

Alzheimer *Society*

Y O R K R E G I O N



Annual Report 2017 - 2018



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Legend: Alzheimer Society of York Region (AS York)

Mission Statement

The Alzheimer Society of York Region’s mission is to alleviate the personal and social consequences of Alzheimer’s disease and other dementias and to promote research.

Vision Statement

We are committed to the care of families and the cure of Alzheimer’s disease and other dementias. We have achieved excellence, innovation and leadership in Family Centred Services, Advocacy, Education and Fundraising through caring professional staff, active volunteers, valued partnerships and a supportive community.

About Alzheimer Society of York Region

The Alzheimer Society of York Region (AS York) is a leader in actively supporting individuals and families coping with Alzheimer’s disease and other dementias since 1985. Our history of delivering quality, dementia specific DAY program services, an enriched social work program and education opportunities within the Region of York is well respected. We have a proven record of working collaboratively and in partnership with different agencies within the Region of York to service the needs of families and individuals living with Alzheimer’s disease and other dementias.

Board of Directors 2017-2018

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Executive Vice President
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Actuary and Practice Leader
Baynes & White

James Stratton
Retired
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Committee

Sheldon Wisener
Barrister and Solicitor
Wisener Law

Thank you to fellow board members who have shared their time and expertise to advance AS York’s mission. On behalf of the board and staff, I extend sincere appreciation to outgoing members Sue Noble and James Stratton for their valued service, and a warm welcome to new members Caroline Petrova and Meghan Seybold.

Zahid Salman

CEO
Loren Freid

Board Chair and CEO Message

Over the past year, the Alzheimer Society of York Region team has made outstanding efforts to attain a new level of service and quality. In September 2017, AS York was awarded Exemplary Standing by Accreditation Canada. This testament to our service quality, in combination with our continual focus on developing our programs to better serve our clients living with dementia and their families, has resulted in expanding service capacity (e.g. additional days per week and more spaces) and adding new programming in our DAY program and First Link services (see page five for details).

Our program excellence engendered a request by the Central Local Health Integration Network (LHIN) to provide executive leadership in the development of a new Planning Framework for Caregiver Support and to consult upon it locally. In reaching over 850 stakeholders (caregivers, health care and primary care providers) early in 2018, the directions of this framework were substantiated, and new practices and services were identified for better supporting caregivers. These ideas can be adopted in both the Central LHIN and provincially.

Building on the work of AS York during 2016 in helping shape the provincial government's dementia strategy and agenda, through meeting with MPPs and health care ministerial officials, we were asked to play a pivotal role by the Central LHIN to develop a local Dementia Strategy. In co-leading this initiative with the Central LHIN, we established the Central LHIN Dementia Strategy Advisory Committee, consulted with stakeholders and developed a plan to provide better care for clients living with dementia and more supports for caregivers at the community level.

This year has been dedicated to improving the quality of our services and expanding programming while also contributing to improved system level changes. Consequently, it has been a transformative process for AS York and the health system that serves people living with dementias and their caregivers.

To our generous donors, funders, service partners and volunteers who share our vision to care for families with Alzheimer's disease and other dementias, and especially our valued clients, we extend our heartfelt gratitude for your outstanding support. Together, we will continue to serve a growing need within York Region and across the Central LHIN – more effectively, efficiently and in an integrated way – in the years ahead.



