



# ST. MATTHEW'S BRACONDALE HOUSE



## Annual Report 2012

Our community accommodates seniors and families, providing a safe, caring environment and assisting older residents to live with dignity and independence.

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# Message from the President

Rob Wepler

It has been my honour to act as the Chairman of the Board of Bracondale this past year. During this time, I have developed a greater appreciation of how complex an undertaking it is to provide affordable housing to families and seniors at this time. It is not simply providing the housing but it is providing housing in a caring and thoughtful manner that is so important and this is where Bracondale excels.

The residents, the physical building, the financial obligations and the regulatory requirements must all be dealt with by staff at Bracondale. The overall age of residents and the building are increasing. The regulatory environment is becoming more complicated and pressure is being felt to ensure the future financial security of Bracondale. Even though each of these factors provides additional pressure on staff they have been able to meet and surpass their responsibilities throughout the year.

The social programs provided to residents continue to be improved upon each year. Whether it is yoga or art classes or the movies, concerts, special outings, each is provided with a sense of community. A new Advisory Committee was established last

year, comprised of past board members, staff and residents. This committee generates new ideas and problem solves issues concerning the building, Supportive Housing and the Bracondale Community Centre.

Work continued throughout the year to improve the building. The office area of the building was renovated with new carpet, painting and office furniture. A Building Condition Assessment was completed in June of 2012 which formed the basis of the plans for work to be done in 2013 and 2014.



*“It is not simply providing the housing but it is providing housing in a caring and thoughtful manner that is so important and this is where Bracondale excels.”!*

The Board reviewed the reserve fund against projected capital expenditures and was satisfied that Bracondale is adequately funded to meet its future obligations. The Board considered a number of projects to raise additional funds for Bracondale and will continue to look for opportunities to bring in additional revenue. The Board also met with the City of Toronto to discuss Bracondale's future financial obligations and the rental subsidies provided by the City. There was no indication from the City that there would be any change in the present rental subsidy arrangement nor was any concern voiced over the future financial position of St. Matthew's Bracondale House.

It was a major accomplishment last year when the health assessments were completed with the clients of Bracondale's Supportive Housing Program and uploaded into the Integrated Assessment Record. Staff took the additional step of providing information sheets to residents when certain conditions were identified in the assessments.

There were also a number of changes related to the Board operations that occurred during the year. Mary Campbell, one of the Board



members, resigned from the Board to become Bracondale's bookkeeper upon the retirement of Ken Connors. Going forward we are welcoming three new board members: Paul Handley, Christopher Neuman and Christine Pearce. Desmond Ottley will be finishing his second six year term as a director this year and will be dearly missed by the Board going forward.

In conclusion I would like to thank the staff at St. Matthew's Bracondale House - Susan, Baba, Todd, Kenta, Teresa, Jenny, Margaret, Sandy, Jerry, Janis, Renrick and Personal Support Workers Emelyn, Hilda, Aurora, Marian, Ludina, Arcelie, Maria and Georgette. Thank you for your assistance to myself and the other members of the Board of Directors and all of your efforts throughout the year.

# Board of Directors

## President

Rob Wepler

## Vice President

Kira Vallance

## Treasurer

Chris Bee

## Members

Ursula Cannon

Peggy Helliwell

Jan Mitchell

Leslie Montgomery Shaw

Desmond Ottley

## Secretary

Lynne Lamb!



*“I would like to thank everyone at Bracondale House for the help and kindness to Jim for the time he spent there. He always talked about the many activities that he enjoyed and the friendships that he made. Thank you.”*

Erica McKerrall, sister of Jim Banting

# Staff

## Executive Director

Susan DesLauriers

## Supportive Housing Manager

Kenta Thomas

## Program Support Coordinator - Supportive Housing

Jenny Richmond-Bravo

## Administrative Assistant

Teresa McArdle

## Program Director

Todd Hazelton

## Property Manager

Baba Torres

## Superintendents

Renrick Burnett

Jerry Lewis

Janis Trotman

Shaoyu (Sandy) Zhang

## Personal Support Workers

Emelyn Llonillo

Hilda Marquez

Aurora Milla

Marian Ragucos

Ludina Santos

Arcelie Savedra

Maria Soccorro Tiamzon

Georgette Thomas

## Cook

Margaret Welsh

# Executive Director's Report

Susan DesLauriers

## Aging Well at Bracondale

Housing is one of our most basic needs. Since 1982, we have been providing safe, secure and affordable housing to families and seniors living at Bracondale. The wide variety of services that we offer to our seniors has resulted in the creation of a community where seniors live a long and happy life.

