

St. Matthew's Bracondale House

# Annual Report

## 2020





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Charitable Registration Number: 10803 1295 RR 0001

# OUR MISSION

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



# Our Team

## Board of Directors

**Chair:**

Irfan Lakha

**Treasurer:**

Jane Schope

**Secretary:**

David Hughes

**Members:**

Jane Kuchma

Robbert McIntosh

Susan Noakes

Linda Purushuttam

Carina Wong

## Staff

**Executive Director:**

Susan DesLauriers

**Program Director:**

Todd Hazelton

**Supportive Housing Manager:**

Carrie Ann Cacho

**Housing Manager:**

Brenda Silveira (Maternity Leave)

Lisa Moshonas

**Supportive Housing Coordinator:**

Arcelie Savedra

**SAS Program Supervisor:**

Betty Jerez

**Communication &  
Fundraising Coordinator,  
SAS Program Coordinator:**

Brian Maxwell

**Superintendents:**

Sandy Zhang

James Doran

Tyler Foster

Renwick Burnett

**Program Assistants:**

Michelle & Sidney Novelo

**Cook:**

Nayra Reis de Azevedo

Margaret Welsh

**Personal Support Workers:**

Emelyn Llonillo

Hilda Marquez

Marian Ragucos-Basbas

Ludina Santos

Maria Soccorro Tiamzon

Arceli Tabladillo

Marisa Ramos

Mercia Pearson

# Building Homes, Building Lives:

## Report from the Board Chair & Executive Director

So much has happened in our world over the last year that 2020 already feels so long ago. We had optimistically started the year forecasting Bracondale's continued growth following our integration with SAS in 2019. We were looking forward to the introduction of new programs for our residents and community members to enjoy together, and were also planning to expand our community membership. Bracondale was looking towards an exciting future when suddenly our world changed.

COVID-19 forced us to change the way we work, live, socialize, and volunteer. We knew social isolation, economic hardship, and the stress and fear surrounding the pandemic would take a toll on our residents, as well as on our SAS members who enjoyed coming daily to Bracondale to participate in our wellness and fitness programs.

COVID-19 has made it abundantly clear that affordable housing and a safe place to live is the first line of defence against health threats. Through the pandemic we have continued to support residents by providing a stable place to call home, ensuring continued connection to friends and family, and giving everyone opportunities to contribute to the Bracondale community. We all found hope and inspiration in the outpouring of support from so many people. Friends in the neighbourhood sewed masks for the residents and staff to keep us healthy, they volunteered to take residents out for walks in the summer after being shut in their homes for so long, and they trained staff about infection control procedures. Families and friends of Bracondale residents worked with our Personal Support Workers in providing personal care, shopping for residents' neighbours, and baking for staff members to keep our spirits up. Residents realized the importance of checking

in on each other, watching out and caring for each other, always done, of course, in a safe manner. And our staff, who came to work every day through the initial fear of the unknown, never gave up on their efforts to provide care and support to our residents.

As soon as the pandemic was declared we quickly moved to implement measures to keep everyone as safe as possible. Bracondale had a pandemic plan in place which we immediately used with guidance documents from the Ministry of Health. We quickly informed all employees, residents, families and visitors about the risk of infection, the spread of the virus, and modes of transmission. We had a good supply of Personal Protection Equipment (PPE) so that the Personal Support Workers (PSW's), staff and family members could continue to safely provide personal care services and visit residents in their homes. Meals were delivered to residents and all the classes were cancelled as groups of people could not gather together. The program staff quickly introduced virtual programs so seniors could stay active and engaged. As our seniors were cut off from the opportunities to meet with their families and friends, the program staff supplied IPADS and educated residents on how to remain connected with one another with electronic devices.

