



# Resilience and Transformation



2022 - 2023

Annual Report

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# Carefirst Seniors & Community Services Association

## Mission, Vision and Values

### Mission Statement

Carefirst empowers clients to live their best lives as they age, by providing integrated health and social care.

### Vision Statement

Carefirst will be renowned for forward-thinking, integrated, community-based care.

### Values

- C** – Collaboration
- A** – Accessibility
- R** – Responsiveness and accountability
- E** – Equity, diversity and inclusion
- F** – Family and client-centered
- I** – Integrated continuum of care
- R** – Respect and recognition
- S** – Safety and wellbeing
- T** – Top quality programs and services

## Strategic Imperatives & Objectives

To build stronger, equitable, more inclusive, caring communities, we will:



### **Advocate for and engage clients, care partners and grassroots communities as agents of change as well as service beneficiaries**

- Engage clients & care partners through adoption of a spectrum of engagement approaches.
- Enhance and facilitate clients and care partners to serve as advocates by sitting in external in governance or external platform, such as OHTs, to advocate for changes.



### **Strengthen human resources**

- Be the employer of choice for meaningful work.
- Build leadership capacity and succession planning.



### **Strengthen strategic partnerships**

- Ensure all partnerships are aligned and supportive of Carefirst's mission and vision.
- Diversify partnerships based on changing environment.
- Increase Board of Directors involvement in partnership.



### **Ensure financial sustainability**

- Develop a long range financial plan to support service continuation and expansion, including the new long-term care home operation.
- Fulfill the financial commitment for the development of the Campus of Care by end of 2024.
- Develop a long range financial plan to support Carefirst's commitment to improve staff compensation.



## Expand awareness and knowledge of Carefirst and its impact

- Develop outreach strategies.
- Offer experiential learning opportunities to youth / high school / postsecondary students.
- Build an inclusive brand / rebrand Carefirst as an organization that offers a wide range of services.
- Enhance digital communications.



## Modernize technology and innovate to remove physical and social barriers to access

- Develop an IT work plan focusing technology upgrade and invest in IT infrastructure
- Procure new technology to adapt to new service model of Hybrid care (Virtual and In person)
- Adopt innovative digital health ideas and modern technology with best practice to support the development of a 21st century Campus of Care.





## 2022/2023 Report from President and CEO

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As we are gradually stepping out of the woods of the COVID-19 pandemic, Carefirst witnessed the negative impacts brought by the plague and has increasingly gained understanding of the disparities and needs of our citizens, especially for those communities and neighbourhoods that are more materially deprived and underserved.

For the year of 2022/2023, Carefirst was privileged to be funded by Ontario Health to continue the High Priority Communities Strategy for South Markham with the purposes to promote population health and to improve health equity. At the same time, the organization carries on accomplishing its strategic imperatives as detailed in its organization's Five Year Strategic Plan 2022- 2027.

Throughout this annual report you will find highlights of Carefirst's significant efforts and innovative development to recover its resiliency and capacity to serve our clients, families, and communities. Some of our key accomplishments are described as below:

- **Advancing High Priority Communities Strategy and Implementing Social Prescribing Program**
  - Carefirst is advantaged to be invited by Ontario Health as the lead agency in advancing High Priority Communities Strategy by continuing to work with the thirty five community partners, which include the City of Markham, Oak Valley Health, primary care providers, settlement agencies, community centres, faith groups, and other grass root organizations. The Strategy has enhanced the cultivation of a network of partners to refer clients to in the attempt to address the determinants of health of the individual clients being served. Carefirst and the consortium of partners continue to prioritize equity-based population health approach with the common goal to build a neighbourhood of care for the more underserved communities in South Markham.
  - In addition, Carefirst was funded by United Way Greater Toronto to roll out a multi-year pilot project, "Social Prescribing Program". Through the program, Carefirst works closely with other health care professionals, such as family physicians, to enable them to refer people who may be "at risks" to local, non-clinical services, including community and social services. All these program development aim to provide culturally responsive and respectful approaches to remove access barriers to health and social services for our clients and communities.
- **Promoting Equity, Diversity, and Inclusivity (EDI) Development**
  - Carefirst has always embraced the importance of Equity, Diversity, and Inclusivity development and enforcement of such policies throughout the operation of the organization. As we work towards our vision of being renowned for forward-thinking, integrated, community-based care, we believe EDI drives innovation, enhances our understanding of our clients' diverse needs, and enables us to deliver the highest quality programs and services.
  - Led by its governance Board of Directors, the organization has developed an EDI enhancement plan with a slew of initiatives to examine the diversity of our organization to ensure we are actively working to increase diversity in various departments at the board, executive, managerial and staff teams. We also check if the people who we serve face impediments to accessing our services, and if so, we have to be aware on how can we support them through program design and delivery.
  - At the same time, we continue to reflect on our engagement with the local communities to build diverse partnerships. EDI programs at Carefirst are meant to protect the people who we serve, the staffs, the volunteers, and the communities, by making sure that no one is discriminated against or denied access to resources due to their differences.

- **Adopting technology for better service quality, accessibility, efficiency and client experience:**
- Carefirst has persevered in striving for transformation and innovation, especially in enhancing the integrated care through the adoption of digital health technologies, such as the use of computing platforms, connectivity, software, and sensors for the delivery of our client services and health care programs. For example, in 2022/2023, Carefirst received a couple of one-time grants in upgrading our “Client Information Management System” and developing the remote care monitoring program for the ‘home-bound’ seniors and “higher risk clients”. In the outcome, more options and access to virtual care programs are made easier with the wide use of virtual classroom/meeting solutions for group program/workshop delivery to our clients and caregivers who prefer not to travel to Carefirst’s service sites for the in-person services.
- **Addressing Health Human Resources Challenges**
- The ramifications of the COVID-19 pandemic have manifested differently depending on the industry. The pandemic has significantly affected the healthcare industry, from an increase in job losses to employee burnout. Carefirst, being no different from other employers in the healthcare industry, is undoubtedly facing the same healthcare HR challenges. The organization has been searching for effective strategies for staff retention. For example, the HR Department has developed different initiatives to support employees’ emotional health, and encourage employees with training and participation in wellness programs, as to overcome the challenges and create a better workplace for Carefirst’s employees
- **Developing Carefirst Campus of Care**
- The design and planning of the Carefirst Campus of Care has been progressing well with the staunch support from the Carefirst Building Committee and the team of professional architects and project consultants. The project has received much favourable and positive support from the Ministry of Long Term Care, the City of Richmond Hill and the York Regional Municipality.
- The Campus of Care will provide 124 long-term care beds, primary healthcare, specialist health care, home and community care and preventive social wellness programs in coordination under one roof. The innovative Campus of Care supports the government’s priority of keeping seniors independent and living in the community and “aging in place” with its continuum of community-based home and community support services such as meals-on-wheels service, overnight respite care, and adult day programs. This futuristic capital project presents a viable solution to the government of Ontario beyond its scope of providing simply a long-term care home, but addresses the needs of tens of thousands of community members for easy access to an integrated continuum of healthcare and social services.

Carefirst’s extraordinary achievements and newfound opportunities over the past pandemic years are made possible with the leadership of our committed Board of Directors, and the unwavering tenacity, and dedication of our staffs and volunteers. The realization of our vision was greatly supported by our funders, the shared determination and generous hearts of our service partners, supporters, and donors. In here, we would like to say a heartfelt thank you.



Peter Choy  
President



Helen Leung  
Chief Executive Officer

## **Honorary Advisory Council**

### **Chair**

Irene So

### **Fundraising & Finance Management Advisor**

Charles Poon

Stephanie Ho

### **Strategy and Services Development Advisors**

A. Paul Williams

Dr. Peter J. Lin

Dr. Samir K. Sinha

Ka Tat Tsang

Sheila Neysmith



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## **Board of Directors 2022 – 2023**

### **President**

Peter Choy

### **Executive Vice-President**

Andrea Chun

### **Treasurer**

Doreen Tai

### **Secretary**

Freida Chavez

### **Committee Vice-President**

#### **Building & Maintenance Committee**

Thomas Yeung & Roberta Lau

#### **Ethics Committee**

Sheila Neysmith

#### **Human Resources Committee**

Andrea Chun

#### **Information Technology Committee**

Dr. Chi Ming Chow

#### **Service Quality & Safety Committee**

Karen Linker \*

*\*Resigned during the term*



## **Directors**

Clara Tsang  
Darius Sookram  
Dr. Christina Popa  
Joan Christensen  
Mojahed Qashoa  
Shirley Ng  
Victor Ng



## **Nominees for 2023 – 2024 Board of Directors**

Thomas Yeung – *Re-elect*  
Darius Sookram – *Re-elect*  
Kingson Lee  
A. Paul Williams  
Sheila Neysmith

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## **Senior Leadership Team**

### **Chief Executive Officer**

Helen Leung

### **Chief Financial Officer**

Edmund Kwan

### **Chief Operating Officer**

Alice Mui

## **Directors**

Ann Cheuk, Director of Home & Community Care  
Belinda Chow, Program Director (Community Support Services)  
Edith Lam, Director of Fundraising, Communication & Public Relations  
Emily Leung, Program Director (Transitional Care Centre, Adult Day Program & Overnight Respite Care)  
Janet Chong-Lee, Program Director (Collaborative Chronic Disease Management Program)  
Katherine Ho, Program Director (Woburn Community Hub & Adult Day Program)  
Nancy Leung, Director of Volunteer Development, Community Development & Wellness Program  
Paulina Chan, Director of Client Care, Nursing  
Roger Ma\*, Director of Client Care, Decision Support & Information Technology  
Sam Kwan\*, Director of Client Care & Development  
Sherlyn Hu, Director of Development & Clinical Care

*\*Resigned during the term*

# 2022/2023 Financial Report

## Carefirst Seniors & Community Services Association

### Carefirst Seniors & Community Services Association Statement of Financial Position

March 31	2023	2022
<b>Assets</b>		
Current		
Cash	\$ 2,368,716	\$ 5,303,202
Short-term investments (Note 4)	7,507,084	4,321,098
Accounts receivable (Note 5)	1,418,509	1,473,035
Prepaid expenses	2,133,361	870,698
	<u>13,427,670</u>	<u>11,968,033</u>
Property and equipment (Note 6)	16,392,029	16,843,413
	<u>\$29,819,699</u>	<u>\$28,811,446</u>
<b>Liabilities</b>		
Current		
Accounts payable and accrued liabilities (Note 7)	\$ 2,493,593	\$ 2,316,277
Deferred revenue (Note 8)	196,937	83,199
Current portion of long-term debt (Note 9)	387,396	374,128
	<u>3,077,926</u>	<u>2,773,604</u>
Long-term debt (Note 9)	9,322,841	9,710,237
Deferred capital contributions (Note 8)	1,642,243	1,271,720
	<u>14,043,010</u>	<u>13,755,561</u>
<b>Fund balances</b>		
Operating fund	3,263,168	3,262,569
Externally restricted fund	1,218,433	1,221,657
Internally restricted fund	5,324,226	4,639,226
Invested in property and equipment fund	5,970,862	5,932,433
	<u>15,776,689</u>	<u>15,055,885</u>
	<u>\$29,819,699</u>	<u>\$28,811,446</u>

### Carefirst Seniors & Community Services Association Statement of Revenue and Expenses

Year ended March 31	2023	2022
<b>Revenue</b>		
Government and supportive grants (Note 11)	\$ 13,732,219	\$ 13,408,508
Home care/Homemaking/Personal support services fees	6,073,918	6,326,231
Program fees (Note 5)	2,088,663	1,905,042
Transitional care	1,058,759	695,931
United Way grants	526,464	507,635
Adult day program service fees	411,039	265,422
Rental income (Note 5)	306,461	301,504
Home Help service fees (Note 5)	231,807	249,423
Realized investment income	159,012	74,814
Fundraising and donations – restricted (Note 10)	153,968	97,275
Amortization of deferred capital contributions (Note 8)	150,685	121,811
Vocational training centre tuition fees (Note 8)	134,458	239,360
Miscellaneous	104,687	106,776
Summer placement	93,827	118,060
Fundraising and donations – operating	76,700	133,478
Membership fees	38,038	28,491
ERS rental	13,490	19,365
	<u>25,354,195</u>	<u>24,596,756</u>
<b>Expenses</b>		
Salaries and wages	16,418,674	16,096,238
Programs	2,239,888	2,599,857
Employee benefits	1,955,790	1,642,846
Building occupancy and maintenance	992,725	878,680
Amortization of property and equipment	545,452	541,815
Fees and dues	830,936	489,743
Office and administration	243,323	252,363
Vocational training centre	183,006	214,742
Travel	156,249	143,714
Fundraising	164,568	105,649
Staff training	114,982	105,233
Professional and consulting fees	117,070	102,467
Insurance	116,831	96,677
Vehicle and equipment leases	52,850	55,076
Volunteer recruitment and training	22,295	29,767
Promotion and publicity	13,437	15,800
Volunteer transportation	18,947	12,803
	<u>24,187,043</u>	<u>23,683,360</u>
Excess of revenue over expenses before other income	1,167,152	902,396
Unrealized (loss) gain on investments	(446,348)	90,474
Excess of revenue over expenses	<u>\$ 720,804</u>	<u>\$ 992,870</u>

This is a condensed financial report. A full copy of 2022/2023 audited Financial Report by our auditor Grant Thornton is available at Carefirst's Administration Office (416) 502-2323

## Outcome Measure of Accomplished Strategies and Objectives Based on Quintuple Aim

### Client and Family Experience

Total number of survey respondents (clients/caregivers): 1,467 equivalent to 22.7% of total individual case clients received mainly community support services and homecare program (6,438).