Zahid Salman
Board Chair



Loren Freid
CEO



How We Help Families

Adult DAY Programs

265 clients participated

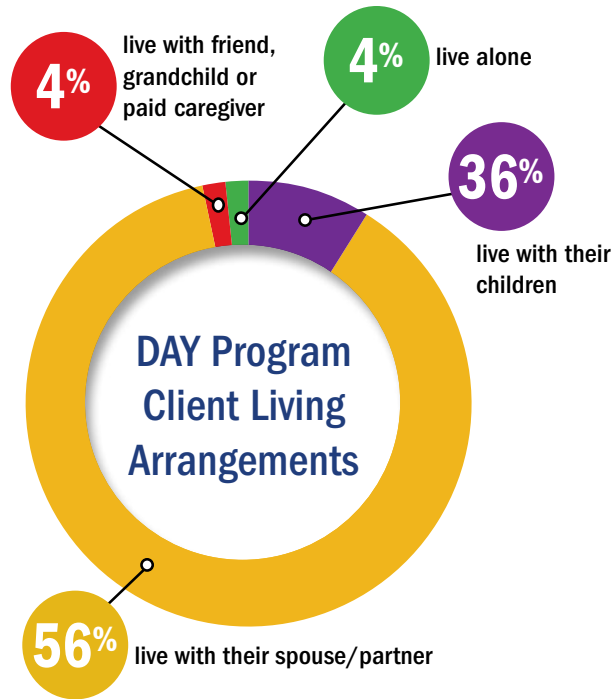
Average length of stay is

18 months

125 new admissions

Age **42 to 99** years old

31 ethnic groups



Caregiver Support

2,061 families supported

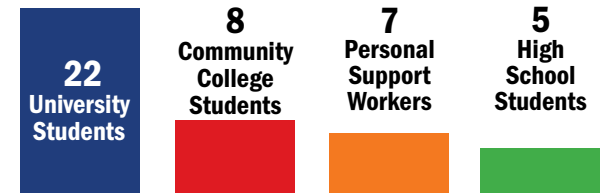
3,038 home, community and office visits provided



Public Education and Support



5,467 individuals benefited from **260** education sessions, including training



42 people benefited from on-the-job training

Transportation



47,853 km driven by van drivers

5,464 trips in our vans to safely deliver clients to and from the DAY programs

Volunteers

12 Board

53 Event

20 Program and Service contributed

2,095 volunteer hours

Satisfaction Ratings from Client Surveys

99% of clients/caregivers would recommend services to others

2017-2018 Achievements



Accreditation with Exemplary Standing

AS York was awarded Exemplary Standing under Accreditation Canada Qmentum Accreditation program. AS York successfully completed 397 out of 398 standards, which included client-centred services and work life, scoring a 99.7 per cent overall rating.

Developing A Caregiver Framework

In May 2017, AS York released “A Planning Framework for Improving Supports to Caregivers”, a draft discussion document created in partnership with a collaborative of caregivers and health care providers to find better ways to identify and support caregivers within the health system.



Co-leading Central LHIN Dementia Strategy

Following the release of the Caregiver Framework document, AS York was invited to co-lead the Central LHIN Dementia Strategy. In collaboration with caregivers and health care providers in the Central LHIN, the objective was to develop a strategy to provide better care for people living with dementia and more supports for caregivers at the community level.

Through a network of partnerships, AS York continues to expand programs and services across the Region

Caregiver Navigation:

- The addition of a First Link Care Navigator for the Town of Georgina, helping 100 new families living with dementia navigate the health care system.

DAY programming:

- A third day added to the Stouffville Adult DAY program at Parkview Village allows 20 more clients to attend every week.
- The Aurora DAY program was opened Sundays for a seven-week pilot project, making it the first seven-days-a-week DAY program in York Region.
- The Aurora and Thornhill DAY programs provide services for an additional 20 families.

Education:

- AS York, together with Reena, a non-profit organization that promotes independence and inclusion for people with developmental disabilities, developed and delivered customized training to address Aging with a Developmental Disability to more than 280 people at 10 agencies across the region.

Client Testimonial

“You provide excellent service and programs. My heartfelt gratitude to all of you for five and a half years of support, wisdom and guidance. My husband would not have been able to stay in his home for as long as he did without being part of the DAY centre program.”

WIFE AND CAREGIVER

Alvin & Shirley

It seems like an easy relationship – full of laughter, memories of trips taken, of playful banter and conversations being started by one and finished by the other. Stouffville’s Alvin and Shirley Irwin have been married for 14 years. The couple, who each have three children and five grandchildren, met at the Stouffville Legion where Shirley was playing darts. Despite the fact Shirley thought Al was “stuck up”, the couple ended up going on a date, eventually eloping in Cape Breton.