The Supportive Housing staff continued to provide all of the required personal care and homemaking services. The PSW's also checked for needed groceries and other essential items so they could be ordered online. This service was extended to more of our residents as it was not safe for them to shop at grocery stores. Recognizing the increased isolation among our seniors we started telephone support and visits to residents and SAS members. These services allowed us to monitor the health of our seniors

and identify any additional assistance. Remaining in touch with our most vulnerable seniors greatly decreased their social isolation and loneliness. Through the pandemic we constantly remained in touch with our seniors by telephone and weekly letters in an effort to make sure everyone knew about new and changing services, how to get assistance in obtaining essential supplies such as food, medication and masks, and providing education for residents to be aware of how to remain safe during the pandemic. Our safety education ensured that no cases of COVID-19 were reported by Bracondale residents.

The pandemic resulted in more reporting to our government funders to identify financial pressures and the need for additional funding. Negotiating a new relationship with the City of Toronto regarding a new affordable housing agreement, Bracondale was able to apply for capital funding for the repair and renovation of Social Housing in Toronto from the federal/provincial Canada-Ontario Community Housing Initiative (COCHI). After a review of over 100 requested proposals for funding, Bracondale was picked for funding in the amount of \$643,000.00. The funding will be used to improve the indoor air quality in the lower recreation area so that in the future we can safely provide community programs, replace the Make Up Air Unit and make repairs to four bi-level area drains in the courtyard which will protect the underground parking garage for another 15 to 20 years from major leaks. These projects will begin in the Spring of 2021.

Despite the challenges facing many other organizations in the non-profit sector, Bracondale is in the fortunate position of being able to meet its operating expenses and of having healthy

reserve funds to maintain and repair our buildings. Our continued negotiation to renew an agreement with the City of Toronto means that we can continue to provide affordable housing with rent-geared-to-income subsidies. Once again, this year Bracondale has a surplus which allows us to increase our reserve funds for planning future capital projects.

In 2020, the board set out to improve the diversity of skills of its board of directors by adding new members and preparing for succession. Much time was spent in advertising, recruiting and interviewing these three new board members: Glenn Cumming, Howard Katz and Melissa Shea. We look forward to their participation in leading Bracondale into the future. We are incredibly grateful for the board members' guidance and their time and commitment in this very difficult and challenging year.

Bracondale continues to be a resilient organization that is responsive and able to meet new challenges in an ever-evolving landscape through strong board leadership. In a time of great uncertainty, our staff and volunteers have put their heart and soul into supporting Bracondale seniors by finding new and physically safe ways to deliver services. We also appreciate our residents and their families and friends for complying and following all health and safety directives; in an effort to keep everyone safe, they endured the difficulties of separation from their loved ones. We also thank our government funders and donors for supporting all of our work during the pandemic. We look forward to a future when we can all gather safely with our friends and families again. We know that better days will return.

Irfan Lakha  
**Chair of the Board  
of Directors**

Susan DesLauriers  
**Executive Director**

# FOUNDATIONS

D.H. Gordon Foundation

The Nikita Foundation

The Norman & Margaret Jewison Foundation

United Church of Canada

United Way of Greater Toronto

# OUR FUNDERS

## Government of Ontario:

Ministry for Seniors  
& Accessibility



Ontario Health  
Toronto Region



## City of Toronto:

Community Service  
Partnership Program



Shelter Housing &  
Support Administration



## Government of Canada:

Canada Summer Jobs



# OUR PARTNERS

AdvantAge Ontario

Dr. Claudio Borgono (Family Doctor)

Canadian Hearing Services

Christie Pharmacy

CRA (Income Tax Clinics)