#### Effectiveness

- 93% of respondents indicated their experience and satisfaction as very good or good.
- 96.5% of respondents indicated they would recommend Carefirst services/programs to others if needed and appropriate.

#### Client and Family-Centeredness

- 89.2% of respondents commented they were always or very often involved in their care/services planning.
- 88% of respondents indicated staff always or very often took their/family/caregiver cultural values/preferences.
- 91.8% of respondents indicated staff always or very often explained things to them in a way they could understand.
- 95% of respondents indicated staff always or very often delivered services to them or any of their family/caregiver with a caring attitude.

#### Accessibility and Integration

- 93.5% of respondents indicated they were always or very often informed or connected to other services and supports available in the community when needed.
- 86.3% of respondents indicated they always or very often obtained the services that are responsive to their language/mobility/culture.

#### Safety

- 95% of respondents indicated they always or very often feel safe in receiving our services.
- Total number of client safety incidents is 95. Among the fall incidents, 84% are mainly due to physical deterioration, cognitive impairment, and increase in social disconnection, delayed intervention and hospitalization due to COVID-19 pandemic.

### Service Provider Experience

#### Safety

- The number of claims with Workplace Safety Insurance Board (WSIB) remained stable. Most claims were related to occupational disease: COVID-19 (36%), musculoskeletal disorders (23%), fall injuries (14%) and others (27%).

#### Competency

- Organized 26 in-person/hybrid/virtual training sessions with 1,375 total participations on emergency First Aid & CPR, Workplace Violence and Harassment, WHMIS, Suicidal Prevention, Ethics, Incident and Complaint Reporting, PSW Skills Enhancement, etc. 40% increase in overall participation.

#### Efficiency

- Developed and enhanced Human Resources workflows and processes to minimize manual input and drive productivity by optimizing HRIS data processing and performing data validation across all HRIS systems; enabled timely staff benefits enrollment, e.g., Group Benefits Plan, RRSP, etc. which greatly enhanced the employees' experience.

#### Satisfaction

- Expanded the Personal Support Services Wage Enhancement parameters to encompass all hours paid, including sick leave, personal leave, and in-service training for all frontline workers providing personal support services as an incentive.
- 87% of departing staff would recommend Carefirst as a place to work for future candidates.

### Population Health

#### Accessibility

**Increased Accessibility to COVID-19 Vaccinations, Recovery Supports and Wrap-around Care** in hardest hit neighborhoods in SE Markham and Scarborough.

- Served 2,982 impacted individuals with wrap around care including meals, essential and medication delivery, grocery shopping, emotional support, financial assistance, self-isolation support, resources information. 93% of the clients indicated they got the needed and prompt support and care amid of the crisis.
- Total of 8,072 community members were referred for COVID vaccinations and a total of 6,526 COVID vaccination doses were delivered to protect community safety.
- Operated Community Flu and COVID Assessment Centre in 3 different locations, i.e., Markham Chinese Presbyterian Church, 105 Gibson Centre and Carefirst One-stop Multi-services Centre from Monday to Saturday in Scarborough and Markham. Provided services to over 2,500 community members

#### Integration

**Strengthened Community Engagement, Partnership and the Capacity to Enhance Neighborhood of Cares**

- Over 35 partners including hospitals, settlement services agencies, faith groups, youth organizations, mental health and community support services associations continue to collaborate robustly to address health disparity through need identification and preventive care education.

### Health Equity

#### Accessibility

**Enhanced access to Women's Preventative Care, Mental Health Education and Intervention and Primary Care Services in underserved communities**

- Total number of 117 individuals were referred to primary care and another total of 70 individuals were successfully attached to new physicians.
- Total of 2,022 individuals were referred to existing primary care providers or Ontario Breast Screening Program for Mammogram.
- Total of 2,737 individuals were referred to existing doctors, community health services providers, Ontario Cervical Screening Program or Carefirst Pap Smear Screening Clinic.
- Total of 7,272 individuals were referred to and/or received mental health services from community health providers.

**Increased Access to Services for Immigrants and Refugee Claimants with Low Income**

- Increased 20% of recipients who are immigrants/refugee claimants living with low income received job skills trainings and support to enhance their daily functioning and overall wellbeing.

### Financial Management

#### Efficiency

- 3% increase in total agency revenue with total operating budget of \$25.3 million.
- 2% increase in time-limited government and supportive grants.
- 12% increase in restricted reserve funds.
- 55% increase in total donations and fundraising for Carefirst entities.
- 85% operating expenditure expensed on direct client services.

Vision  
and  
Strategy

## **High Priority Communities Strategy Program of Southeast Markham – Recuperating Community Health in the Wake of COVID-19**

Carefirst was selected to be one of the 14 lead agencies of the High Priority Communities Strategy Program in the province serving the Southeast Markham in late 2020 by Ontario Health. Special thanks to the Ontario Health Central for the stunning support and guidance all along the program planning and implementation. For this year, the team continued to work robustly with over 35 service partners focused on using our research and program planning from past years to develop and deliver important mental health, women's health, COVID-19 assessment, vaccination and wraparound support programs to the Southeast Markham community.

### **1) Co-planning and Co-delivery of the 4 Service Pillars through Collaborative Partnership**

#### ***Community Outreach and Education***

- Delivered 30 mental health workshops and 16 women's health workshops on breast cancer, cervical cancer, and preventative cancer care. Over 1300 participants were engaged in important mental health and women's health education.
- Collaborated with Seneca College to deliver Cervical Cancer education workshop to post-secondary students with very positive response.
- Ongoing dissemination of information on access to primary care, COVID-19 vaccination and assessment, mental health resources, cancer screening programs, and culturally-specific health education to address the community's need for enhanced health literacy, reflected from the community outreach activities in shopping centers, health fairs and community events.
- Over 2000 community members participated in the Health Fest in September and 300 individuals attended the Winter Wellness Fest in March at YMCA. These community health fairs were planned and delivered to promote health awareness and community resources alongside physical fitness.
- The community ambassadors dispersed over 65,000 boxes of Rapid Antigen Test kits to the community through service organizations, local faith groups, business, shopping malls and outreach activities.
- Engaged with a total of 62,159 individuals in various community events, health fairs, education sessions, webinars, social/print/broadcast media, and other outreach activities.

#### ***Primary Care Referrals and Services Provision***

- Provided 1058 individuals with direct mental health services through supportive counselling and referral services, psychoeducational groups, and educational workshops on identified mental health topics.
- Made 4583 referrals to organizations and community mental health supports and services through service navigation and referral, psychoeducational groups, educational workshops, and outreach activities at public centers, health fairs, and community events.
- Completed 62 Pap test in 10 Mobile Pap Smear Screening Clinics at different locations accessible to the community members.
- Made 1271 Pap referrals to existing care providers, Ontario Cervical Screening Program, Carefirst's Mobile Pap Smear Clinic, and partner Pap test services.
- Made 593 Mammogram referrals to existing care providers and Ontario Breast Screening Program.
- Made 117 primary care referrals to new primary care providers or through Health Care Connect.
- 34 non-attached patients were successfully enrolled to primary care providers through the team's coordination and navigation.

# High Priority Communities Strategy Program

## **COVID-19 Vaccination and Assessment**

- Referred 6902 individuals for COVID-19 vaccination.
- Delivered 6072 COVID-19 vaccination doses.
- Made 2534 referrals to Community Assessment Centres/prescribers.
- Continued to provide physician assessment, prescriptions, diagnosis, and referrals to community members through COVID, Cold and Flu Care Clinic.

## **Wraparound Support Services**

- Referred 1412 individuals to housing support, food security, income support, social services, healthcare, transportation, child care, and settlement services.
- Provided 1561 individuals with wraparound support services by providing food, medication and essential deliveries, counselling support, connection to self-isolation center, available social services and programs, and emergency financial supports.

## **2) Success Stories and Testimonials**

### **Story #1: Emergency Follow-Up after Positive COVID Testing**

An elderly couple came into the assessment center due to testing positive for COVID. The husband had been showing early signs of organ failure. The doctor proactively called for an ambulance to take him to the Emergency for further checkups. The couple was thankful for the care, which went above and beyond the service mandate. Our Assessment Centre aimed to reduce/remove any barriers that our community members might be facing in accessing timely care.

### **Story #2: Cervix Removal - Mobile Pap Smear Clinic**

A community member booked a Pap Smear appointment for herself and her mother-in-law Ms. Hon with our Mobile Pap Smear Clinic. Ms. Hon is a non-English speaking newcomer so she greatly relied on her daughter-in-law and she had never received a Pap test before. Both were not comfortable receiving a pap smear from their male family physician in Barrie. They couldn't access pap smears clinic in their living area. During the assessment, the nurse was unable to locate the cervix for Ms. Hon. Upon further investigation, Ms. Hon expressed that she received surgery back in her home country to remove her uterus but did not know that her cervix was also removed.

Both felt very grateful that the team was able to confirm and share this important health information as they have never been informed. The clinic has provided transparent, comprehensive and compassionate care for community members so that they can take charge of their health, especially for newcomers.

## **3) Moving Forward**

Looking ahead, we remain committed to promote health equity and population health in the communities that we serve and across the healthcare system. This High Priority Communities Strategy Program will continue to build on its strong community partnership model to co-plan and co-deliver services focused on mental health, women's health, and access to primary care services, with a strong emphasis on preventive care.



*Breast Cancer  
Education workshop  
at Islamic Society of  
Markham*



*Cervical Cancer  
Education to post-  
secondary students at  
Seneca College*



# 2022/2023 Service Highlights

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## Adult Day Program

Adult Day Program strongly supports individuals who are suffering from social isolation, loneliness, functional deterioration, cognitive and physical decline. It has also demonstrated the effectiveness in reducing avoidable emergency visit/hospitalization, facilitating support for hospital discharge and transition to another level of care across the health care system. To address the increasing demand for service, funded by Ontario Health Central and East, the program is expanded from 3 to 4 centers and additional capacity for the Overnight Stay Program starting early 2023.

This year, the 4 Day Program and Overnight Stay Program have served 430 individuals in total with 14,447 in person attendances; and 328 individuals benefited from virtual program with 16,101 virtual interaction. Through structured social, recreational and educational activities, regular health monitoring, caregiver support and the implementation of Integrated Care Model, the Program has successfully supported homebound/at risk seniors in increasing social connection, promoting physical and mental health wellbeing, and the caregivers in reducing stress and burnout in the caring journey and the challenges exacerbated from the pandemic.

### Expansion of Program Capacity and Accessibility

- The new additional program site, Enhanced Care Support Adult Day Centre located at Richmond Hill serves especially for individuals with moderate dementia condition, complex health issues and functional challenges. This is an enhanced program to deliver comprehensive clinical services including medication administration, insulin injection, and urinary catheter care. In addition, PSW service is made available to support and escort the clients to join the program and return home.
- To better meet the unique and/or urgent needs of clients and caregivers, all program sites' operation are open for early drop off and late pick up as well as unscheduled attendance. The flexibility of program hours responsively met the need of the caregivers to accommodate their return to work, reshaping of the work and business environment post pandemic.
- In early 2023, we relaunched the Saturday program to cater the needs of the clients and caregivers. Saturday program provided extended support and caregiver relief in the weekends while clients enjoyed day program activities.
- The Overnight Stay Program provides a comfortable and home-like environment for older adults with cognitive impairments and/or frailty. The purpose is to provide caregivers a break from their responsibilities while their loved one is temporarily cared for in our program. To address the growing service demand in the community, we are funded to increase the capacity to 5 beds per day. The service is greatly favored by many caregivers who are stress out, have health issues, treatment in hospital, or for vacation/business purpose. This program has been bundled up with the Day Program in the same location to facilitate the clients to join and benefit from the Day program that they are receiving 24 hours care in the same location.

### Implementation of Remote Care Monitoring and Continuation of Virtual Program for Remote Clients

- Over 20 clients and caregivers participated in the Remote Care Monitoring program funded by the Scarborough Health Team. We provided the appropriate clients with the devices to regularly measure the blood pressure, heart rate, and temperature, then remotely linked to a designated nurse for monitoring for 6 month of period. This program demonstrated positive impact in health self-management.

## 2022/2023 Service Highlights

- We continue the virtual program to maintain service accessibility for clients with transportation difficulties, hesitancy, and/or their health status are not ready for attending in-person day program. The virtual program includes combination of light exercise, cognitive memory games, community news and socialization designed by recreational therapist and activationist.

### Clients/Caregiver Engagement and Support

- We recognize the importance of keeping caregivers informed about clients' wellbeing and center updates. Newsletter, programs schedule and highlights of events were sent out by email. Caregivers were invited to participate in program design, care planning and case conferences. Photos and videos were taken and shared with caregivers for their interest as well as encouraging them to visualize the positive impact of day program.
- Collaborated with CSS team to deliver ongoing caregiver support group monthly as a network and support platform to share care giving experience and learn from each other.
- Looking ahead, we plan to develop a social media platform that will serve as a hub for caregivers to access resources, information and supports within the care community. We will share successful stories and caregiver coping strategies and insights for mutual learning and support.