Then, about five years ago, Al noticed something was wrong. He was out in the workshop and when he came in he discovered Shirley in a smoke-filled kitchen. The pies she was baking for Mother’s Day were ruined. “It was a mess,” Shirley says. Al asked his wife where the recipe was and she pointed to her head. Al bought more apples, opened the Tenderflake box, found the recipe and together they made two more pies.

Shirley was diagnosed with dementia five years ago. The disease has now progressed to Alzheimer’s. “They finally gave me a title,” Shirley says. Al is the primary caregiver of Shirley, cooking and cleaning as well as taking her to “the club”, the DAY program at Parkview Village in Stouffville. It is there that Shirley participates in singing, adult colouring and overseeing other clients. “I just let them do what they want,” says Shirley, who, at one time, was an office manager. “They have ideas same as me, so we discuss things.” “They are overworking her,” Al says with a laugh. “That’s how I like it,” Shirley says. “I like being busy at work.”

Al says his wife loves going to the DAY Centre, which she attends three days a week. In addition to using the services of the DAY program, Al uses a lot of technology to manage his day-to-day life including Alexa, Amazon’s virtual assistant (“It helps an old man remember things) and has a Tile, which sends Shirley’s location to his cellphone (“I am on your hip,” she says). Al, a retired carpenter, fixes things up, and loves to cook and barbecue (“Oh, you don’t try, you make a big do out of it,” Shirley says). Travel used to be a big part of their lives – although they can no longer do so due to Shirley’s illness. But they do have memories about those trips and the places they saw. The east coast, Shirley says, was her favourite. “It’s just gorgeous. The people are unbelievable. They know how to have fun.” And it’s those trips – about 11,000 kilometres in their old camper van – that Shirley says is the reason they get along so well. “Why wouldn’t we get along after all that travelling? You know how much you like to travel and we wouldn’t stay in one spot for very long.”

For now, the pair is content to sit on their porch with their beloved dog, Buddy, listening to country and western music on Al’s Bluetooth speaker and watching the neighbourhood. Al understands things will progress to a point where he will have to put Shirley in long-term care, but for now Al says he tries “to help the best as I can.” “I like the way it is,” Shirley says. “He is a good man.”





Signature and Community Events

Thank you to the thousands of people who host, sponsor, donate and participate in our signature and community events. You enable us to expand our reach and help even more people touched by dementia.

Signature Events



Walk for Alzheimer's Make Memories Matter

The 2017 Walk for Alzheimer's raised **\$82,000**.

More than 300 people took part in the walks, which took place a week apart in June at Jackson's Point and Richmond Hill. The walks featured entertainment, food, Find the Gnome contest, raffles and more. Money raised in York Region stays in our communities.

Coffee Break

Did you have a cup of coffee on World Alzheimer's Day September 21? **Coffee Break** is an annual campaign where people are encouraged to host coffee breaks, bake sales and other events to raise funds and awareness about Alzheimer's disease and other dementias. This year's event, which ran until the end of October, raised more than **\$11,000** for the Alzheimer Society of York Region. **The Roxborough Retirement Residence in Newmarket** was the top fundraiser this year. FreshCo employees raised **\$4,425.70** through in-store donations.



Community Events

Golf 2 Remember

In seven years, Tara Morse, Betsy Sumner and Jane Simard have raised more than **\$60,000** for the Alzheimer Society of York Region and the Alzheimer Society of Toronto simply by doing what they love – playing golf and encouraging others to play with them.

Golf 2 Remember was created in memory of family and friends who have lived with the disease. **Golf 2 Remember** "supports a worthy cause," Tara says. The tournament "has become an opportunity for many of the participants to socialize with friends and people they have played with the year before. Many of the participants know someone or are personally affected by someone with the disease."



St. Andrew's College

For the past year, clients at the Aurora DAY program have received visitors – a group of Grade 7 St. Andrew's College boys who spend an hour interacting with clients.