Families who spend more than half of their income on housing have less left over for essential expenses such as food, clothing, utilities, health and dental care. Bracondale provides rent subsidies to all of the tenants living in the family building. This means that thirty per cent of their income goes toward their rent. The location of our housing is in a safe and prosperous neighbourhood with good schools and low crime rates where children can play safely outside, and neighbourhood amenities are close by, like access to transportation, parks, libraries and community activities. Overall, Bracondale's family tenants experience less financial stress, enjoy a stronger sense of community, and live in a well maintained building with safety and security for their children.

When designing Bracondale, the founding Board thoughtfully considered the use of

space for the seniors and family tenants living at Bracondale. The play rooms in the family building and courtyard are safe places for the children to play. The physical spaces of our lounges, library, dining room and lower recreation area in the seniors' building encourage social inclusion. The Board's vision for use of this space was to develop a community where residents could easily meet each other and participate in recreation and social activities. The additional features of the medical suite and hairdressing salon have allowed us to offer services that seniors truly appreciate.

*"The wide variety of services that we offer to our seniors has resulted in the creation of a community where seniors live a long and happy life."*

It generally takes five to ten years for seniors on Toronto's Housing Connection's centralized social housing waiting list to move into Bracondale. This is due to a

combination of low turnover and the number of seniors who are on the waiting list for Bracondale. We are also finding that many of the seniors moving in with a rent subsidy require supportive housing services. Without our services, our residents could not afford to pay for essential personal services. Our supportive housing services are free for eligible clients and include both personal care and homemaking services.



The integration of services is important in helping our residents maintain healthy lives in their homes. When nursing care is required, Bracondale works closely with the Toronto Community Care Access Centre (CCAC) so that everyone receives the health and social supports they need to live as independently as possible. Bracondale has been fortunate in having a long-time partnership with a local family physician who uses our medical suite once a week to care for his patients living at Bracondale. It has

allowed us to better care for our clients by reporting to him the concerns and changes in a client's health condition, letting him know when our clients go to the hospital and then working with him to provide follow-up care to them when they return home. Four years ago we added a physiotherapy program which nicely complements our fitness classes for seniors needing rehabilitation after hospital stays and those who need to improve their mobility. Additionally, the housing and supportive housing staff members work very closely in meeting the needs of our clients. Effective communication between staff means that we can respond more quickly, effectively and efficiently to our residents' changing needs.

Each year, we continue to offer new activities and programs for our seniors. Promoting opportunities for physical, social and mental health leads to healthy aging. We have always offered a variety of activities for seniors living at Bracondale and in the community. They include: fitness programs, library services, a choir, art classes, entertainment, day trips and much more. Residents who participate in our programs form new caring and supportive relationships. Many Bracondale residents are volunteers. They work in the office, prepare and serve the meals, plant and maintain our lovely gardens, run programs like bingo and

serve on our committees and Board of Directors. Staff members rely on our volunteers to support our residents as well as continuing to offer activities that are of interest to seniors. The many examples of how friends and neighbours help one another are: doing shopping, accompanying a friend to medical appointments, taking needed items to a friend in the hospital and providing companionship. One new exciting development is our plan to work with the Minister of St. Matthew's United Church next door to start a pastoral care program including spiritual visits, non-denominational services and intergenerational activities with the youth from the congregation.

Bracondale's Seniors Eating Well Program is an essential service which is designed to improve the health of our frail seniors on low incomes. Nutrition, an important part of healthy aging, maintains one's health and delays the onset of disease and disability. Seniors are often "nutritionally at risk" as they have a poor appetite, difficulty or no interest in cooking, difficulty chewing, can't get to grocery stores due to mobility impairments and live on very low incomes which makes it difficult to buy healthy food (fruits and vegetables). Our Eating Well Program includes a congregate dining program (mid-day and evening meals), delivery of prepared and frozen meals,

weekly shopping and dining-out trips, and wellness programs which include presentations of healthy eating and food safety. Support from our volunteers, fundraising and grants from the City of Toronto, United Church of Canada and foundations enable us to continue offering this needed program.