### Outcomes of Client Experience Survey



*85 clients/caregivers (20% of total participants) were invited to complete the survey with 85% response rate.*



#### Quality

- **95.8%** of respondents rated their overall satisfaction in service quality was very good or excellent

#### Effectiveness

- **96%** of respondents indicated that the program was very good or excellent at helping them maintain or enhance their physical abilities
- **95%** of respondents indicated that the program was very good or excellent at helping them maintain or enhance their social skills
- **98%** of respondents indicated that the program was very good or excellent at helping them maintain or enhance positive emotions

### A Caregiver Story

The first day driving to the center, I had my fingers crossed hoping my wife would not reject the program. With the warm greetings from the staff, fortunately my wife did not has not shown any reluctance to stay in the center. Driving home alone after dropping her off, I felt a sense of relief. That day, I took the most relaxing 2-hour nap I have ever had since my wife has the dementia condition. As my wife continued to attend the program, I realized that the program offers something I could not offer at home by myself. The way the staff welcome her in the morning and the goodbye to her in the afternoon I noticed the cheer in her eyes. The staff are attentive checking her behavior and eating habit and letting me know how her day went. I know she is in good hands at Carefirst. After further discussion with the ADP staff, I am looking into more preventive measure including Medicalert bracelet and to install camera for safety and rethinking long term care plans. I know Carefirst is a place I can turn to when I need support and advise. THANK YOU to all the ADP staff. You make me feel that I am not alone in this caring journey

*~ A caregiver, Mr. Li*

## 2022/2023 Service Highlights



*Happy together with yummy lunch in beautiful environment*



*Enjoying calligraphy, painting and reminiscing activities*



*Enjoying exercise, dancing, and musical instrument in the center*



*Look, my hands are clean - Hand hygiene education*

### Assisted Living Services

Assisted Living Services (ALS) is a comprehensive “Total Care for Seniors” program aimed at providing core services to eligible seniors with complex care needs. The program includes Personal Support Services, Homemaking Services, Security Checks, and Care Coordination. The primary goal of ALS is to enhance seniors’ ability to remain safely at home by coordinating a basket of community services based on the PACE model. In 2022-2023, 300 clients received Assisted Living Services. We provided 85,471 hours of services which included 2,727 security checks to ensure clients’ safety.

ALS has successfully implemented the Program of All-Inclusive Care for the Elderly (PACE) model, coordinating a wide range of community services to support seniors in living safely and independently at home. Through proactive care coordination, ALS has effectively reduced unnecessary and avoidable hospital and emergency room visits for eligible seniors. ALS’s efforts in care management have resulted in a reduction in unnecessary and avoidable admissions to Long-Term Care Hospitals (LTCHs) for eligible seniors.

The Assisted Living Services (ALS) program has excelled in providing essential care and support to eligible seniors, enabling them to remain safely and independently at home. With an overall satisfaction rate of 99% and positive feedback from clients, ALS has demonstrated its commitment to promoting seniors’ quality of life and well-being. By continuing to adopt the PACE model and prioritizing client-centered care, ALS remains dedicated to making a positive impact on the lives of seniors and their families.



*The overall satisfaction rate of the Client Experience Survey was 99%.*



# 2022/2023 Service Highlights

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## Community Support Services

Fast forward to 2023, the older adults, seniors and their caregivers continue to face daunting challenges and adversities that have affected their overall well-being as well as their quality of life. The Community Support Services have been working under tremendous strain to ensure safe and timely support for the seniors and their caregivers.

This year, the team has successfully supported 971 at risk seniors, older adults, and caregivers from visible minorities and marginalized communities through service navigation, care coordination, education and information workshops, support groups, case management and intervention to regain resilience from immeasurable devastation impacts on their psychosocial and mental wellbeing.

### Providing Support and Wrap-around Care to Individuals Impacted by COVID 19 and Food Security Challenges

- Worked jointly with internal service teams and over 30 partner organizations in Toronto, York Region and Mississauga to provide case management, service navigation and needed services.
- Served 424 individuals with food security issue in collaboration with the transportation team to deliver affordable / free hot / frozen meals and food hampers to the low income, vulnerable, isolated and at risks seniors. A total of 417 food hampers and over 25,000 meals were delivered.

### Continuous Adopting “Hybrid” Modality to Support Homebound Seniors and Younger Cohort of Seniors

- Received an average of 50 calls and referrals daily for information and community resources for daily activities, financial support, and housing service, social, emotional and mental well-being.
- Completed over 1000 intake assessments and re-assessments for high risk seniors encountering significant life changes and challenges.
- Provided over 10,000 information and referrals through telephone and / or face-to-face enquiries.
- Offered 963 seniors / caregivers with information on seniors housing, seniors benefits, aging at home community resources and mental health fitness as well as integrated care services.
- Outreached over 4,500 seniors/caregivers residing in Toronto, York Region and Mississauga to equip with elder abuse prevention education through 95 in person / virtual workshops, 3 symposiums and 6 support groups.
- Actively engaged 117 bereaved service users in the Bereavement Network for on-going peer mutual support to deal with the loss of loved ones. The network members volunteered to help planning and implementing periodic social activities, and building new hobbies to promote friendship and mutual support within the network.

### Engaging and Supporting Caregivers in the Caregiving Journey

Caregiving pulls individuals in multiple directions and carries a high risk of stress and burnt-out. With adequate support and recognition on the caregivers' contribution, their burden can be reduced.

- Actively engaged 63 caregivers in the monthly support group and special programs for on-going peer mutual support and learning.



# 2022/2023 Service Highlights

## Outcome of Client Experience Survey



*A total of 145 clients (15 % of total case clients) randomly surveyed with 95% response rate*



- 97% of respondents rated the involvement of participating in case goal setting as very often or always.
- 95% of respondent rated the overall service quality as good or excellent.
- 91% of respondents rated the service efficiency as good or excellent.
- 80% of respondents rated timely connected them with community resources as good or excellent.

## Client Testimonials

“ Thank you for helping me putting food on the table. I am struggling to either pay the bills or buy groceries due to surging living cost. ”  
*~ A 60+ years older adult at risk of poverty*

“ Deeply thanks for connecting my loved one with a basket of support services including adult day, personal support service and long-term care home application while my husband’s dementia condition progressing. I felt cared and supported by members of the caregiver support group as they understood what I was going through without pressing me for details. ”  
*~ A caregiver with the loved one living with dementia over 4 years*

“ Helping me to have a roof over my head set me free from an abusive relationship with my long-term partner. Heartfelt thanks for being with me along the way when I am on the crossroad and in fear. ”  
*~ A 70+ senior experiencing abusive relationship*



*Caregivers Support Program Activity – painting activity for stress release*



*Dr. Choy sharing with family members and clients on the importance of advance care planning.*

*Safety and elder abuse prevention conducted by Toronto Police Officer David Huang.*





## 2022/2023 Service Highlights

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### GAIN Program

The Geriatric Assessment and Intervention Network (GAIN) is a network of 12 teams located in Scarborough, Durham, Haliburton, Peterborough, Kawartha Lakes, and Northumberland Counties. GAIN teams provide assessment, investigation, diagnosis, treatment, education, support, and care to older adults dealing with geriatric syndromes such as:

- Memory loss or confused thinking
- Polypharmacy
- Falls
- Responsive Behaviours
- Bladder and bowel control
- Caregiver burnout

Carefirst's GAIN team includes a Nurse Practitioner, Occupational Therapist, Behavioral Support Ontario (BSO) Clinician, Pharmacist, Social Worker, and Medical Receptionist. There are two Home and Community Care Support Services Central East (HCCSS CE) Nurse Care Coordinators who provide Intensive Case Management (ICM) for some GAIN patients. The GAIN team also receives support from the Care of the Elderly (COE) Physician group. This diverse team provides support and management to more than 300 patients every month within Scarborough.

This year, the Carefirst GAIN team completed 1400 visits in a variety of settings and diagnosed 93 individuals with a major neurocognitive disorder, and 26 individuals with mild cognitive impairment. The team also completed over 530 referrals on behalf of clients and caregivers.

This includes referrals to Home and Community Care Support Services, Alzheimer Society First Link Program, and Remote Care Monitoring, to name a few.

Whilst most of the 12 GAIN teams struggled with staff turnover, our team remained united when the times were the toughest. Our capacity remained near 100% which allowed us to support other GAIN teams of Scarborough, which contributed to the higher caseload, visits, and assessments.

### Home Care Services

Our team of dedicated Personal Support Workers (PSWs) worked diligently to serve a total of 871 clients from the Central, Central East, and Toronto Central Home and Community Care catchment areas during the 2022-2023 period. These clients availed various services, including Personal Support Services, Home at Last, Home First, Respite and Private - Personal Support.

The services covered under the report include:

Service	No. of clients	Total hours of service
Personal Support Service	787	147,036
Home At Last	28	163
Home First	10	175
Respite	39	6,334
Private – Personal Support	7	1,733
Private – Home Cleaning	90	5,795

## 2022/2023 Service Highlights

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The coordination and management of the clients' cases were overseen by a team of 30 professional staff, made up of Care Coordinators, Nurses, Schedulers, Team Assistants and Oncall coordinators. These professionals ensured that the clients received personalized care plans and effective support in their homes, enhancing their overall well-being.

The commitment to improving the quality of care led to the completion of 208 on-site Personal Support Workers (PSWs) coaching/support visits. These visits aimed to enhance the skills and knowledge of PSWs, ensuring that clients received the best care possible.

The annual PSW enhancement training played a crucial role in improving the quality of care provided by the PSWs. 186 staff attended a total of 8 online sessions covered various essential topics, equipping the participants with the latest knowledge and best practices in caregiving. The high participation rate in group supervision sessions reflects the dedication and commitment of the caregivers to provide the best possible care to the clients.

During 2022-2023, a total of 700 care packages were prepared and distributed to clients in supporting the well-being and comfort of the clients through thoughtful and practical measures. These packages were thoughtfully curated to address various needs and included items such as noodles, tea bags, energy bars, and boxes of different sizes of band-aids. Additionally, health education materials were included to promote better self-care practices among the clients.

The team's efforts, along with the support of PSWs, Care Coordinators, RNs, RPNs, and Home Helpers, have contributed to the improved well-being and comfort of the clients served. The continued commitment to excellence will undoubtedly lead to further advancements and improvements in the coming years.

The success of these initiatives underscores the dedication of the Homecare team to continuously improve and enhance their services, ultimately contributing to the well-being and satisfaction of the clients they serve.



*The overall satisfaction rate of the Client Experience Survey was 99%.*



### Home Dialysis Assistance Program

*(Formerly known as Integrated Dialysis Care Program)*

The Integrated Dialysis Care Program (IDC) at Carefirst was launched on February 21, 2019 in collaboration with the Scarborough Health Network (SHN), as a pilot program that explored community-based Assisted Peritoneal Dialysis (APD). The Carefirst IDC Team have extensive training and accelerated experience to deliver highly specialized care to clients who are unable to perform peritoneal dialysis (PD) independently, due to a lack of home support, or physically or cognitive limitations. This would otherwise require on going in-Centre hemodialysis treatments, which is considerably more expensive. Therefore IDC decreases the burden on Hospital based units, while allowing clients to remain in the home.

## 2022/2023 Service Highlights

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IDC at Carefirst expanded to extend these services to include Unity Health Network as partners, since September 2021. IDC has consistently taken care of between 30 - 35 patients at any one time between the two sites, limited only by staffing and client location, as currently clients must be in the Scarborough area.

From April 2022 to April 2023 a total of **8,020 visits were conducted for Scarborough Health Network** patients and **1,017** for **Unity Health Network**.

IDC continues to adopt a Shared Care Philosophy, by partnering with patients and or their caregivers to manage their end stage renal disease. This is based on the Shared Hemodialysis Care initiative, in the United Kingdom, which utilizes patient activation and encourages clients to be participants in their treatments. The active role, empowers, and promotes self-management by their learning to master many of the ongoing tasks. This concept increases learning and engagement, as opposed to creating dependence. In PD, it occurs in the clients own environment and at a pace that is patient centered. Over time, many clients achieve partial or full independence, with ongoing monitoring. Shared care may also occur with the family members and therefore can help to decrease caregiver burnout of those who are involved. Adapting this method for PD with ongoing teaching, IDC has been able to reduce the number of patient visits, which is viewed positively by the renal programs and also allows for the addition of new clients to increase capacity and fulfill the requirements of the funders.

IDC Programs have been evaluated in the last year by the Ontario Renal Network (ORN) and as a result, all Renal Programs will be expected to provide this service not only for PD support but also to include home hemodialysis support, in the future. IDC has therefore been re-named by the ORN, to now being known as 'HDAP' the **Home Dialysis Assistance Program**.

HDAP has also experienced staffing challenges with the limited pool of nurses and competition with the Hospitals. In an attempt to help solve this problem, IDC has successfully hired and trained non nursing staff with PSW certification to perform PD. At Carefirst. They are known as Dialysis Assistants (DA), now creating a staffing mix of RPNs and DA's.

IDC / HDAP has further expanded its partners by being asked to take over the care of PD patients in the Rockcliffe Nursing Home. This was initiated in April 3rd 2023 and now has been successfully integrated into the program. Most treatments in the Nursing Home are being performed by the newly added DA, which in effect has been a proof of concept, for which the Carefirst HDAP Team, have pioneered.

### Supportive Housing Services

A team of 24 dedicated Supportive Housing Services Personal Support Workers provided essential care and support services to 137 clients residing in four designated senior buildings, catering to their unique needs as frail and elderly individuals, physically disabled, high-risk, or cognitively impaired. The services aimed to empower seniors to lead independent lives and integrate into the community through comprehensive on-site support services. A total of 38,930 hours of services were provided in 2022-2023.

During the challenging period of 2022-2023, SHS encountered the impact of the COVID-19 pandemic. Among the 137 clients, 14 were affected by COVID-19, along with 11 PSWs. In response, SHS proactively ensured that 90% of clients and 100% of staff received the COVID-19 vaccine, prioritizing the health and safety of everyone involved.

## 2022/2023 Service Highlights

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The dedication of 2 Client Service Coordinators played a vital role in providing individualized and attentive care to each client. Regular home visits were conducted to assess the clients' conditions, and based on inputs from clients, families, and caregivers, coordinated care plans were developed and updated accordingly. Throughout the reporting period, 137 coordinated care plans were carefully reviewed and adjusted to meet the changing conditions and needs of the clients.