Part of St. Andrew's College (SAC) Community Giving Project, where boys from grades 5 to 8 visit various community organizations and volunteer, the partnership between Alzheimer Society of York Region and SAC saw a different group of Grade 7 boys come once a month to the Aurora location to learn about Alzheimer's disease and other dementias from Stacey Mendonca, Public Education Coordinator, before participating in the DAY centre program with clients.

Sabrina D'Angelo, the director of Middle School at SAC, says the Community Giving Project helps the boys "develop a sense of empathy" as well as awareness of what Alzheimer's disease is and what the organization does. Randi Berman, the Community Giving Project coordinator, thanked AS York. "Our boys have loved our visits to your centre," she writes in an email. "Thank you again for this incredible experience. Your staff is so well organized, friendly and welcoming. Each group comes back excited to tell everyone about their time there, especially visiting one special client."



Aurora Antique Show

The Aurora Antique Show at the Aurora Seniors Centre saw organizer Sharon Sutton donate about **\$1,500** through ticket sales and a silent auction. The money was used to support the AS York DAY program.



Treasurer's Report



Stuart Pasternak

Chair, Audit and Risk Committee

Overview

The Alzheimer Society of York Region's external independent audit firm, BDO Chartered Accountants, provides an annual audit report to Audit and Risk Committee (Committee). The Fiscal 2018 financial results and the auditor's report contained no items of concern or substantive qualification. The Committee was pleased with AS York's fiscal performance and continued solid financial management.

AS York ended the year with a surplus of \$34,523 before amortization of capital assets. Revenue decreased to \$3,109,590 while expenses increased marginally to \$3,075,067 over the prior year.

Financial governance is maintained through regular Committee meetings when financial statements are reviewed and Committee objectives are addressed to help advance the long-term strategy and vision of AS York.

Revenue

AS York revenue was \$3,109,590, a 3.0% decline from the prior year. AS York is dependent on the Government of Ontario through the Central Local Health Integration Network (LHIN) to deliver programs since approximately 65% (2017 - 60%) of revenue is funded from this source. Management proactively seeks other sources of revenue such as donations, grants, professional training and events as revenue generated from these alternative sources is critical to the growth and sustainability.

The decline in revenue is primarily due to lower donations, grants, professional and event fees (\$219,680) offset increased in Central LHIN funding (\$99,936) and service fees (\$18,922).

Expenditures

Operating expenditures were \$3,075,067 or 98.9% of total revenue for the current fiscal year compared to \$3,071,170 or 95.8% the prior fiscal year, an increase of \$3,897.

Balance Sheet

AS York has a healthy balance sheet and is in a strong financial position. Current assets plus restricted cash and investments exceed current liabilities by a ratio of approximately 2.4:1 compared to 2.8:1 last fiscal year, well exceeding the 1:1 ratio indicative of organizations with sound liquidity. AS York has \$707,475 in cash and short-term investments. \$427,508 is reserved to support future capital and operating expenses associated with the Multi-Year Capital Asset Plans and Contingency Plans for Loss of Funding that will allow AS York to finance costs without going into debt and placing the organization in a position of excessive financial risk. AS York cash and short-term investments are held with a major Canadian financial institution.

Conclusion

The Committee is optimistic about the future growth of AS York and its ability to expand its revenue sources through its strategic focus on donations. The expansion of revenue will enable AS York to service more families and achieve its mission to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

I would like to thank Simon Francis, June Smyth, Hannah Zhang, Janice Clarke and Loren Freid, members of the Committee, for their ongoing support and contributions. As a result of their efforts, we were able to effectively oversee the finances and ensure the prudent, effective and efficient use of the resources entrusted to AS York.

FACTS

More than 15,000 York Region residents live with Alzheimer's disease and other dementias. That number is expected to more than double by 2031.

For every person diagnosed with dementia, 10 to 12 people are directly affected.