In the past year we have completed the interRAI CHA (community health assessments) for all of our clients receiving our supportive housing services. Before starting this huge project, we held education sessions about the purpose of the assessment, reviewed the questions that would be asked and outlined our privacy policies for the protection of clients' personal health information. Client assessments were uploaded to the Integrated Assessment Record (IAR) so that community health service providers involved

in the client's circle of care can view these assessments. Eventually, the Community Care Access Centre (CCAC), family physicians and hospitals will be able to view all of the client's assessments. This will ensure less time for the client answering questions and result in better care and reduced duplication in the health care system.

The promotion of health has been a key component of our services. Our annual floor meetings for residents have included topics on falls prevention, hoarding, bed bug prevention, fire safety, energy conservation, recycling information, elder abuse, diversity, accessibility, managing financial affairs, and updates about our supportive housing services and social activities. After completing the interRAI Community Health Assessments with all of our clients, we will be offering education sessions for the triggers identified in each of the assessments. Among the topics that will be presented are physical activity, safety in the home, cognitive impairments, depression, and management of pain. Clients will be invited to attend these education workshops to learn more about health preservation and give them ideas of how to talk to their physicians about their health concerns.

Having read Dr. Samir Sinha's report, "Living Longer, Living Well", for the Ministry of

Health, I noticed that from the beginning Bracondale has embodied the values he writes about in his report:

- Promoting the health and well-being of seniors;
- Recognizing the great diversity amongst seniors (age, health, disabilities, culture);
- Promoting the inclusion and contributions of residents in all areas of Bracondale;
- Respecting the decisions and lifestyle choices of our residents; and
- Anticipating and responding flexibly to aging-related needs and preferences.

We have also incorporated many of his recommendations regarding primary care, social engagement, healthy eating programs, and physical activity including physiotherapy, health promotion and poverty reduction. Overall, Bracondale is a place that encourages active aging by optimizing opportunities for health, participation, and security in order to enhance quality of life as people age.



The importance of maintaining our buildings in such a good condition is crucial in attracting new tenants to move into Bracondale. Our bright apartments make Bracondale a cheerful place to live. Every day the superintendent staff clean the common areas (laundry room, hallways, lounges, and garbage areas) and respond quickly to repairs needed in the apartments. Residents often tell us that the superintendent staff are always helpful and thoughtful. Assisting seniors to make requests for repairs, completing work orders quickly and following up when problems continue results in good customer service. Providing information promptly about work in the building, security concerns and service disruptions helps everyone plan for these changes. Ensuring that the building is safe through the use of lighting, cameras, secure entry to the building with the use of fobs and safety procedures are significant factors in making our residents feel safe at Bracondale. Throughout the years, we have successfully maintained our building by carefully considering the long-term capital needs of our building, conducting a Reserve Fund Study every five years, making healthy allocations to the replacement reserve fund and prudently investing our funds so that the replacement costs can be funded from the reserve. The staff and Board members work very closely in preserving our fine quality of



*“The supportive housing model has proved to be cost-effective in caring for seniors who need support with their daily routines.”*

housing that we provide at Bracondale.

Challenges that lie ahead for Bracondale include a possible change of the provincial government which might affect future changes in the health care system with the formation of Health Links in each Local Health Integration Network (LHIN). The purpose of Health Links is to improve the service delivery with better coordination amongst all providers for complex and at-risk clients. Key services will be identified to support these clients so that they can live independently in their homes. Fortunately the supportive housing model has proved to be cost-effective in caring for seniors who need support with their daily routines. As well we are planning for the future since our

federal operating agreement will be ending in September, 2017.

All of the progress we have made in the past year could not have been achieved without the dedication of all of our employees in caring for our residents. I particularly thank Kenta, Arcelie, Ludina, Aurora, Maria and Jenny for all of their hard work in completing the common health assessments and Todd's handling of our IT needs for this project. Another group of people we couldn't function without are our many volunteers and donors, including businesses and foundations who have generously funded our activities and programs. I also wish to thank all of the Board members for their support in making my job easier. I'd also like to thank Desmond Ottley, retiring from his second six-year term, for his wise advice and guidance through my years as Executive Director.

In conclusion, I feel that everyone involved with Bracondale makes this a better place to live, work and visit. Every board member, tenant and staff member respects the needs of others. We recognize the need to understand the people we care for. We also endeavour to ensure that seniors retain control over their lives as their care needs continue to increase.