The safety of clients at home was a top priority for SHS during 2022-2023. The team carried out 63,098 in person service calls (including in-person security checks and in-person services), and 22,049 telephone security checks and emotional support sessions. These measures aimed to ensure that clients felt secure and supported in their living environments.

SHS implemented preventive measures to identify high fall-risk clients and prioritized regular follow-up and evaluation to align with Carefirst's Falls Prevention Strategy. This proactive approach contributed to a remarkable 21.6% decrease in fall incidents compared to the previous year. Additionally, SHS recorded NO cases of hospital readmission within 30 days, highlighting the success of their preventive strategies.



*The overall satisfaction rate of the Client Experience Survey was 98%.*



### Transitional Care Center

As Ontario was entering into post COVID-19 pandemic, the Transitional Care Centre continues to play an essential and significant role in providing alternate level of care for individuals who require restorative care after surgery. It also provides support to caregivers during global re-opening of traveling/business activities and returning to workplace, where caregivers are seeking needed respite care to reduce care burden and maintain one's well-being.

This year marked a steady growth of the program in occupancy and program delivery. A total of 82 individuals were served with 6,187 occupancy day, among which 60% are directly from hospitals and 40% are from community.

### Increasing Service Accessibility and Outreach to the Community to Promote Service Utilization and Address Service Gap

- Produced and uploaded short videos with clients/caregivers experience in using the services in agency website and Carefirst's YouTube channel. Most service users expressed very positive and satisfying experiences with the quality of care, safety, environment, activities and discharge follow-up/support.
- Extensively used different promotion channels and uploaded promotional materials or users' testimonials to social media.
- Periodic advertisement in radio and newspaper, radio interviews undertaken to promote restorative care, transitional stay and respite care to caregivers.
- Identified and supported needed clients to apply for agency's Emergency Relief Fund to increase service accessibility by removing financial barrier to service.

# 2022/2023 Service Highlights

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## Enhancing Holistic Health Management Through Technology

- Optimized the usage of Point Click Care (PCC), Point of Care (POC), eMAR charting and communication system to facilitate the implementation of holistic care including but not limited to medication administration, falls prevention, dementia care, service navigation, dietary needs, pain management and etc.
- Worked closely with IT team to modify and upgrade the client management systems according to the center's daily operation needs and for service enhancement.
- Conducted stringent weekly audit for all documentation in the different systems to ensure compliance. Provided iPad devices and technological support for all residents for virtual activities.

## Building Staff Capacity Through Intensive Training and Coaching

- Adopted an e-learning platform, The Learning Centre for Senior Living, for staff training provided by Ontario Retirement Communities Association. The comprehensive learning modules help to ensure both professional and frontline staff are maintaining their competency in regards to regulations, care, health and safety.
- Appointed a clinical coach to provide trainings and supervision to all nurses and PSWs.
- Weekly case rounds were conducted to facilitate close communication, care plan development and application and mutual learning across multi-disciplinary team members.
- Reviewed and updated different policies followed with trainings include the medication administrative policy, the falls prevention policy and strategy for continuous quality improvement.

## Increasing Resident Participation in Social Engagement

- Residents were offered more opportunities for social engagement in promoting better quality of life and wellbeing including:
  - Appropriate residents were encouraged to participate in a 5-hous adult day program from Monday to Friday which promotes physical, social and cognitive well-being.
  - Therapeutic exercise and falls prevention exercise provided by physiotherapist and physiotherapy assistant on a regular basis.
  - Benefited from Carefirst Integrated Care Model, residents were invited to attend different workshops, groups and information sessions according to their care needs, such as on Advanced Care Planning, caregivers support, bereavement, long term care home placement application etc.
  - Partnered with local community groups to provide volunteer opportunities according to residents' need, such as hair cutting, friendly visiting, birthday / festival celebration.



*Staff training – Perfect practice makes perfect*



*Regular exercise can have many health benefits, both physically and mentally*



*Thanks volunteers for preparing our residents for Chinese New Year*





# 2022/2023 Service Highlights

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## Outcome of Client/Caregiver Experience Survey



*A total of 74 clients surveyed with 70% response rate.*



### Effectiveness

- **95.8%** of respondents indicated their experience and satisfaction as very good or good
- **100%** of respondents indicated that they would recommend Carefirst services and programs to others, if needed and appropriate

### Client and Family-Centeredness

- **89%** of respondents commented they were always or very often involved in their care planning
- **97%** of respondents indicated the staff always or very often took their cultural values / preferences
- **92%** of respondents indicated that the staff always or very often delivered services to them or any their family / caregiver with a caring attitude

### Accessibility and Integration

- **91%** of respondents indicated that they were always or very often be informed or connected to other services and supports available in the community when needed.
- **97%** of respondents indicated they always or very often obtained the services that are responsive to their language/mobility/culture

### Safety

- **94%** of respondents indicated they always or very often feel safe in receiving our services

## Compliments

“You have provided an excellent service. I really enjoy my stay and consider this is a retreat for myself. The place is clean and tidy. Food is good, with a well balance diet plan for seniors. The most important of all is the quality of staff. The staff is caring and professional. They have provided a client-centered service in which they listen to my concerns and preference. They are willing to accommodate my needs and preferred schedule. From my life experiencing running long term care homes, your service is outstanding.”

*~ A service user, a retired Director of Care of a LTC Home*

“I very much appreciate your endurance, devotion and tenderness that make my husband get used to the new environment and the staff. Your team of nurses and PSWs are wonderful. Smiles on their faces all the time whenever he sees anyone in the center. We are so impressive that we work so well together, a feeling at home, understanding each other like old friends. It's a very exceptional service.”

*~ A caregiver of the spouse living with dementia*

# 2022/2023 Service Highlights

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## Transportation

Transportation is a means for people to reach their destination but mostly important is for survival, social connection, self efficacy, positive wellbeing and community safety. Our transportation service provides affordable, door-to-door, assisted transportation to seniors and people with disabilities to support their independence, in order to attain a higher quality of life. In addition, it expands its important role to bring mobile medical services and emergency relief support to the communities in need.

### Reducing Social Isolation for Frail and Vulnerable Seniors

- Over 19,000 trips of regular transportation services were provided to needy clients to attend medical appointments, therapeutic / rehabilitation treatments, grocery shopping and hospital discharge.
- Transporting over 150 individuals participating in adult day programs, congregate dining programs, social and festival activities for social engagement.

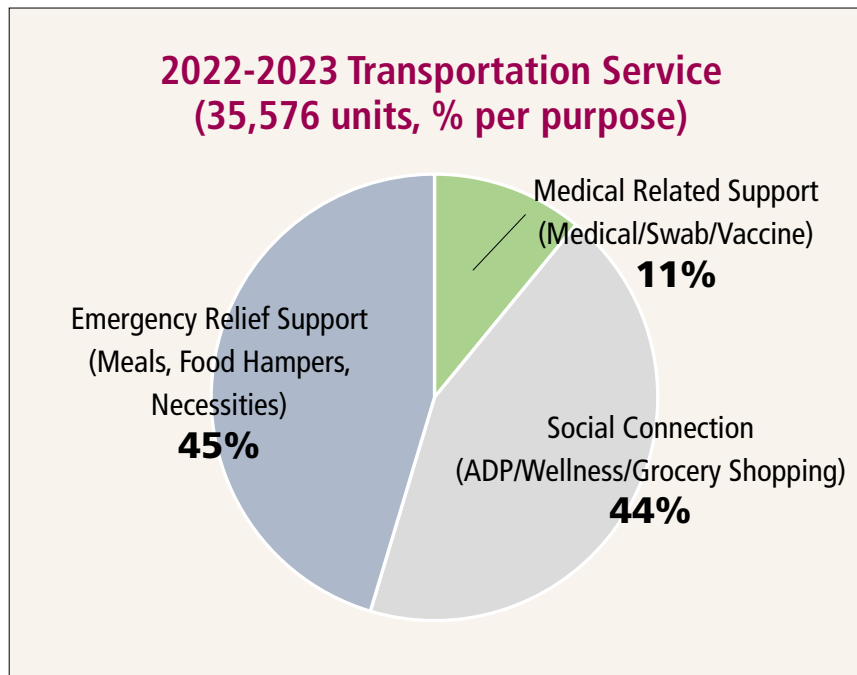
### Delivering Emergency Relief Support to People Impacted by COVID-19

- Continued to deliver hot/frozen meals, medication, masks, essentials, food hampers and groceries as well as medical devices to address the urgent needs of homebound and isolated seniors, discharged patients and in self-isolation individuals and families to maintain their daily living and functioning.
- Delivered over 20,000 hot/frozen meals and food hampers for seniors and low income families with food security challenges.

### Bringing Preventive and Medical Care to Underserved and Remote Communities in Scarborough and York Region Through Medical Health Unit

- Deployed the Medical Health Unit as a pop-up swab testing clinic, rapid antigen test kits and education materials distribution sites in shopping malls, local churches, condominiums, service organizations and business areas.
- Continue to support the Scarborough Health Network, North York General Hospital, York Region Public Health for mobile pop-up clinics, bringing vaccines to community members.
- Supported the High Priority Community Strategies Program to provide mobile Pap Smear Screening Clinic and Community Care Clinic in the communities. This collaborative has highly enhanced the accessibility of cancer screening and primary care services in particular for the newcomers and unattached patients.
- Entered into partnership with Southlake Regional Health Centre to provide mobile foot care services to people with diabetic condition residing in remote neighborhoods in York region, farthest to Georgina Island.

## 2022/2023 Service Highlights



### Outcomes of Client Experience Survey



*Clients randomly surveyed (15% of total individuals served in medical appointments/social connection)*



- **95.8%** of respondents indicated their experience and satisfaction as very good or good.
- **100%** of respondents indicated that they would recommend Carefirst services and programs to others, if needed and appropriate.
- **89%** of respondents indicated that the staff always or very often explained things to them in a way they could understand.
- **93%** of respondents indicated that the staff always or very often delivered services to them or to any their family/caregiver with a caring attitude.
- **100%** of respondents indicated they always or very often obtained the services that are responsive to their language/mobility/culture.
- **100%** of respondents indicated they always or very often feel safe in receiving our services.

## 2022/2023 Service Highlights

### Original Letter from a 85 Years Old Service User

Mr. W,

My English is very poor, I translated it with Google, and the original Chinese text is attached. Please understand.

I am Yu Z L, 85 years old, frail and sick. My husband is 89 years old, suffering from skin cancer and bowel cancer. Both have undergone surgery and cannot take care of ourselves. My daughter died of cancer in April last year, leaving me and my husband to live together. We are old and sick, so we have to see different doctors. It is too difficult to go out once. Later, I found out from my friends that Carefirst can help me. We solve the problem of using a car to go out to see a doctor. You have given me the courage and hope to survive for the sake of the elderly. Thank you very much for your selfless dedication. Let me talk about my experience below.

Because my teeth are loose, I need to extract and install dentures. I can't take the bus

alone, and I don't have the energy to walk to the bus stop, so I have to ask you for help. I called Mr. W and he spoke softly. The conversation gave me a sense of support. He arranged for me seriously and responsibly, and called me in time.

Mr. Shen, the driver, on the 11th, drove to pick me up to 150 Borough Dr, which is the Civic Center of Scarborough. Its back door is only for the TTC Wheel to park, so he took a lot of time to find the parking place, and then sent me to the registration office to register, and told me patiently, after seeing the doctor, sit where you are. He will come to pick me up then. After looking at it, it was still half an hour before my original pick-up time. I tried to call Mr. Shen, and he said he would pick me up right away. He met me soon and sent me home. Everything he has done for me is better than relatives. Thank you for your team's high-quality service attitude.

Best regards,  
Zhu L Y



Participant arriving Carefirst One-Stop Multi-Services Center to attend the day program



Going home happily after joining the Adult Day Program



Partner with Southlake Regional Health Centre to provide mobile foot care services at Georgina Island



Supporting Nurse and Community Ambassador of High Priority Community Strategies Program to provide services in the Medical Health Unit

## 2022/2023 Service Highlights

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### Vocational Training Centre

2022-23 marks a year of “back to normalcy”. A big appreciation to the dedicated instructors and team members as being adaptable, innovative and always take great effort to make the best of challenging situations to maintain high quality learning continuity and program delivery.

### Resuming On-site In-Person Trainings

- The Personal Support Worker (PSW) Certification program has resumed fully in-person. Yet social distancing and face masking were to observe. Teachers and students alike prefer in-person learning as it allows better interaction and student’s individualized attention could be given. The sense of community within a classroom learning is definitely a good experience.
- Delivered 11 linguistically appropriate in-person Food Handler Certification trainings with 103 participants. Many participants from the food/restaurant industry were catching up to renew the required certificates while some joined to learn new skills/ knowledge for self enrichment/ employment.
- Delivered 5 in-person Care Attendant for Post-natal Service classes with 37 students. Some participants were excited to-be grandparents while others would like to get trained for self employment to provide care to new born and the new parents.

### Continuation of Personal Care Aide (PCA) Training and Wrap-around Support Service

- Trained 18 Ontario Works recipients as PCA through virtual classes and on-site in person practicum. The enrolled participants would receive funding to purchase a digital device and the program would help them to find ways to secure low budget data plans/connectivity.
- Provided another round of Wrap-around support service including essential/grocery deliveries, service navigation, job search assistance and bi-weekly virtual support to 28 Ontario Works recipients and family members in need for 12 weeks and followed with 2 months of post program support. In the virtual meets, the recipients discuss about stress management, eating healthy on a budget, ways to stay active and etc. which allows them to stay engaged, learning ways in which that enable them to stay/ live healthy and overall to help improve their well-beings. This program is very well received by the participants.