Ontario Community Support Association

Ontario Health

Ontario Non-Profit Housing Association

St. Matthew's United Church

Wychwood Presbyterian Church



# FINANCIALS

## STATEMENT OF FINANCIAL POSITION

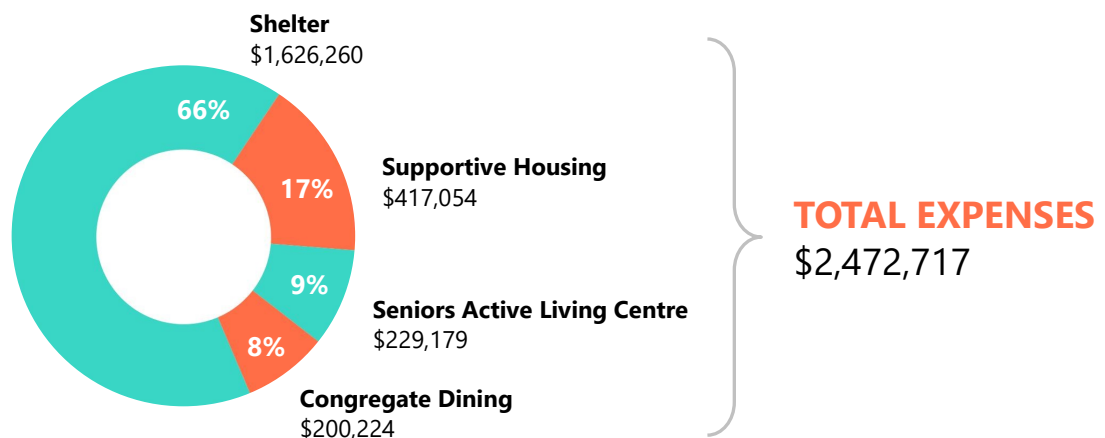
AS AT DECEMBER 31, 2020

ASSETS	2020	2019
Current Assets	1,403,854	1,408,877
Capital Reserve Assets	1,203,493	1,049,172
Property and Equipment	-	-
<b>Total Assets</b>	<b>2,607,347</b>	<b>2,458,049</b>

LIABILITIES	2020	2019
Current Liabilities	344,033	553,391
Capital Reserve Fund	1,203,493	1,049,172
Operating Fund	1,059,821	855,486
<b>Total Liabilities &amp; Fund Balances</b>	<b>2,607,347</b>	<b>2,458,049</b>

<b>Trust Fund</b>	<b>286,407</b>	<b>286,407</b>
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### ALLOCATION OF EXPENSES

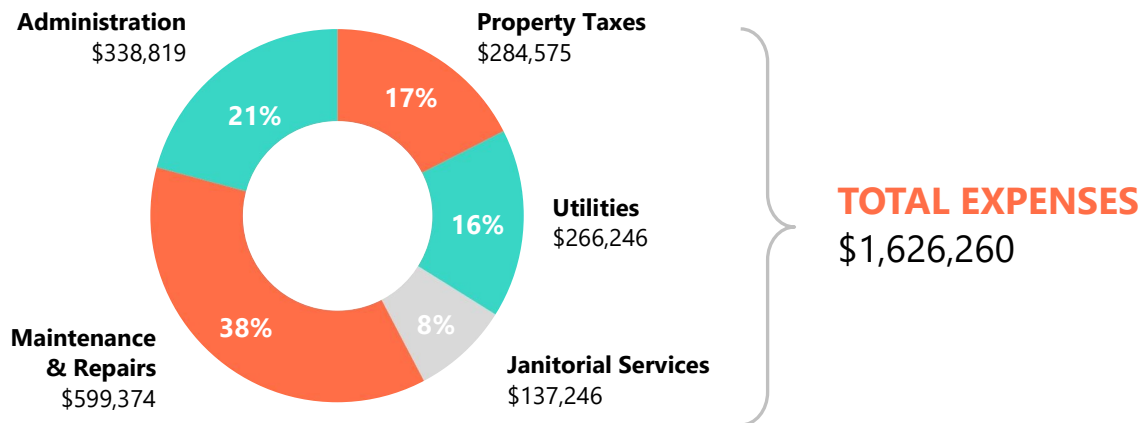


## STATEMENT OF SHELTER INCOME & EXPENSES

AS AT DECEMBER 31, 2020

INCOME	2020	2019
Current Assets	1,837,702	1,841,673
EXPENSES	2020	2019
Property Taxes	284,575	281,363
Maintenance and Repairs	405,720	321,262
Utilities	266,246	262,386
Allocation to Capital Reserve Fund	330,900	316,650
Other Expenses	338,819	444,149
<b>Total</b>	<b>1,626,260</b>	<b>1,625,810</b>
<b>SURPLUS OF REVENUE OVER EXPENSES</b>	<b>211,442</b>	<b>215,863</b>