*“What is home? My favourite definition is a “safe place”; a place where one is free from attack, a place where one experiences secure relationships and affirmation. It's a place where people share and understand each other. Its relationships are nurturing. “ The people in it do not need to be perfect; instead they need to be honest, loving, supportive, recognizing a common humanity that makes all of us vulnerable.”*

Gladys Hunt,  
Honey for a Child's Heart!!

# Our Supporters

## Shelter

### City of Toronto

- Shelter Housing & Support

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## United Church of Canada

- Mission Support Grant
- Eglinton St. George's United Church

## Non-Shelter

### Government of Ontario

- Toronto Central LHIN (Local Health Integration Network)

### City of Toronto

- Community Service Partnership Program

### Government of Canada

Human Resources & Skills Development Canada

- Canada Summer Jobs

# Foundations

Catherine & Maxwell Meighen Foundation

D.H. Gordon Foundation

Jackman Foundation

Raymond James Foundation

Realtors Care Foundation

Rotary Club Foundation

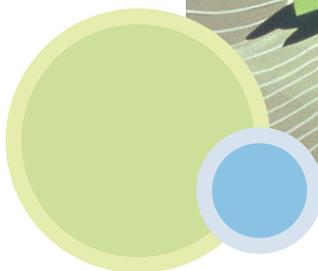


# Our Journey



## Building Improvements

- Upgrading our Diesel Fuel System
- Retiling and Painting of Basement Corridor in Family Building
- Implementation of the Green Bin Program for Organic Waste Collection
- Carpet Replacement on 5th Floor Hallway
- Fireproofing and Waterline Replacement in Laundry Rooms in the Senior and Family Building
- Replacement of Electrical Outlets with Tamperproof GFI's in all Senior Building Bathrooms
- Safety Railing Replacement on Parking Lot Ramp
- Building Condition Assessment Completed
- Renovation of Main Office
- Painting and Installation of Wall Tiles on Basement Level

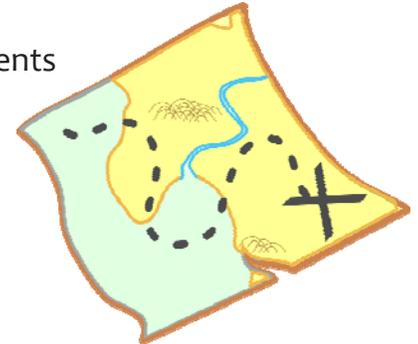


## Education for Seniors

- Completion of the Common Health Assessments for all Clients (InterRAI CHA)
- Privacy & Confidentiality Policies for the Common Assessment Tool
- Healthy Eating Presentation with our Ryerson Student
- Safe Medication Presentation with Ontario Pharmacists' Association
- Information Meeting with New Tenants and Property Manager
- Insomnia Management Project

## Integration of Services

- Family Doctor Visits
- Physiotherapy with Steadfast Physiotherapy
- Ryerson School of Health Services Management—Student Placements
- Sutherland Chan Massage Therapy Clinics
- Toronto Community Care Access Centre
- St. Matthew’s United Church—Pastoral Care
- Hearing Support with the Canadian Hearing Society
- Income Tax Clinics with KPMG
- Toronto Public Library—Large Print Books



## Staff Improvement

- Workplace Hazardous Materials Information System (WHMIS) Training
- First Aid & CPR Training
- Preventing Musculoskeletal Disorders
- All Training Related to the Common Assessment Tool for Supportive Housing Services (InterRAI CHA)
- Violence Prevention Training
- Privacy & Breach Management