# 2022/2023 Service Highlights

## Achieved Satisfactory Program and Client Experience Outcomes



- **100%** of PSW graduates were employed within 3 months after graduation
- **100%** of PCA participants (85% response rate):
  - Strongly agreed that the training prepared them well for employment as a PCA.
  - Satisfied or very satisfied with the experience with the PCA program
- 16 participants completed the PCA program. About 1/3 of them upgraded themselves to PSWs and have found jobs during or shortly after the completion of the PSW program. 9 graduates have worked part time or full time as PCA.
- Advancement of Equity, Diversity and Inclusivity (EDI)

The PCA program and wrap-around service are particular serving and providing training/service to many diverse, vulnerable and marginalized individuals. Among the participants:

  - Out of 16 PCA graduates, 9 on refugee status coming from different continents, others are newcomers or citizens.
  - Out of 28 wrap-around service participants, 7 on refugee status, others are newcomers or citizens
  - All PCA students and wrap-around service recipients are low income individual/ families

## Participants' Testimonies

“Great program. I learnt a lot. Thank you for teaching ways to care for others. I am very grateful to get an employment at Carefirst which allows me to apply for a work-permit and work in Canada.”

~ a PSW graduate

“Teachers are awesome. I learnt a lot. Glad I was able to find a PCA job right after graduation.”

~ a PCA graduate

“I feel very welcomed and accepted in the Carefirst community especially I am quite new in Canada. Thank you for the opportunity.”

~ a PCA graduate

“A good learning experience to know more about mental health, domestic abuse, health issues, and able to surround oneself into a supportive group that's also been through the same situations.”

~ A Wrap-around support service recipient

## 2022/2023 Service Highlights

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*PSW class learning transfer skills in the lab*



*Congratulations! PSW class graduation*



*Big smile from Personal Care Aide grads with teacher Ellen*



*A fun and engaging First Aide and CPR training*



*Virtual support in Wrap-around Support Service*

### **Community Development and Wellness – A warm welcome back**

Social activity provides a stress-buffering effect. The elderly who participate in some leisure activity are likely to experience less depression based on the results of a longitudinal study. With the easing of public health measures, the Wellness Club has made available many in-person social and recreation activities welcoming our clients back to the centre while at the same time continuing to offer virtual programs accommodating those with a preference to continue connecting remotely.

#### **Community Development and Wellness Program**

- 1,200 wellness club members participated in an abundance of activities to stay active, healthy, and independent post-retirement.
- 120 individuals registered to the Bayview Hill Seniors Program in collaboration with the City of Richmond Hill since 2005, which aims to provide seniors easy access to recreational activities in the community
- Reached out to 500 participants while delivering activities at senior buildings, community fairs, and churches to remove economic and social barriers.

## 2022/2023 Service Highlights

- Delivered 233 in-person programs and 54 virtual programs with an outcome to improve overall well-being.
- Outreached to the residents in the identified NORC (naturally occurring retirement community) with programs/services to maintain their overall well-being.

### Exercise and Falls Prevention Program

- Motivated 3,500 seniors to continue exercise in two types of modal (in-person and virtual) with seven types of fun programs (chair-based, chair yoga, line dancing, taichi, qigong, breathing & stretching, and falls prevention), beating exercise boredom.
- Built partnerships with municipalities, Toronto Seniors Housing Corporation, faith groups, condos, retirement homes, and Welcome Centre to increase the opportunities for physical activity.

### Overcomes of online client satisfaction survey:



- **95%** (354/372 responses) expressed feeling highly satisfied with the program arrangement
- **98%** (364/372 responses) commented that the staff team is friendly and helpful



### Encouraging messages and comments from our members:

*Impressed with the responsiveness of the Wellness Team. Well done and keep up the good work!*

*Good program for seniors. My health has improved.  
Thank-you CareFirst.*

*I encourage everyone to support Carefirst to build the "Campus of Care"*

*We love the programs offered at your Hwy 7's office. We've been going there for many years, staff and volunteers are super friendly and caring. This is a great location with many of my friends residing in the condo in the neighborhood.*

*Continue with the virtual classes, especially for seniors aged 65 and above. There are some excellent instructors highly experienced and dedicated.*

## 2022/2023 Service Highlights

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### Youth Leadership and Volunteer Development

The Youth Leadership and Volunteer Development Program supported many amazing projects, spreading love and care to people in the community.

#### Bringing Smiles to Seniors Project

The Carefirst Youth Club (CYC) “Bringing Smiles to Seniors” project engages youths to work on crafts that are then gifted to seniors all across the community. CYC hosted Arts & Craft-A-Thon workshops for youths to learn new crafting projects, and these products were hand-delivered to our senior participants at the Adult Day Program, Transition Care Centre, and senior tenants at the seniors building. This took place during the winter festive season, Mother’s Day, and Seniors Month.

Since the launch of the “Bringing Smiles to Seniors” project in the Winter of Year 2022, 25 youths participated in the craft workshops, and together they have created more than 100 crafts to gift to the seniors in the community!

“ When I first started running an online programming class during the summer of 2020, I was stuck quarantining inside of my house all day bored out of my mind. At the time, I was doing a lot of coding, and I had to fulfill my required volunteer hours before the end of summer, so I contacted Carefirst to set up a class. After going through all the effort of preparing the class and teaching it, I found a real sense of fulfilment that I had never expected to find. In serving the community, I have found a sense of purpose, and this year will be my fourth year running a summer programme at Carefirst. ”

~ *Alexander Chow*

#### Celebrating the Coral Anniversary

Volunteers are essential to the everyday success of Carefirst. They devote their time, skills, and energy, work alongside staff to help run events, serve as board members, and deliver support services in the community.

In 2022-2023, we welcomed 53 new volunteers (16 youths, 29 adults, and 8 seniors) to our team. Since the launch of our revamped Youth Program, we have engaged 101 youth participants in our youth activities. With 658 active volunteers, our volunteers logged a total of 30,335 volunteer hours! Moreover, 82 volunteers received a long-service award.

This year, we celebrated our first volunteer to receive the long-service award of 35 precious years! Salute to Kit Ma, also well known as Madam Ma in our community, who has devoted 35 years of volunteering at Carefirst. To this day, she remains an active volunteer and continuous support across many of our service departments and annual events. Madam Ma engages her St. John Ambulance team of cadets to volunteer at our Gala and Charity Walk each year, and she also works closely with our Youth Programs to lead First-Aid & CPR courses. Thank you Madam Ma for all that you do!



### Capturing the “Kodak Moment”

*With the lifting of restrictions, the Volunteer Team has carefully resumed the Seniors Portrait Project in a safe environment for both the clients and volunteers.*

*A big thank you to our Volunteer Photography Club for running this long-awaited signature project at our North Toronto Adult Day Program Centre! They brought smiles to more than 30 senior participants in two days, each member contributed close to 10 hours including the planning, preparation, and photoshoots.*

*Many thanks to VPC members: Andrew Tang, Catherine Wong, Doris Chau, Dora Cheung, Doris Poon, Edna Tsang, Frank Sinn, May Lum, Phyllis Fung, Rose Maria Wong, and Theodora Chan for dedicating their time to support this project.*

*They treasured this opportunity to serve the elderly, and one member shared their valuable experience:*



Youth Leadership Training



Carefirst Youth Club “Bring Smiles to Seniors” Project – making placemat to seniors



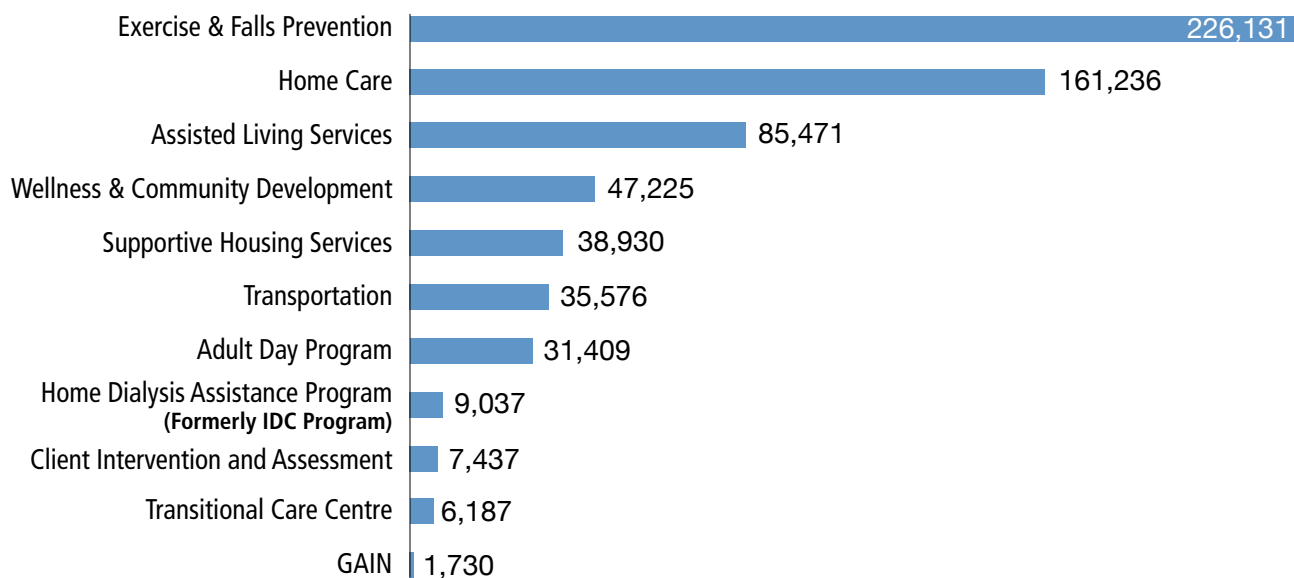
First Aid & CPR Training for Youth



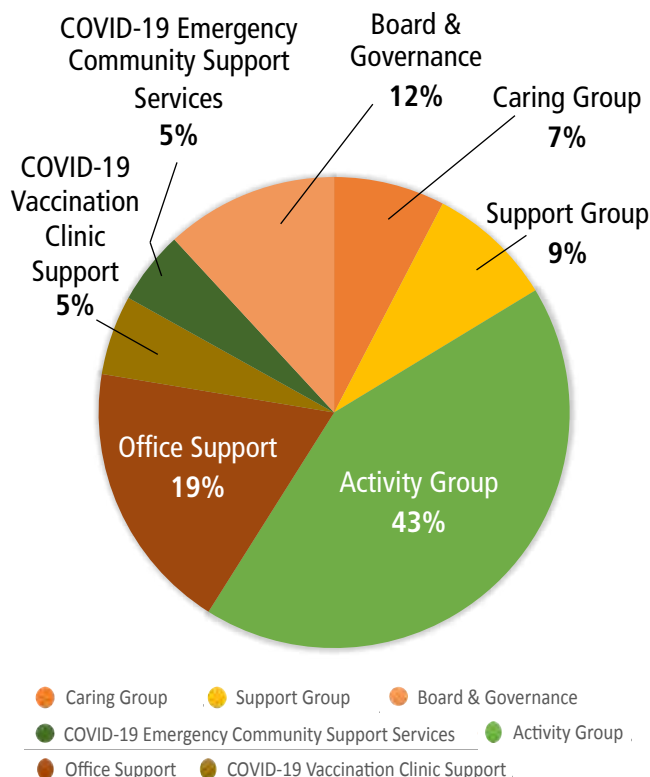
Volunteer gathering and team building



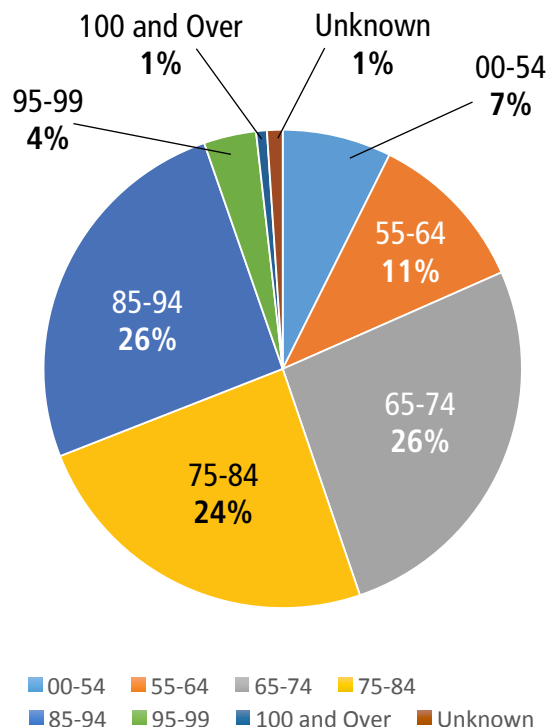
### 2022-2023 Service Statistics



### 2022-2023 Volunteer Hours (Total: 30,335 hours)



### Age Distribution for Case Clients Served 2022-2023 (6438)





# Carefirst Family Health Team

## 2022-2023 Annual Report



# Carefirst Family Health Team

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## Overview and Priorities

The Carefirst Family Health Team (FHT) is a multi-disciplinary team of physicians, nurses, social workers, dietitians, physiotherapist and medical receptionists. The team collaboratively delivers exceptional comprehensive primary care to our communities. Our spectrum of services covers diagnosis, treatment, wellness promotion and prevention programs. We have a robust Chronic Disease Management and Prevention (CDMP) program and are actively involved in many of the Ontario Health Team's (OHT) primary care initiatives. Our partnerships across the community ensure our patients receive coordinated and high quality of care. As a community FHT we collaborate closely with the Carefirst Seniors and Community Services Association and also have unique access to a team of onsite specialists at our Scarborough location operated by Carefirst including cardiology, psychiatry, endocrinology, nephrology, optometry, geriatrics medicine, gynaecology, hearing services and chiropody.

