-profits, including ESS, who rely on donations and gifts-in-kind to support their operations. We cannot thank our donors and community enough for their support during these times and their belief in the important service that ESS provides to our older community members and caregivers. Over our 2021-2022 fiscal year, your generosity and financial support has helped us to adapt, build on our existing programs, and introduce new services to meet community needs such as food delivery programs and the opening of a new facility offering overnight respite and adult day programming.



Margaret (Margo), ESS volunteer and monthly donor, came to ESS in 1987 as a caregiver seeking support for her husband Frank and their family. Her family had just moved into a new home with plenty of room to host family from Greece who were arriving to attend their daughters wedding. “Frank was a happy man. Life was good.” One morning, Frank woke with a splitting headache. While doctors conducted various tests to find the cause, an ear infection led to a massive brain abscess. After undergoing an operation, “we had a new Frank who had to learn to live in a new world. ESS was an integral part of that world.” Unable to be rehabilitated, Frank joined our Adult Day Program where he attended for 25 years. **“ESS was a lifesaver which gave Frank a happy place to recover, regain his dignity, and make it the happiest 25 years of his life.”**



The Food Bank has been a real help and support for me and my wife. It provides good quality food and is personalized to meet our dietary needs, as best possible, in an accessible and affordable way. The staff are attentive, helpful, and considerate of their disabilities. The coordination staff and drivers who deliver our food hamper treat us like a person and a customer; not like someone who is receiving charity. This makes a difference in our mental health. ESS truly fulfills the mission of its program in the way it is operated and delivered. Thank you.

- Daniel



Thank you to the overnight respite care team for the care my father (pictured) received at your Caring Centre facility. He told us that he ‘had a wonderful time’ and ‘didn’t want to leave’! I was very concerned before that he would not like being away from his home with us, and was so relieved and happy to hear this compliment from him when he returned home. Thank you to the team in scheduling the stay and to all the PSW staff who took care of my dad. **We would not hesitate in recommending your organization and facility to anyone who required respite care for their family members.**

- The Rowe Family

ESS Statement of Revenue and Expenses Year Ended March 31

REVENUE	2022	2021
Ministry of Health		
- Central program funding	\$ 3,384,127	\$3,305,037
- Central one-time funding	226,567	206,882
- Toronto Central program funding	155,421	128,854
- Toronto Central one-time funding	11,295	13,858
United Way	417,592	271,267
Recoveries from external sources	371,516	348,186
Transportation partnerships and other	287,825	245,229
Client fees	201,626	126,164
The City of Toronto	158,304	76,516
Other grants	123,534	75,658
Fundraising projects and donations	71,112	30,530
Ontario Community Support Association	60,003	122,027
Government of Canada wage subsidy	52,229	181,084
The Ontario Trillium Foundation	3,540	3,540
Toronto Foundation – Scheinberg Relief Fund	-	200,000
Total Revenue	\$5,524,691	\$5,334,832
EXPENSES		
Salaries and wages	\$ 3,892,992	\$ 3,409,529
Benefits	581,307	533,716
Occupancy	384,304	323,477
Purchased services	187,955	203,489
Administrative and other	168,969	151,048
Office expenses	90,737	96,995
Travel	58,419	48,890
Service supplies	47,239	114,921
Training - Staff	36,636	21,954
Food Services	20,019	10,117
Fundraising	19,518	703
Minor equipment purchases	16,524	242,765
Volunteer training and recognition	856	2,791
Total Expenses	\$5,505,475	\$5,160,395
EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR BEFORE AMORTIZATION	19,216	174,437
Amortization of deferred grants	54,232	17,338
Amortization of capital assets	(79,496)	(17,338)
Excess (deficiency) of revenue over expenses for the year	\$ (6,048)	\$ 174,437



Our Mission

ESS is 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



48A Rosemount Ave
York (Toronto), ON M9N 3B3
416-243-0127
agency@esssupportservices.ca
www.esssupportservices.ca



Charitable No. 11896 5029 RR 0001