## Volunteers

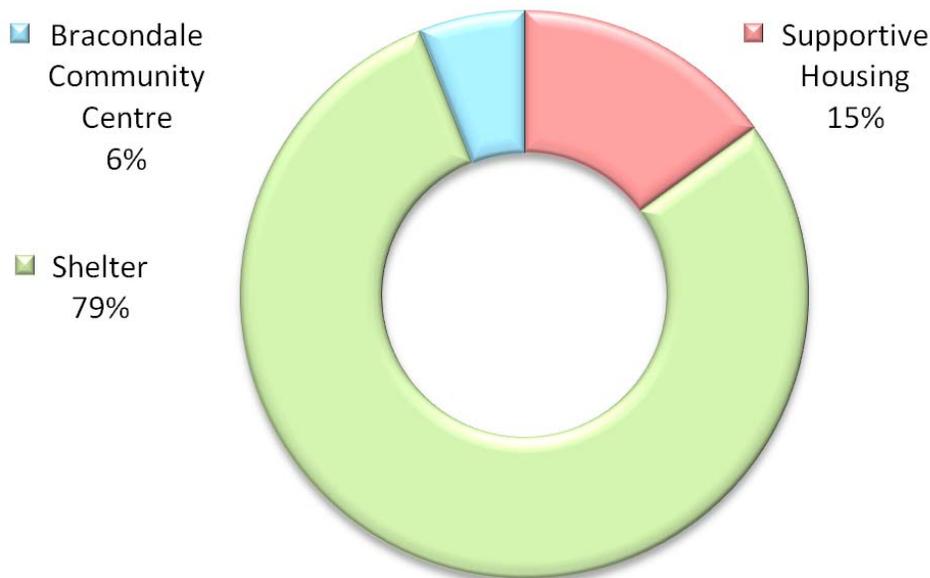
- Board Members
- Meal Program Preparation
- Meal Program Servers
- Office Assistants
- Bingo Coordinators
- Fundraising Events
- Gardening
- Crafts
- Volunteers Behind the Scenes



# Financial Highlights

## Balance Sheet as at December 31, 2012

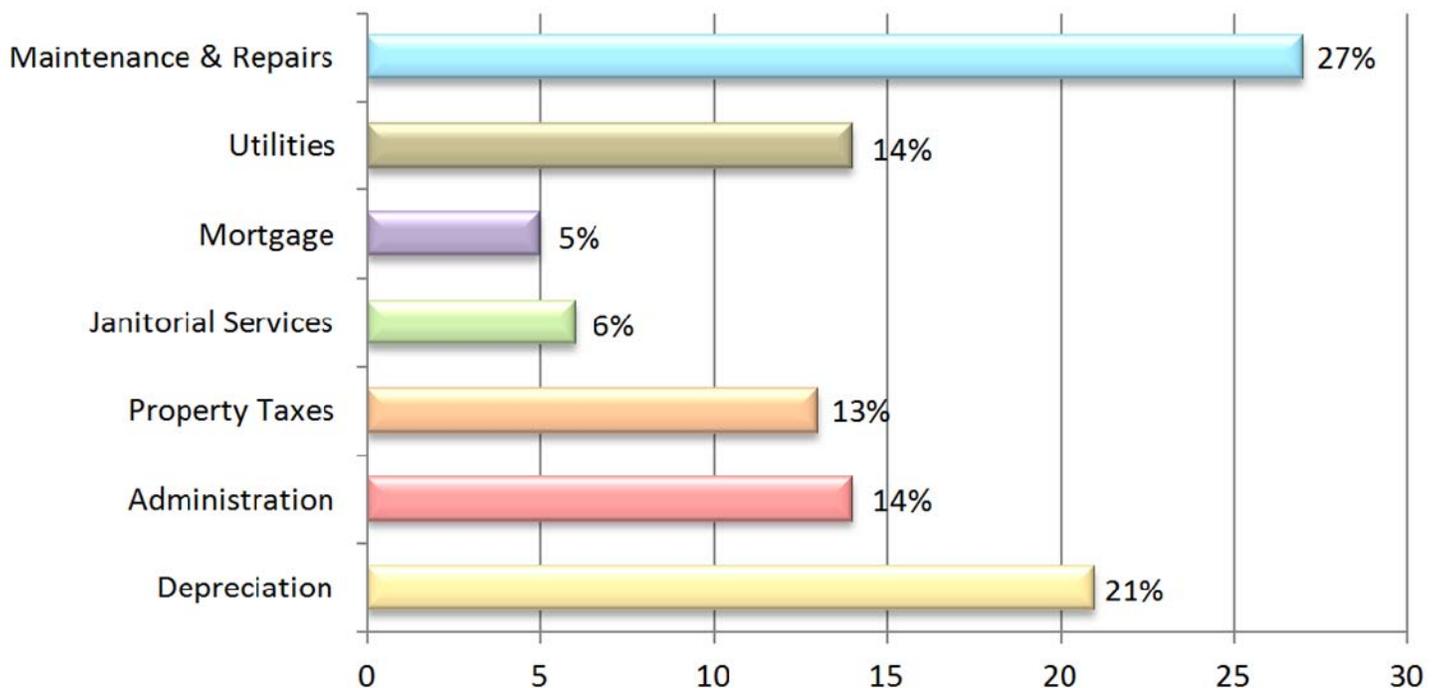
	2012	2011
<b>ASSETS</b>		
Current Assets	548,592	504,930
Capital Reserve Fund	1,947,248	1,847,865
Capital Assets	1,994,481	2,340,365
<b>TOTAL ASSETS</b>	4,490,321	4,693,160
<b>LIABILITIES &amp; NET ASSETS</b>		
Current Liabilities	725,058	2,533,769
Mortgage payable (See Note Below)	1,452,171	
Capital Reserve Fund	1,947,248	1,847,865
Net Assets	365,844	311,526
<b>TOTAL LIABILITIES AND NET ASSETS</b>	4,490,321	4,693,160