## SHELTER EXPENSES

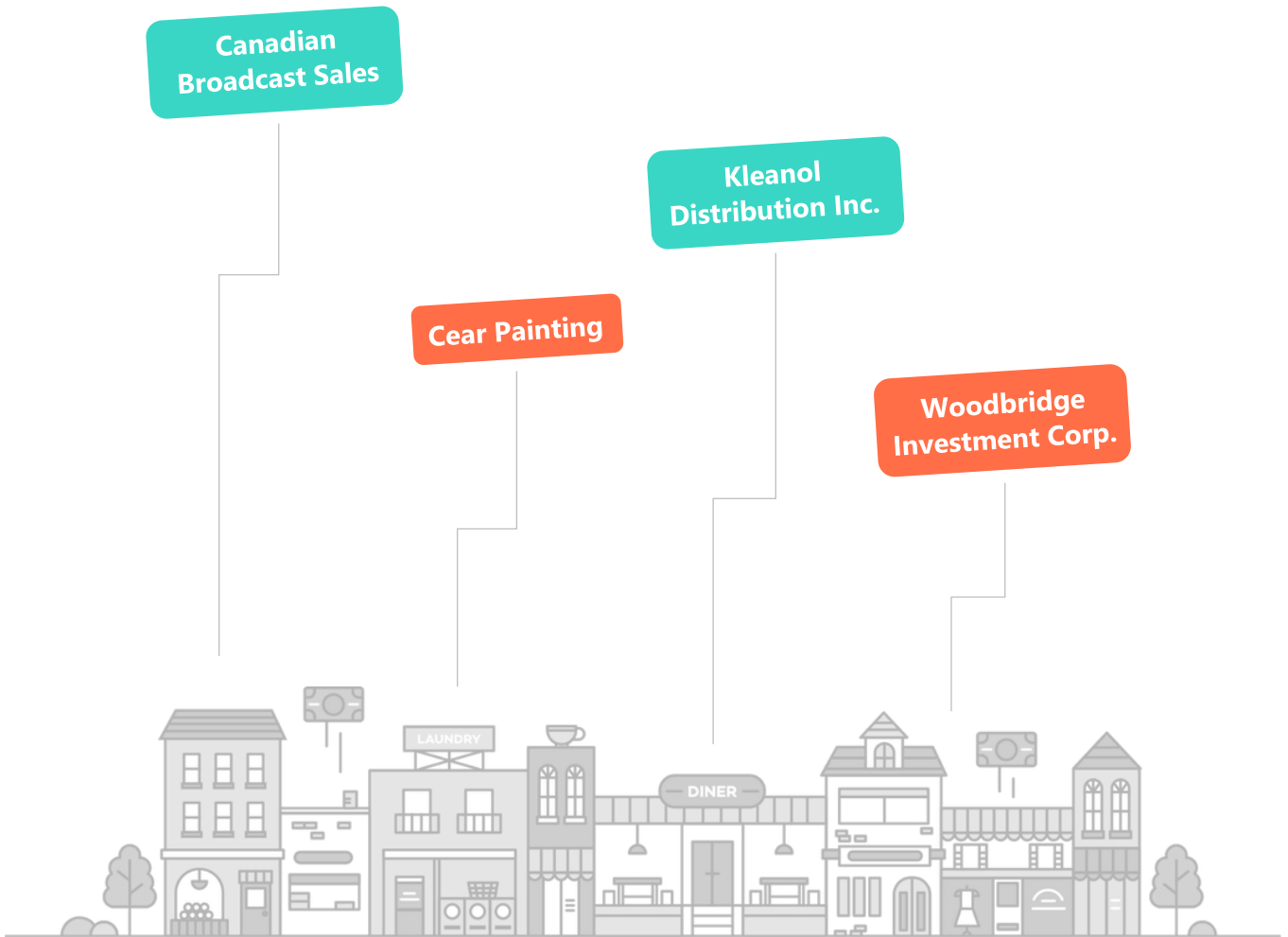


# STATEMENT OF NON-SHELTER INCOME & EXPENSES

AS AT DECEMBER 31, 2020

SENIOR ACTIVE LIVING CENTRE		2020	2019
<b>Income</b>			
Grants		116,277	101,804
Amenity fees & memberships		69,152	70,424
Donations & Foundations (St. Matthew's Bracondale Trust Fund)		32,397	19,149
Other Income		11,353	28,168
<b>Total</b>		<b>229,179</b>	<b>219,545</b>
<b>Expenses</b>			
Salaries and Employee Benefits		153,594	149,410
Program Costs		55,241	49,668
Other Expenses		20,344	20,467
<b>Total</b>		<b>229,179</b>	<b>219,545</b>
SUPPORTIVE HOUSING		2020	2019
<b>Income</b>			
Toronto Central LHIN		417,054	345,743
<b>Total</b>		<b>417,054</b>	<b>345,743</b>
<b>Expenses</b>			
Salaries and Employee Benefits		351,789	310,889
Other Expenses		65,265	34,854
<b>Total</b>		<b>417,054</b>	<b>345,743</b>
CONGREGATE DINING		2020	2019
<b>Income</b>			
Toronto Central LHIN		114,338	64,920
Meal		72,392	76,378
<b>Total</b>		<b>186,730</b>	<b>141,298</b>
<b>Expenses</b>			
Salaries and Employee Benefits		87,875	67,706
Program Costs (Meals)		99,401	64,330
Other Expenses		12,948	9,262
<b>Total</b>		<b>200,224</b>	<b>141,298</b>
<b>DEFICIENCY OF REVENUE OVER EXPENDITURES</b>		<b>(13,494)</b>	<b>-</b>