Financial Report

BALANCE SHEET

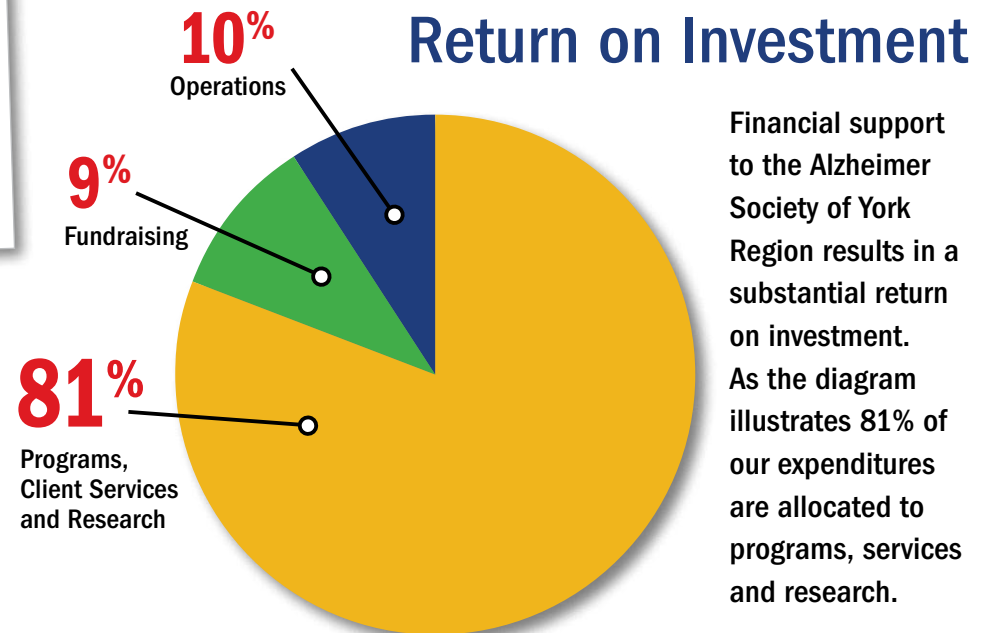
Assets

	2018	2017
Current	\$ 279,967	\$ 237,134
Cash and cash equivalents	78,785	59,727
Accounts receivable	43,324	74,022
Harmonized sales tax recoverable	22,141	29,395
Prepaid expenses	424,217	400,278
	427,508	401,108
Restricted cash and cash equivalents	359,042	324,153
Property and equipment	13,875	14,835
Artwork	\$ 1,224,642	\$ 1,140,374
Liabilities and Net Assets		
Current	\$ 242,579	\$ 142,590
Accounts payable and accrued liabilities	50,773	58,981
Government remittances payable	63,025	79,338
Current portion of deferred revenue	356,377	280,909
	371,359	355,036
Deferred revenue	727,736	635,945
Net assets		
Internally restricted	427,508	401,108
Unrestricted	69,398	103,321
	496,906	504,429
	\$ 1,224,642	\$ 1,140,374

The statement of operations and financial portion presented here have been extracted from our organization's audited financial statements. Our auditors are BDO Canada LLP in Newmarket, Ontario. The Alzheimer Society of York Region is committed to transparency and accountability to our stakeholders and general public. Our complete audited financial statements are available upon request.

STATEMENT OF OPERATIONS

	2018	2017
Revenue		
Central Local Health Integration Network Funding	\$ 1,986,346	\$ 1,886,410
Donations, grants, professional training and events	668,454	888,134
Service fees	450,021	431,099
Interest income	4,769	
	3,109,590	3,205,643
Expenses		
Adult day program	1,575,302	1,512,818
Caregiver support and education	914,801	1,045,271
Fund development	286,478	243,427
General operations	298,486	269,654
	3,075,067	3,071,170
Excess of revenue over expenses from operations	34,523	134,473
Amortization	42,046	39,877
Excess (Deficiency) of revenue over expenses from operations	\$ (7,523)	\$ 94,596
Fund Balances Beginning of the Year	504,429	409,833
Fund Balances End of Year	\$ 496,906	\$ 504,429



Celebrating Generosity

The Alzheimer Society of York Region is deeply grateful to the following families, corporations, foundations and community groups that showed their commitment to our mission through their generous gifts from April 1, 2017 to March 31, 2018.