Note: The mortgage on land and buildings is payable in blended monthly payments of \$33,336 with interest at 1.71% due October 1, 2017. The mortgage is secured by the property and buildings located at 707 St. Clair Avenue West and 200, 210, 220 Ellsworth Avenue, Toronto.

## Statement of Income & Expenses as at December 31, 2012

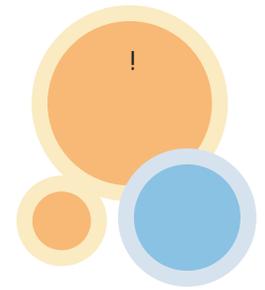
	2012	2011
<b>INCOME</b>	1,757,180	1,756,116
<b>EXPENSES</b>		
Property Taxes	217,625	226,234
Maintenance & Repairs	197,718	205,654
Utilities	227,616	218,480
Allocation to Capital Reserve Fund	247,507	240,298
Depreciation	345,884	322,496
Mortgage Interest	74,147	107,536
Other Expenses	315,997	265,473
	1,626,494	1,586,171
<b>EXCESS OF REVENUE OVER EXPENSES</b>	54,318	55,409
<b>AMOUNT REFUNDABLE TO CITY OF TORONTO</b>	76,368	114,536



## Statement of Non-Shelter Income & Expenses as at December 31, 2012

	2012	2011
<b><u>BRACONDALE COMMUNITY CENTRE</u></b>		
<b>INCOME</b>		
Grants	16,880	16,765
Amenity fees & memberships	30,703	30,086
Donations & Foundations (St. Matthew's Bracondale Trust)	44,645	44,837
Other Income	30,984	26,168
	<hr/>	<hr/>
	123,212	117,856
<b>EXPENSES</b>		
Salaries and Employee Benefits	83,382	82,051
Program Costs	21,805	25,205
Other Expenses	18,025	10,600
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	123,212	117,856
 <b><u>SUPPORTIVE HOUSING</u></b>		
<b>INCOME</b>		
Toronto Central LHIN	319,141	311,501
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<b>EXPENSES</b>		
Salaries and Employee Benefits	286,187	281,046
Other Expenses	32,954	30,455
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	319,141	311,501

# Programs & Services

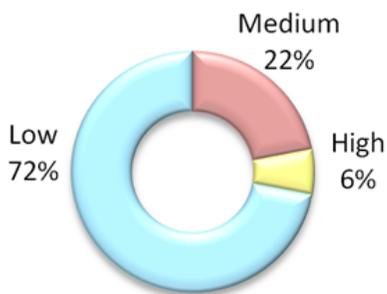


Our fundraising efforts support a number of programs and services that assist seniors to remain independent. Your contributions enable us to provide the following:

- Midday Dinner
- Evening Meals
- Frozen Meals
- Shopping Service
- Day Trips
- Yoga
- Choir
- Entertainment
- Wii Fit Program
- Physiotherapy
- Diner's Club
- Massage Therapy
- Medical Doctor
- Podiatrist
- Hairdressing Salon
- Safety Check for Residents
- Front Desk Assistance/Referrals
- Income Tax Clinic
- Live Theatre Performances