Our priorities in 2022/2023 were to:

- provide additional services and programs to meet the newly identified demands and needs of our patients and community,
- integrate technology into our operations (staff and patients) to improve communication, efficiency and access,
- prepare for Accreditation 2023,
- improve our awareness of community organizations and grow our partnerships to maximize the opportunity for comprehensive care for our patients,
- advance our communication and engagement with our patients to co-design and increase uptake of programs/services, and
- make investments in our staff to make them feel more valued.

## Achievements for 2022/2023

### **Provide additional services and programs to meet the newly identified demands and needs of our patients and community**

Each year we analyze the feedback received from our patients, data on our demographics and that of the community as well as input from our partners and staff. Through this process the FHT identified a few important areas of focus. We enhanced our mental health services by providing a mental health miniseries, classes on mindfulness and iCBT sessions. The iCBT was delivered through a new partnership with Mindbeacon and CBT Associates and in just one quarter, we were able to triage and refer 46 patients (all completed within a week) and deliver 259 sessions. Another area of focus was on women's health. In partnership with the High Priorities Communities Strategy Program we offered nine programs covering topics on cervical cancer, endometriosis and postpartum depression. This partnership also piloted mobile pap testing clinics and was able to identify unattached women and refer them to Family Health Team's for ongoing primary care. As a result of this partnership, positive evaluation responses from participants and successful outcomes, a poster presentation was accepted as part of the AFHTO conference in 2023.

## Carefirst Family Health Team

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### **Integrate technology into our operations (staff and patients) to improve communication, efficiency and access**

The FHT has made great strides in implementing and optimizing technology over the last year. Our website is a key tool for communication and access. We created an electronic calendar of all our Chronic Disease Management and Prevention programs with easy access to registration and Zoom. Our website is also where patients can access our Online Appointment Booking. This year we upgraded platforms to offer our patients an improved and simple process. As a result we have seen our online bookings increase from 121 a quarter to 269 a quarter and they continue to trend upward. Other ways we are improving the experience for our patients is through our new phone system in our Richmond Hill clinic. This new system allows patients to leave a call back number instead of waiting on hold. Our Diabetes Education Program successfully implement SMS patient reminders to decrease administrative time by eliminating the reminder phone call and decreasing the number of no-shows. This work was acknowledged at the AFHTO conference in 2022 through a poster presentation on 'Addressing equity and efficiency with patient reminders'.

### **Prepare for Accreditation 2023**

A lot of planning and preparations were undertaken for the FHT accreditation in June 2023. The team collaboratively worked together developing action plans, documenting evidence against the 500+ standards, closing gaps and developing presentations. It was a great opportunity to ensure all our policies and procedures were reviewed and a reminder of all the services and programs that our team works tirelessly on in order to provide the highest quality of care to our patients and the community. We truly thank our patient advisors and our partner organizations in their participation and are looking forward to sharing the positive results from Accreditation Canada.

### **Improve our awareness of community organizations and grow our partnerships to maximize the opportunity for comprehensive care for our patients**

We are able to meet the needs of patients and the community only in collaboration with our partners. This past year we have developed some wonderful new relationships including offering a free, virtual weight management program with Oak Valley Health Adult Diabetes Clinic, Remote Care Monitoring for homebound/frail seniors with the Scarborough Ontario Health Team (OHT) and an Integrated COPD Pulmonary Rehab program with Eastern York Region OHT. We continue to strengthen existing relationships and for the first time this year developed a partner survey as part of our annual priority planning to ensure their input and feedback is incorporated. The FHT staff are also offered the opportunity to learn about our partners and vice versa through presentations at our monthly staff meetings. This year we heard from: Ontario Structured Psychotherapy Program, Domestic Abuse and Sexual Assault Care Centre of York Region, Yee Hong Hospice, Reena, Streamlined Access, High Priorities Communities Strategy Program, Breaking Free and Addiction Services Central Ontario.

# Carefirst Family Health Team

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## Advance our communication and engagement with our patients to co-design and increase uptake of programs/services

We are grateful to our patient advisors who devote their time to co-design important programs and services in the FHT. This year we worked with our advisors to roll out the new Online Appointment Booking platform, ensuring the messages on our new phone system were appropriate, updating our Patient Bill of Rights and Responsibilities, improving our feedback and complaint process and policy, launching a new patient newsletter and revising the patient welcome package. We also had a new patient advisor from the FHT join the Carefirst Patient Advisory Council. We know our programs and services are more relevant and stronger as a result of the great work of our advisors.

## Make investments in our staff to make them feel more valued

The focus on our staff will always remain a top priority within the FHT. Throughout the year we are always trying to offer education and training opportunities to address trends in our patients / healthcare system and meet the goals of our staff. This year we organized staff wide education on situational awareness and occupational stress. Across our entire team, they engaged in over 100 professional development training events! Acknowledging all the contributions of our staff is ongoing whether through team building events, holiday parties, gift exchanges or simply recognizing accomplishments at our monthly staff meeting or work anniversaries. Staff wellness was a key focus this year, led by our wellness leads, through activity raffles, stretching and yoga classes as well as work station enhancements. We also welcomed students throughout the year to offer practicum experiences in nursing, medical admin, dietetics and medicine.

We are so grateful to our 10 physicians and 27 staff for their dedication and all their hard work over the last year!



*Staff Team Building events  
– Holiday gift exchange &  
Make your own Sushi*



*MP Majid Jowhari (R) visiting Summer  
Employment Program student Amy Liu  
and Tamara Belfer (L)*

*Participating in community Flu Clinic*



## Board of Directors 2022 – 2023

**President** - Christel Galea

**Treasurer** - Kingson Lee

**Secretary** - Cheryl Lau

### Directors

Chi-Cheng Chu

Dr. Anuradha Srinivasan

## Nominees for 2023 – 2024 Board of Directors

Agnes Lan

Chi-Cheng Chu - *Re-elect*

Doreen Tai

Sandra Tam



## Senior Leadership Team

### Chief Executive Officer

Helen Leung

### Executive Director

Tamara Belfer

### Lead Physician

Dr. Christina Lee

## Family Physician Team

Dr. Christina Lee

Dr. Adrienne Yang

Dr. Alice Sy

Dr. Gloria Lin

Dr. Jerry Zhang

Dr. Kinsey Lam

Dr. Lesley Wu

Dr. Ruchita Uxa

Dr. Win Win Wong

Dr. Joyce Lam

## Specialist Physician Team

### Cardiology

Dr. Chi-Ming Chow

### Optometry

Dr. Allyson Tang

Elvin Hui

### Endocrinology

Dr. Calvin Ke

### Nephrology

Dr. Andrew Wong

### Gynecology

Dr. Jevan Ko

### Geriatrics

Dr. Grace Leung

Dr. Stephanie Siu

Dr. Eric Wong

### Psychiatry

Dr. Alyssa Wang

### Chiropody

Shirley Cheung

Calvin Chui

### Hearing / Care

Sara Jiang of Canadian Hearing Society

# 2022/2023 Financial Report

## Carefirst Family Health Team

Carefirst Family Health Team Statement of Financial Position		2023	2022
March 31			
<b>Assets</b>			
<b>Current</b>			
Cash	\$	586,250	\$ 541,813
Short-term investments (Note 4)		95,386	98,013
Accounts receivable		142,807	129,281
Prepaid expenses		64,437	63,904
		<u>888,880</u>	<u>833,021</u>
Property and equipment (Note 5)		8,040	36,870
	\$	<u>896,920</u>	<u>\$ 869,891</u>
<b>Liabilities</b>			
<b>Current</b>			
Accounts payable and accrued liabilities (Note 6 and 7)	\$	338,835	\$ 279,961
Deferred operating grants (Note 8)		107,961	150,243
Due to Ministry of Health		<u>242,699</u>	<u>218,135</u>
		689,495	648,339
Deferred capital grants (Note 8)		-	22,154
		<u>689,495</u>	<u>670,493</u>
<b>Fund balances</b>			
Unrestricted - Operating		199,385	184,682
Invested in property and equipment		<u>8,040</u>	<u>14,718</u>
		<u>207,425</u>	<u>199,398</u>
	\$	<u>896,920</u>	<u>\$ 869,891</u>

Carefirst Family Health Team Statement of Revenue and Expenses		2023	2022
Year ended March 31			
<b>Revenue</b>			
Ministry of Health	\$	2,685,756	\$ 2,509,355
Family Health Team		1,654,871	1,588,989
Family physician grant		715,812	707,938
Ontario Health services fee		47,209	84,274
Service fees		36,442	38,066
Miscellaneous		22,154	27,174
Amortization of deferred capital grants		456	401
Donations		<u>5,162,700</u>	<u>4,946,160</u>
		4,168,029	4,003,249
<b>Expenses</b>			
Salaries and benefits		523,181	513,895
Building occupancy		111,121	66,000
Purchased services		89,017	89,978
Office and general		58,011	59,927
Systems support		52,772	38,378
Professional fees		47,359	31,958
Staff training and recognition		28,830	33,850
Amortization of property and equipment		23,855	22,445
Insurance		22,886	16,494
Telecommunications		13,193	25,258
Medical supplies		8,495	9,739
Fees and dues		4,182	8,469
Promotion and publicity		658	4,674
Health education		151	184
Travel		-	13,307
Program expenses		<u>5,151,540</u>	<u>4,942,792</u>
		11,160	3,377
Excess of revenue over expenses before other income		<u>(3,133)</u>	<u>4,350</u>
Unrealized (loss) gain on investments			
Excess of revenue over expenses	\$	<u>8,027</u>	<u>\$ 7,727</u>

This is a condensed financial report. A full copy of 2022/2023 audited Financial Report by our auditor Grant Thornton is available at Carefirst's Administration Office (416) 502-2323



# Carefirst Foundation

## 2022-2023 Annual Report

## **About Carefirst Foundation**

Carefirst Foundation was founded in 2006 and registered as a charitable non-profit organization (#83974 4943 RR0001) to fundraise for the Carefirst Seniors and Community Services Association (Carefirst Seniors) and other organizations with similar objectives. We established this Foundation to support the development of stable and quality community services for those in need.

Since its inauguration in October 2006, the Foundation has committed to Carefirst Seniors in its capital development of the Carefirst One-Stop Multi-Services Centre — a hub delivering integrated social and medical care to the Scarborough community. Carefirst Seniors completed the building of the Centre in 2015. The Foundation continues to fundraise in support of Carefirst Seniors' activities and assist in paying off the \$12-million construction loan of the Centre.

Carefirst Foundation is excited to commit to supporting Carefirst Seniors for another top-notch innovative development of the futuristic the Carefirst Campus of Care at 9893 Leslie Street in Richmond Hill. The Ministry of Long-Term Care has approved 120 long-term care beds in addition to a medical centre for all ages, 36 assisted living units, a social community hub, a community kitchen/cafeteria, and a community garden. The Foundation aims to raise \$7.5 million before 2025 from the community to support the capital project.

## **2022/2023 Activity Highlights**

It has been over three years since World Health Organization declared COVID-19 a pandemic. Although the COVID-19 pandemic gradually subsided in 2022, Carefirst Foundation, like many other charitable organizations, was still impacted.

2022 was a challenging year for Carefirst. The “new normal” created both new challenges and potential opportunities for the organization. We were able to adopt different creative approaches to engage our supporters. Through printed and digital publications and short videos, our supporters were kept informed of the community's needs and the difference their gifts have made.

Through creativity and a concerted team effort, the Foundation hosted several successful hybrid and virtual fundraising events listed below. Our hard work brought in record donations in support of the development of the Carefirst Campus of Care:

- The Active in Summer Challenge, a virtual and in-person program, was held in August 2022 and brought in over \$160,000 donations.
- The Carefirst Radiothon, in collaboration with Sing Tao A1 Chinese Radio, was held on November 30, 2022. Over \$170,000 was raised and designated towards supporting the Carefirst Campus of Care capital project.
- Our signature Young at Heart Charity Gala, was back as an in-person event held on March 25, 2023, with close to 600 guests coming together to celebrate a successful year of serving our

community as well as supporting the development of the Carefirst Campus of Care. We were able to raise a record of over \$365,000 from the gala.

- Other fundraising activities organized this year include:
  - Holiday Wishing Tree Campaign
  - Annual Appeal Campaign
  - Charity Line Dance events
  - Carefirst Online Charity Gift Shop

The Foundation Board build donor relationship through many events. At the in-person donors' event held quarterly in April, July, December, and Feb last year, the Board and the Capital Campaign Planning Committee updated our supporters on the Campus of Care Project progress, and share the following programs to rally support from the community:

- Campus of Care Facility Dedication Program
- Multi-Years Donation Accumulation Program
- Adopt a Carefirst Piggy Program
- Donation of Sales Program
- The Caring Tree Campaign

With the hard work of the devoted Carefirst Board Members, Capital Campaign Planning Committee Members, staff, and volunteers, as of April 2023, we have raised \$3.5 million towards its \$7.5 million fundraising target.

In the coming year, we anticipate fundraising will become tougher due to the unstable global political environment and economic downturn.

Regardless of the hard times ahead, Carefirst Foundation is confident of its success in rallying vigorous support from the community as we are embracing a cause that makes a difference in people's lives. We intend to build the one-of-a-kind Carefirst Campus of Care to create a stronger and more vibrant community.