Donor Appreciation Event 2017



\$25,000+
The Ontario Trillium Foundation
The Leonard and Gabryela Osin Foundation
Regional Municipality of York Region
United Way Greater Toronto

\$10,000 - \$25,000
Michael Freid
Morneau Shepell Ltd.

\$5,000 - \$9,999
Delmanor - Elgin Mills
Richmond Hill
The Fleck Family Foundation
Golf2Remember
Lind Family Foundation
North York Knights of Columbus - Thornhill
RBC Foundation
Wayne R. Smith
Youth and Philanthropy Initiative Canada

\$2,500 - \$4,999
City of Vaughan
Michelle Haick
Magna International Inc.

\$1,000 - \$2,499
Aurora Antique Show
BDO Canada LLP
The Benevity Community Impact Fund
Linda Clemow
Scott Crone
Crystal Homes
Ermanno Ferrara
Simon Francis
Loren and Lisa Freid
Giovanna and Concetta Guglietti Family Foundation
Barbara Houlding
Masters Insurance Limited
Duncan and Susan MacGregor
Memory and Company
Order of the Eastern Star
Pavilion Advisory Group Ltd.
Ralph and Maureen Phillips Family Foundation

Revera - Glynnwood Retirement Residence
Rival Office Solutions
Ruben and Shirley Rivas
Albert and Ingrid Schinagl
Gail Scott
Shanahan Ford Lincoln Sales
Connie Smith
James Spring
James and Lorraine Stratton
Victor Styromo
Dax Sukhraj
Sunrise Senior Living of Aurora
Verve - The Roxborough
Youth and Community Initiatives Fund East Gwillimbury

\$500 - \$999
Barbara Bamford
Christina Bogdanow
Briarlane Developments Inc. (Ballantry Homes)

Dilip Chetram
Jim De Gasperis
Angelo D'Elia
Joan Edwards
Rachel Egan
Peter Furlan
Lawrence Gelberg
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Eleanor Ginsler
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Rob Hansen
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HCAT
Joan Hinds
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IBM Canada Employees' Charitable Fund
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Kidd Circle
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David and Mona Lancaster
Vince Leto
M.A.M. Group Inc.
Rachelle McConnell

Ann McCormick
Meridian Credit Union Limited
Beatrice Paterson
Pipe All Plumbing Heating Ltd.
The Renoir
Royal Canadian Legion - Newmarket
The Sam Sorbara Charitable Foundation
Paul Shnier
Joan Sloan
Douglas Todd
Andrea Ubell
Leonard Vanspall
Versaterm Inc.
Sheldon Wisener

\$250 - \$499
Colleen Abbott
Quinto Annibale
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Richard and Holly Benson
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Monique Bisailon
Fred Buchansky
Alfred Chalk
Angela Crowe
L'Arche Daybreak
Jocelyn Denis
John and Susan Deotto
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Nora Egan
Marinus Faassen
Jacinta Ferrao
Trevor Francis
Louise Gardiner-Vahey
GB Auto Service Centre
John Godber
Robert Godber
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Joe Guido
E. Halischuk
William Hozy
Ranny Ip
Edward Jackson
Sandi Jones
Betty Lewis
Jack S. Li

Patricia Maguire
Joanne Mangan
Thelma Mantziouras
Maple Health Centre
Tosca Mark
Patricia Matheson
Walter Meinig
Memory Lane Home Living Inc.
Donald Miller
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Sean and Patricia O'Sullivan
Nick and Loretta Pantaleo
Past Reflections Car Club
Danny and Grace Paul
Blair Peberdy
Pefferlaw Lion's Bingo
Peverhill Construction Limited
Randal Phillips
Gino Pincente
Suzanne Pope
Sue Potter
Revera - Mackenzie Place
Cathy Rizzi
Marian Robbins
Olivette Sanscartier
Mauro Scanga
Michael Sheridan
Peter Smith
Katherina Symes
Kim Tan-Nguyen
TD Canada Trust
Alan Torrie
Warren Travell
John Trieu
Jim Tully, Decast Ltd.
Shawn Turner
Hristo Valev
Eric and Allanna Yates
Ruth Ylitalo

Our sincere thank you to those who donated anonymously.