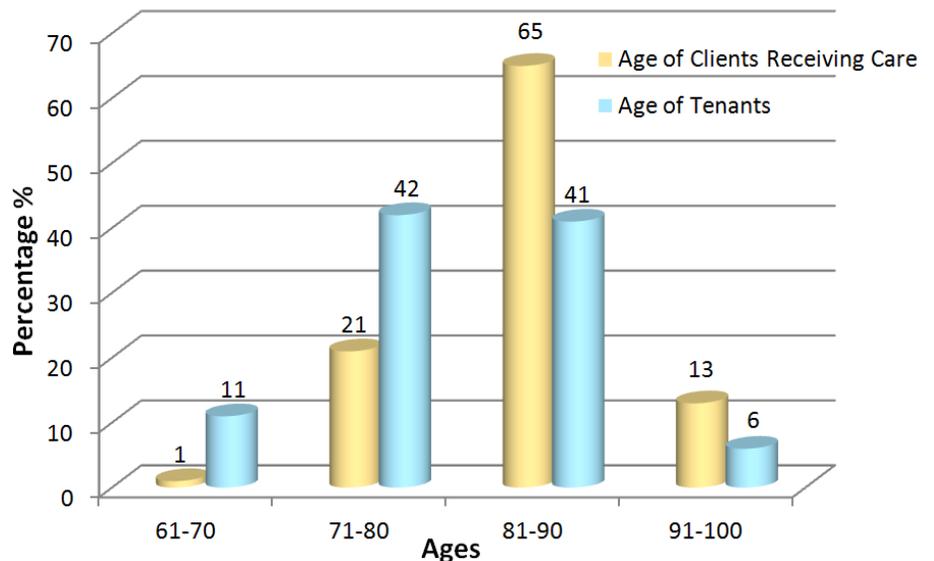
# Supportive Housing

## Level of Care Provided



\* Based on InterRAI CHA data

## Ages of Tenants & Clients Receiving Care



## Individual Donors

Howard Aitken	Len Fox	Agnes Mair	Hugo & Lis Riveros
Doug Allen	Elaine Gallimore	Geraldine Marion	Hilda Rogers
Catherine Allosery	Betty Gibbs	Teresa McArdle	Carole Sanford
Mary Ashmore Gill	Kanary Gray	Joy McDonald	Robert Seguin
Mac Austin	Richard Greaves	Patricia McGlade	Norma Sinclair
Lucia Ayala	Elizabeth Harrison	Isabel McIntyre	Albertha Smith
Barbara Bailey	Bill & Val Hazelton	Patricia McKenzie	Jenny Smith
Gisella Bednarsky	Todd Hazelton	Erica McKerrall	Seik Song
Chris Bee	Peggy Helliwell	Jan Mitchell	Lynne Stott
Riyaz Bhanji	Andrew Henderson	Sheila Moll	Audrey Taylor
Mary Campbell	Jean & Takazo Honkawa	Avis Moncrieffe	Embaye Teferi
Ursula Cannon	Dorothy Hyland	Louis Morvay	Edie Thomson
Jackie Casey	E. Sidney Jackson	Helen Noah	Agnes Trelford
Cynthia Clarke	Patrick Jesson	Donald Nobbs	Kathleen Walls—Estate
Ruby Collymore	Patricia John	Gloria Nunez	Wiltold Wardulenski
Elizabeth Corcoran	Larry Kent	N. O'Shea	Miriam Watkins
Susan DesLauriers	Mirjana Korenyi	Desmond Ottley	Rob Wepler
Carolyn Doyle	David & Lynne Lamb	David Pretty	Elizabeth Young
Kevin Doyle	Hazel Lawson	Ricardo Ramirez	
James Duff	Mildred Laylor	Sharon Reid	
Frances Fogarty	Nanette Lees	Helen Repa	



## Business Donors

Dr. Bob Adler	Investors Group
Canada Wide Window Cleaning	Kurston Carpet Cleaning Ltd.
Cear Painting	Dr. Arnold Marcus
Easterbrook Bros Ltd.	Park Lane Plumbing
Emer Electric Ltd.	Steadfast Physiotherapy & Rehabilitation

# In Memoriam



Richard Altermann  
Alexander Anfilov  
Jim Banting  
Dorothy Devereaux  
Irene Jusufovic  
Doug McLean  
Marie-Anne Solinski  
Elizabeth Wilgosh

Let's not save our flowers and tributes  
Till our loved ones take their leave.  
Let's not withhold commendations  
From all those who should receive.  
Let us genuinely give plaudit  
To all those who touch our lives.  
While they live, let us deposit  
Praises, ere death shuts their eyes.

*Desmond E. R. Ottley,*

*More Than These,*

*A Book of Poems to Encourage and Inspire*

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## Contact Us

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416-656-2669

[www.smbh.ca](http://www.smbh.ca)