We look forward to having support from all levels of government, the corporate sector, and the community. Carefirst Foundation would like to express its heartfelt gratitude to the following donors and supporters for designating Carefirst as their event beneficiaries in the past year:

- |  |                                     |
|--|-------------------------------------|
| • Bair Jia Huang Arts Exhibition                       | • Lewis Lee                         |
| • Canada Chinese Computer Association                  | • Peter Ly Calligraphy Exhibition   |
| • Canada Hong Kong Alliance (Toronto)                  | • Pui Yuk Suen Memory Fund          |
| • Canada-HK New Horizon Lions Club                     | • Teresa Cheung                     |
| • Canadian Chinese Insurance Professionals Association | • Toronto Cathay Lions Club         |
| • Chris Pak Wang Chan Memory Fund                      | • Toronto Harmony Lions Club        |
| • Dance Pooh Team                                      | • Toronto Hong Kong Lions Club      |
| • Galleria Supermarket                                 | • Wen Wen & Friends Charity Concert |
| • Jesse Lau's Birthday Celebration                     |                                     |



Carefirst Foundation would like to express its heartfelt gratitude to the following major donors for their commitment and donations towards the **Campus of Care Facility Dedication Program**:

- Alvin Yau
- Benjamin Fu
- Brian Lee
- Canada-HK New Horizon Lions Club
- Congee Queen Group
- Fanny Hui
- Helen Leung & Family
- J & J Family
- Jason & Irene Yee
- Jenny Lam
- Johnson Fu
- J. L. Yick
- Lap Shun Chan
- Mabel Lam
- Matthew Wan
- Mr. & Mrs. CN Leung
- Nai Ping Leung
- P.H. Leung
- Paul Lam & Family
- Paul & Karen Mok
- Paul Williams
- Peter Choy
- Rizopia Food and Products
- Royal Building Restoration Ltd.
- Sheila Neysmith
- Shirley Ng
- Toronto Cathay Lions Club
- Toronto Elegant Lions Club
- Toronto Hong Kong Lions Club
- Wagner's Family
- Will Sung
- Winnie Chui Ling Lo
- Wu's Family

Carefirst Foundation would like to express its heartfelt gratitude to the following donors for their commitment and donations towards the **Campus of Care Caring Tree Program**:

- ASC 360 Logistics Solutions
- Bair-Jia Huang
- C W Ko
- Change Connect Inc.
- Chui Mee Lee So
- Chris Chan Memory Fund
- CK Yim
- Dinner Holding AS
- Emi Shu
- Esther Wong
- Eugene Chan & Susan Chan
- Jenny Lam
- Jenny Wong
- Kiu Lee Chun
- Lisa Liu
- Mary Lam
- Nicholas Wong
- Paul Lam
- Raymond Kan
- Roberta Lau & Jesse Lau
- Ronald Chu
- Rose Maria Tam
- Rosie Leung
- Sandra Tam
- Selwyn Lo
- Vincent Wong
- Will Sung

# Carefirst Foundation



Generous donation from Toronto Hong Kong Lions Club to Carefirst in supporting Carefirst Campus of Care. Chico Hui (L1), Kei Leung (L2), Joseph Tsang (R1) of Toronto Hong Kong Lions Club and Carefirst Foundation Board Directors at the Toronto HK Lions Club Annual Charity Gala.



City of Markham Mayor Frank Scarpitti, Jenny Lam, Carefirst Foundation Board Chair, presenting appreciation plaque to Johnson Fu of JF Insurance for his support towards Carefirst Campus of Care.



Wen Wen (2nd Row R6) organized Wen Wen & Friends Charity Concert to fundraise for Carefirst Campus of Care.



Carefirst Foundation Board Chair Jenny Lam presenting appreciation plaque to Ken Fok of Power 7 Realty for his staunch support as our Annual Radiothon Power Match Donor.



Shirley Ng, Carefirst Foundation Treasurer, receiving donation cheque from Markham Regional Councillor Joe Lee and Alan Ho, Toronto Harmony Lions Club Founder Esther Wong, and President Mariam Ku towards the Campus of Care Project.



Toronto Cathay Lions Club President Michael Cheng (R3) Kit Wong, 1st Vice President(L1) and Carefirst Board representatives at the Brighter Tomorrow Charity Walk in supporting Carefirst's Campus of Care.



Canada-HK New Horizon Lions Club Gala to support Carefirst Campus of Care Project. Carefirst Foundation Chair Jenny Lam (R4) receiving cheque from President Tony Chan (R5) and Gala Hon. Co-Chairs and Event Co-Chairs.



Dedicated support from Line Dance Instructor Winnie Yu and the Dance Pooh Team.



Directors of Toronto Xiangqi Association and RH City Councillor Castro Liu celebrating Christmas and donating to support Carefirst Campus of Care.



Ben Leung (R5) of Canada Hong Kong Alliance Toronto donated to Carefirst via Joseph Koo Retrospective Concert.



Line Dance Instructor Lewis Lee and students donating to Carefirst Campus of Care.



# 2022/2023 Financial Report

## Carefirst Foundation

### Carefirst Foundation Statement of Revenue and Expenses

Year ended March 31	2023	2022
<b>Revenue</b>		
Donations - restricted	\$ 848,986	\$ 516,766
Donations - unrestricted	215,267	78,521
Realized investment income	26,524	14,037
Charity gala	25,115	13,280
Appeal letter	12,880	15,945
Christmas event	10,441	13,056
Miscellaneous income	2,474	1,928
	<u>1,141,687</u>	<u>653,531</u>
<b>Expenses</b>		
Fundraising	26,940	-
Professional fees	9,947	8,783
Promotion and publicity	6,370	-
Office	5,069	4,545
Fees and dues	4,739	2,674
Staff travel	1,901	-
	<u>54,966</u>	<u>16,002</u>
Excess of revenue over expenses before other items	1,086,721	637,529
Unrealized loss on investments	(132,156)	(10,107)
Excess of revenue over expenses	<u>\$ 954,565</u>	<u>\$ 627,422</u>

### Carefirst Foundation Statement of Financial Position

March 31	2023	2022
<b>Assets</b>		
Current		
Cash	\$ 91,698	\$ 493,650
Short-term investments (Note 4)	2,564,933	1,207,565
Accounts receivable (Note 5)	13,622	19,573
Prepaid expenses	12,577	12,577
	<u>\$ 2,682,830</u>	<u>\$ 1,733,365</u>
<b>Liabilities</b>		
Current		
Accounts payable and accrued liabilities	\$ 9,838	\$ 14,938
<b>Fund balances</b>		
Unrestricted - Operating	381,217	275,638
Externally restricted - Capital	2,291,775	1,442,789
	<u>2,672,992</u>	<u>1,718,427</u>
	<u>\$ 2,682,830</u>	<u>\$ 1,733,365</u>

This is a condensed financial report. A full copy of 2022/2023 audited Financial Report by our auditor Grant Thornton is available at Carefirst's Administration Office (416) 502-2323

## Honorary Advisors

Irene So

## Honorary Members

Alex Yuan

Anna Yip

Benjamin Fu

John Man

Samuel Tan



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## Board of Directors 2022 – 2023

**Chair** – Jenny Lam

**Vice Chair** – Will Sung

**Treasurer** – Shirley Ng

**Secretary** – Dr. Zerlina Lim

**Capital Campaign Committee Chair** – Jenny Lam

## Directors

Alvin Yau

Matthew Wan

Wayne Tsang

Herman Tse

Peter Choy

Yan Liu

Joanna Yu

Philip Ho

YC Lee

Kei Leung

Samuel Lee

## Nominees for 2023 – 2024 Board of Directors

Jenny Lam - *Re-elect*

Jessica Huang

Kei Leung - *Re-elect*

Louisa Hui

Dr. Zerlina Lim - *Re-elect*

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## Senior Management Team

**Chief Executive Officer** – Helen Leung

**Chief Financial Officer** – Edmund Kwan

**Director of Fundraising Communication & Public Relations** – Edith Lam

# Donors

## SPECIAL TRIBUTE

**Carefirst Seniors & Carefirst Foundation would like to extend our heartfelt gratitude to the following supporters who have donated / raised \$10,000 or more to Carefirst (April 2022 – June 2023)**

Chak Nin & Irene Leung	Raymond Kan	1662859 Ontario Inc.
Chung Kuen Yim	Raymond Wu	Canada Chinese Computer Association Charitable Foundation
Edmond Wu	Rose Maria Tam	Canadian Chinese Insurance Professionals Association
Eugene Chan	Selwyn Lo	Canadian Chinese Line Dance Association
Fiona Wu	Sheila Neysmith	Canadian Guardians Inc.
Frederick Ka Chong Kan	Shirley Ng	Change Connect Inc.
Helen Leung	Siu Kiu Lee Chun	Chris Pak-Wang Chan Memorial Fund
Hubert Poon Tak Wu	Susan Foon Chim Wong	Fu's Borchun Property Management Ltd.
Jason & Irene Yee	Winnie Chui Ling Lo	Ontario Medical Imaging
Johnny Fung	Wen Wen Ruan	Power 7 Realty – Ken Fok
Johnson Fu		Rizopia Food Products Inc.
Karen Ip		Royal Building Restoration Ltd.
Lee Chui Mee So		Seng Family Charitable Trust
Lisa Liu		Toronto Cathay Lions Club
Peter Choy		Toronto HK Horizon Lions Club
Po Hing Leung		Toronto Hong Kong Lions Club

**Heartfelt thanks to all donors and supporters, with special recognition to contribution of \$500 or more to Carefirst Seniors & Carefirst Foundation (April 2022 – June 2023)**

## INDIVIDUAL DONORS

Alex Chan	Chi Ming Chow	Fanny Yu Ngor Hui	Karen Wang	Margaret Yu
Alice Fung	Chi Tat Tam	Francis Ng	Karl Lam	Marina Chan
Alice Mui	Chiang-Hsiang Szu	Francis La	Karoline Chan	Martina Chan
Alvin Chan	Chor Piu Chan	Gary Carmichael	Katy Chau	Martina Yee Ping Poon
Ambrose Fung	Christiana Sit	Grace Cheng	Kerrie Wagner	Mary FY Ng
Amelia WF Lau	Christina Shiu	Halina Yin Man Kong	Kevin Hon Mun Ng	Matthew Wan
Andrea Chun	Chung Yan Wong	Hei Nam Leung	Kevin Louie	May Chan
Andrew Mok	Cindy Thai	Hwei-Li Tien	King-leung Suen	Michael Ho
Angela Tam	Clara Tsang	Irene So	Kingson Lee	Mickey Poon
Anita Hung	Cynthia Fok	Irene Soong	Kit On Paul Wong	Ming Au
Anita Lee	Daisy Lee	Iris Chang	Kwei Fong Lee	Mingfu Wu
Anjum Khimji	Daniel Hui	Ivy Yuk-Ling Choi	Lai Wah Wong	Mojahed Qashoa
Ann Li	Daniel Poon	James Loo	Lai Yuk Hau	Molgi Kwong
Anna Yip	Darius Sookram	James Tse	Lam See Yiu	My Tan
Anne Ho	David Ho	Jean Mung	Lawrence Wai Kong Chan	Nancy Lam See Yiu
Barbara Chu	David Lai	Jenny Hong	Leo Lin	Nancy Leung
Benedict M Leung	David W.Y. Lam	Jenny Lam	Lily K Wong	Nancy Nim Kai Cheung
Bettina & Charles Chan	Diana Lee	Jiancheng Zhou	Liu Jun Yan	Nelson Lam
Betty Leung	Donna Cheung-Tam	Jimmy Wong	Lorraine Fung	Ngai Sing Lewis Lee
Binh Ly	Doreen Tai	Jin Xing Tan	Lorraine Ng	Ngai Sing Li
Brenda Kwok	Dr. Allyson Tang	Joan Christensen	Louisa Lee	Nora Ho
Brian Lee	Dr. Anuradha Srinivasan	Joanie Mo-Ching Tung	Mabel Yip	Norman W C Lee
Carrie Wing Yan Tong	Dr. Edward Lin	John Man	Magdalene Poon	Oi Yee Lam
Catherine Ho	Dr. Y. C Lee	John Sun	Mai Que Trac	Patrick Wu
Cecilia Lee	Edith Lam	Jose Kwok Yi Cheung	Man On Ng	Patti Wong
Cecilia Tang	Emily Yau	Josephine Tang	Man Yue Wan	Paul Lai Shum Lam
Cecilia Wong	Estate of Yvonne Ng	Kam Cheung	Marcus Chow	Paul Williams
Cheuk Wai Ko	Esther Fung Yeung	Kam Fong Pon	Margaret Law	Peter Yeung
Chi Hung Law	Esther Wong	Karen Kwan	Margaret Wong	Philip Ho



# Donors

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## INDIVIDUAL DONORS

Philip Tsang	Shi Hong Zhang	Teresa Wong	Wai Kwan Chan	Yuet Fong To
Phoebe Y.C. Poon	Shok Kwan Chan	Terrence Cheuk Lam Lun	Wai Man Grace Dunn Lam	Yuk Bing Chan
Qi Wen Ruan	Shui Lin Shu	Terri Tie Wang Kwan	Wayne Tsang	Yuk Ying Au-Yeung
Raymond Kung	Shui-Chun Szeto	Terrie So	Wendy Man	Yuk Yuen Catherine Tsang
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# Acknowledgements

Carefirst would like to extend our heartfelt thanks to the following funders, community organizations, business corporations and individuals for their contributions and support.