We strive for accuracy in this list of donors, however, if your name is missing or incorrectly listed, please contact 905-726-3477.

We value our donors' privacy.

Celebrating Donors

We are honoured to recognize the following donors for their cumulative life-time giving.

\$500,000+

Dr. Allan Carswell and the
Carswell Family Foundation

\$100,000 - \$499,999

The Leonard and Gabryela
Osin Foundation
The Ontario Trillium Foundation
Regional Municipality of
York Region
United Way Greater Toronto

\$50,000 - \$99,999

Caldwell Securities Ltd.

\$20,000 - \$49,999

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Bill Bryson Estate
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Charles F. Fell Charitable Fund
The Commonwell Mutual
Insurance Group
Golf2Remember
J. P. Bickell Foundation
Julian Kornhaber
Marjorie Logan
Morneau Shepell Ltd.
My Tribute Gift Foundation
Dr. Marc Sherkin
Wayne R. Smith
James Spring
Town of Richmond Hill

\$10,000 - \$19,999

Aurora Mayor's Charity Golf Classic
City of Vaughan
de Hart and Associates Private
Wealth Management
Delmanor – Elgin Mills
Richmond Hill
Michael Freid
Gale and Allan Garber
Globalgiving Foundation Inc.
Hydro One Employee's and
Pensioner's Charity Trust Fund
Investors Group Financial
Services Inc.
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Magna Hoedown
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Parker Garber & Chesney LLP
Pheasant Run Golf Club
RBC Foundation
Richview Manor Fundraiser
Albert & Ingrid Schinagl
Victor Styrmo
York District Masons
\$5,000 - \$9,999
Borden Ladner Gervais LLP
Brookfield Homes (Ontario) Ltd.
Copper Creek Golf Club
Dream World, Event Planning Inc.
Extencicare Canada Inc.
The Fleck Family Foundation
Loren & Lisa Freid
Margaret Glinski-Oomen
Michelle Haick
Hauer & Sons Construction
Co. Ltd.
High Five Photography
Hogg, Shain & Scheck
Professional Corp.

Lerner Interiors
Magna International Inc.
Masters Insurance Limited
David & Brenda McLennan
Mosaik Glenway Homes Inc.
Newmarket Veteran's Association
North York Knights of Columbus –
Thornhill
Penmore Financial Group Inc.
Richmond Hill Subaru
Stella Irene Rook Estate
Rotary Club of Woodbridge
Royal Canadian Legion
Branch #375
Zahid Salman
Farhad Sethna
Specialty Care
Town of Richmond Hill
Shawn Turner
Andrea Ubell
Debbie Wright
Youth and Philanthropy Initiatives
Fund East Gwillimbury

\$2,500 - \$4,999

Joseph Berta
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Lynn Conforti
Custom Colour Labs Inc.
David Cunningham
Peter Dennis
Joan Edwards
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Lawrence Gelberg

Habachat Inc.
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Gordon Lee
Duncan and Susan MacGregor
Magic Fingers On Site Massage
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Amarjit Manhas
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Golf Classic
Newmarket Seniors
Meeting Place
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Hilltop Place
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Francesco & Giuseppina Romano
Rotary Club of Newmarket
Gail Scott
Sheraton Parkway Hotel
Robin Smith
Connie Smith
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Long Term Care Facility
St. Elizabeth Catholic High School
St. Louis Bar and Grill
Dax Sukhraj
Summa Engineering Limited
Sunrise Senior Living of Aurora
Town of Whitchurch-Stouffville
Versaterm Inc.
Verve – The Roxborough
Karyn Whitlum
Ken Wilkinson
Bill Wylie



**“My mother loved you and the
time spent with you, thank you.”**

CAREGIVER



Aurora Sensory Garden generously funded by Michael Freid in memory of Edward Freid, J.P. Bickell Foundation, The Commonwell Mutual Insurance Group, Dr. Allan Carswell and the Carswell Family Foundation.

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Funding Partners



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