## Funders / Grantors

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Employment and Social Development Canada	Ontario Health, Toronto
Home and Community Care Support Services (Central)	Ontario Retirement Communities Association
Home and Community Care Support Services (Central East)	Ontario Ministry for Seniors and Accessibility
Home and Community Care Support Services (Toronto Central)	Ontario Ministry of Health
Ontario Community Support Association	The CILT
Ontario Health	The Friends
Ontario Health, Central	United Way Greater Toronto

## High Priority Communities Strategy Program of South East Markham's Partners

105 Gibson Centre	Primary Care Table Lead
360°Kids Support Services	Sanatan Mandir Cultural Centre
Across U-Hub	Seneca College
Addictions Services York Region	Social Services Network
Carefirst Family Health Team	South Asian Health Alliance
Centre for Immigrant and Community Services	Stouffville Grace Baptist Church
Community and Home Assistance to Seniors	Richmond Hill Welcome Centre
City of Markham	Tamil Canadian Centre for Civic Action
Councillor Isa Lee	The Centre of Addition and Mental Health
Eastern York Region North Durham Ontario Health Team	The Cross-Cultural Community Services Association Services
Federation of Tamil Canadians	Western York Region Ontario Health Team
Health Commons Solutions Lab	YMCA of Greater Toronto
Health for All Family Health Team	York Hills
Hong Fook Mental Health Association	York Region Public Health
Islamic Society of Markham	York Region Social Services
Markham Wesley Centre	York Support Services Network
Oak Valley Health	

## Pop-up Vaccination Clinics and Assessment Centre

105 Gibson Centre	North York General Hospital
Eastern York Region North Durham Ontario Health Team	Oak Valley Health
Ebenezer United Church	Scarborough Health Network
GOVAXX	South Scarborough Vaccination Engagement Team
Immigrant Youth Centre	Welcome Centre Markham South
Markham Chinese Presbyterian Church	YMCA
North Scarborough Vaccination Engagement Team	York Region Public Health
North York Toronto Health Partners	

## Distributions of RAT Kits

Denison Centre	First Markham Place	Splendid	China Mall
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## Community Organizations

Aaniin Community Centre & Library	Canada Revenue Agency	COSTI Immigrant Services
Agincourt Community Services Association	Canadian Hearing Society	COSTI, Corvetti Education Centre
Alzheimer Society (Durham Region, Toronto, York Region)	Centennial College	CPA Ontario Toronto Chapter
Armada Community Centre	Chinese Canadian Heart and Brain Association	Creditvale Mills Hub
Bayview Hill Community Centre	City of Markham	Cummer Park Community Centre
Buddhist Education Networks of Ontario	City of Richmond Hill	Diabetes Canada
Calvary Logos Baptist Church	City of Toronto - Parks & Recreation Department	Elder Abuse Prevention Ontario
Canada Hong Kong Alliance (Toronto)	Community and Home Assistance to Seniors	Family Services of Peel
Canada - HK New Horizon Lions Club	Community Family Services of Ontario	Federation of Chinese Canadians in Markham
	Coral Place	

# Acknowledgements

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## Community Organizations

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Fo Guang Shan Temple of Toronto  
GoVaxx  
Joyful Christian Church  
Ladies Leisure Club  
L'Amoreaux Community Centre  
Mackenzie Health  
Markham Chinese Baptist Church  
Millbrook Place  
Mississauga Fire and Emergency Services  
Mon Sheong Long Term Care Home  
Mount Sinai Hospital Wellness Centre  
Newcomer Centre of Peel  
North York General Hospital  
North York Seniors Centre  
North York Toronto Health Partners  
Oak Valley Health - Markham Stouffville Hospital  
OCSA Capacity Builders  
Ontario Shores Centre for Mental Health Sciences  
Oriole Community Centre  
PEAPN - Peel Elder Abuse Prevention Network

Peel Police Resource Council  
PICAN – Peel Chinese Inter-Agency Network  
Scarborough Centre for Healthy Communities  
Scarborough Chinese Alliance Church  
Scarborough Doctors Family Health Organization  
Scarborough Health Network  
Senior Persons Living Connected  
Seniors Care Network  
Service Canada  
St. Christopher Chinese Anglican Church  
St. Elizabeth Anglican Church  
St. John Ambulance  
St. John Ambulance Richmond Hill Cadets Unit 1278  
The Kidney Foundation of Canada  
The Kidney Foundation of Canada – Chinese Chapter  
Toronto Cathay Lions Club  
Toronto Central and York Region Osteoporosis Canada  
Toronto Chinese Health and Well Activity Centre  
Toronto Community Housing Corporation  
Toronto Elegant Lions Club

Toronto Fire Services  
Toronto Harmony Lions Club  
Toronto Hong Kong Lions Club  
Toronto Metropolitan University  
Toronto Police Services  
Toronto Public Libraries  
Toronto Seniors Housing Corporation  
TransCare Community Support Services  
Unionville Community Centre for Seniors  
Unionville Home Society  
University of Toronto  
University of Toronto Mississauga  
VHA Home Healthcare  
Volunteer Toronto  
Xin Tian Di Cultural Centre  
Welcome Centre Markham South  
Yee Hong Centre for Geriatric Care  
York Region Police  
York Region Public Health  
York University

## Business Corporations and Individuals

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360 Medical Centre  
680 News  
A1 Chinese Radio  
AB Solar  
Acushnet  
Angel Hydrotherapy & PEMF  
Angus Glen Golf Club  
Bayview Hill Pharmacy  
BEAUTITUDE Medical Aesthetics  
Best Deal Graphics & Printing  
Bowell Gemology Inc.  
Canadian Guardian Inc.  
Canadian Municipal Business Gateway  
Cargo Services Far East  
Chako Barbecue & Izakaya  
Chezmai-Besos Club  
Chinese Tea Culture Canada Inc.  
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Richmond Hill Mayor & Council  
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SCS Consulting Group  
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Winnie Yu & Dancepooh Team  
Yanjan Miao  
Yvonne Au  
Yoi Ng



## 2022/2023 Activities Highlights



Carefirst Seniors, Carefirst Foundation and Carefirst Family Health Team Hon. Advisors, Hon. Members and Board Directors together with MPP Daisy Wai, Parliamentary Assistant to the Minister for Seniors and Accessibility (Front row L3), MPP Aris Babikian, (Front row R3) at the Carefirst 2022 Annual General Meeting.



Brian Pollard, ADM of Ministry of Long Term Care, and team met with Carefirst Building Committee at future site of Carefirst Campus of Care located at 9893 Leslie Street, Richmond Hill.



Celebrate Health Fest Opening Ceremony – a health and wellness community event by Carefirst High Priority Communities Strategy Program and East York Region North Durham OHT for Markham and Neighbourhoods.



City of Richmond Hill Mayor David West (L5) and Deputy Mayor Godwin Chan (R4), Councillor Scott Thompson (L4) participated in Carefirst Charity Golf Tournament in support Carefirst Campus of Care.



Bridletown Neighbourhood Centre Ground Breaking – Carefirst is privileged to be asked by the United Way to be the lead agency at the BNC to develop a 'neighbourhood of care'.



Support from 3 levels of government towards Carefirst Charity Walk for Health. MP Majid Jowhari (R3), MPP Aris Babikian (R4), MPP Daisy Wai (L5), Richmond Hill City Councillor Castro Liu (R1), Councillor Michael Shiu (L4), Markham City Councillor Isa Lee (R2) and Carefirst Board Directors at the Charity Walk Opening Ceremony.





# 2022/2023 Activities Highlights

## Highlights of 2023 Young at Heart Charity Gala



Carefirst Hon Advisors, Board Directors and dignitaries at the opening ceremony led by the York Region Police Color Party.

## The 2023 Young at Heart Charity Gala was fully supported by 3 levels of government.



Peter Choy, Carefirst Seniors President, receiving greeting from MP Jean Yip.



(L to R), MPP Daisy Wai, Peter Choy, Hon. Raymond Cho, Minister of Seniors & Accessibility, Jenny Lam, Carefirst Foundation Chair, MPP Aris Babikian.



(L to R) City of Richmond Hill Councillor Simon Cui, Jenny Lam, Peter Choy, Mayor David West, Councillor Scott Thompson, Councillor Carol Davidson, Regional Councillor Joe DiPaola



(L to R) City of Markham Councillor Amanda Yeung Collicci, Peter Choy, Deputy Mayor Michael Chan.



2023 Young at Heart Charity Gala Title Sponsor – Fiona Cheung of Congee Queen Group.

2023 Young at Heart Charity Gala Patron – Kei Leung of Canadian Guardians Inc.



2023 Young at Heart Charity Gala Patron – Susan Wong, represented by Vinci Wong

## Charity Performances by Carefirst Board Directors, Hon. Advisors, Staff, and supporters not only demonstrated Carefirst's team work spirits but also brought in fantastic performances and pledges to support this event.



Singing Performance by Charles Poon, Hon Advisor, Helen Leung, CEO, Roger Ma, Director of Client Care, and Home Care Team led by Ann Cheuk & Paulina Chan, Director of Client Care.



Drum performance by Board Directors of Carefirst Seniors and Carefirst Foundation.



MC of the evening, Richmond Hill Councillor Castro Liu (Front Row L1) & Dr. Chi Ming Chow (Front Row R 1), salute to the Drumming Performance Group, Singing Performance Group and Dancing Performance Group led by Joe Tam (Back row L 3) for their astonishing performances.



## 2022/2023 Activities Highlights



*Thanks all sponsors and golfers for their support towards Carefirst Charity Golf Tournament held at Angus Glen Golf Tournament.*



*City of Markham Mayor Frank Scarpitti and the Carefirst Team at the Celebrate Health Fest.*



*Charity Walk for Health and Family Fun Fair on a pleasant sunny day.*



*Special gratitude to our Carefirst Radiothon Sponsors and call center volunteers in supporting the Annual Radiothon in collaboration with Sing Tao AI Chinese Radio.*



*"Together we celebrate" – a Multiculturalism Day Celebration at Aaniin Community Center.*



*Bair Jia Huang (R3) hosting a month long arts exhibition during Asian Heritage Month in Richmond Hill Performance Arts Center to support Carefirst Campus of Care.*



*Peter Ly (L6) and officiating party at Peter Ly Arts Exhibition in supporting Carefirst Campus of Care.*



*Staff Holiday Celebration Party*



*Volunteer Recognition Event.*



Architect's Concept Design

## Carefirst Campus of Care

9893 Leslie Street, Richmond Hill

### Campus of Care Components:

- **A Long-term Care Home** - 124 beds for seniors / individuals with special needs
- **A Medical Center** - primary care / specialist care clinics for 10,000 patients of all ages
- **A Social Community Hub** - with a social centre, adult day centre, home and community care coordination
- **A Community Kitchen/Cafeteria** - for the visitors / service users of all age cohorts
- **A Multi-purpose Hall** - sports, recreation activities, cultural shows and exhibitions
- **A Community Garden** - for all age cohorts
- **Assisted Living Units** - 36 Life lease units with on-site support services for older adult age 65 and above

### OUR GOAL

To raise \$7.5 million  
to support the  
construction of the  
Campus

For more information:

<https://www.Carefirstcampusofcare.ca>

Email: [donation@carefirstontario.ca](mailto:donation@carefirstontario.ca)

**T: 416-502-2323**



### Carefirst One-Stop Multi-Services Centre

300 Silver Star Blvd., Scarborough  
Ontario M1V 0G2  
Tel: 416-502-2323

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### Carefirst Specialist Clinic /

#### Carefirst Family Health Team (Scarborough Site)

300 Silver Star Blvd., 2/F, Scarborough  
Ontario M1V 0G2  
Tel: 416-847-8940 (Carefirst Specialist Clinic)  
Tel: 416-502-2029 (Carefirst Family Health Team)

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### Carefirst Family Health Team (Richmond Hill Site)

420 Highway 7 East, Suite 27, Richmond Hill  
Ontario L4B 3K2  
Tel: 905-695-1133

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### Carefirst Transitional Care Centre

300 Silver Star Blvd., 3/F, Scarborough  
Ontario M1V 0G2  
Tel: 416-572-3838

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### York Region Community Services Centre

420 Highway 7 East, Suite 102, Richmond Hill  
Ontario L4B 3K2  
Tel: 905-771-3700

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### Adult Day Centre

- 300 Silver Star Blvd., 2/F, Scarborough  
Ontario M1W 0G2  
Tel: 416-847-0277
- 3601 Victoria Park Ave., Suite 209, Scarborough  
Ontario M1W 3Y3  
Tel: 416-649-1212

#### **New Address (coming soon)**

#### **Scarborough Woburn Community Hub & Adult Day Centre**

705 Progress Ave, Unit 36-37, Scarborough  
Ontario M1H 2X1

- 4461 Hwy 7 East, Markham  
Ontario L3R 1M1  
Tel: 905-780-9646
- 420 Highway 7 East, Suite 104A, Richmond Hill  
Ontario L4B 3K2  
Tel: 905-763-3714

### South Toronto Office /

#### Helena Lam Community Services

479 Dundas Street West, Toronto  
Ontario M5T 1H1  
Tel: 416-585-2013

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### Mississauga Community Services Centre

1051 Eglinton Ave. West, Mississauga  
Ontario L5V 2W3  
Tel: 905-270-9988

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### York Region Richmond Hill One-Stop Access Multi-Services Centre / Ip Fu Ling Fung Adult Day Centre

9893 Leslie Street, Richmond Hill  
Ontario L4B 3Y3  
Tel: 905-780-9646

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### Supportive Housing Services


- 91 Augusta Ave., Suite 707, Toronto  
Ontario M5T 2L2  
Tel: 416-603-0909
  - 3825 Sheppard Ave., East, Suite 902, Toronto  
Ontario M1T 3P6  
Tel: 416-291-1800
- 

### Assisted Living Services


- 4310 Highway 7 East, 11/F, Markham  
Ontario L3R 6N2  
Tel: 905-752-0401
  - 20 Water Street, Suite 201, Markham  
Ontario L3P 7P7  
Tel: 905-294-9434
- 

### Carefirst Overnight Stay Program

300 Silver Star Blvd., 2/F, Scarborough  
Ontario M1V 0G2  
Tel: 416-847-0277

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