## OUR DONORS



# BUSINESS DONORS

# Individual DONORS

Doris Adler  
Albenia Alfaro  
Olga Alzate  
Subbaraman Anantha  
Lynette Assness  
Christopher Bee  
Gheza Benjung  
Ivan & Larisa Bogatyrev  
Judith Brander  
Pearl Buenafe  
Grace Bulaong  
Gayle Burns  
Carrie-Ann Cacho  
Mary Campbell  
Susan Chance  
Dawn Chaum  
Gillian Christie  
Joan Clemo  
Ana Clifford  
Kurt Clulow  
Joanne Collingwood  
Elizabeth Corcoran  
Lorne & Cathy Cotter  
Jennifer Cowley  
Marie-Therese Curry  
Elois Davis  
Steve De Klerk  
Susan DesLauriers  
Jacquie Doran  
Carolyn Doyle  
Moiria Duff  
Michael & Stephanie Farnsworth  
Chiyeko Fukushima  
Marjorie Gibson  
Alex Gourari  
Joyce Gundy  
Todd Hazelton

Margaret Helliwell  
Dianne Hendrie  
Mary Hickman  
Sherrill Hilton  
David Hughes  
Dorothy Hyland  
Naomi Jeffs  
Betty Jerez  
Sumiko Jin  
Suzanne Johnston  
Paula Kalil  
Mrs. Cheng Kee Png  
Mirjana Korenyi  
Lynne Lamb  
Hazel Lawson  
Pat Lenard  
Marty & Jon Linton  
Susan Macauley  
Gordon MacLean  
Charlotte Maxwell  
Brian Maxwell  
Teresa McArdle  
Linda McFarlane  
Maria Medeiros  
Merlinda Milla  
Margaret Millar  
Wai Yin Mok  
Sheila Moll  
Lorraine Mollon  
Henderson Morris  
Christina Mounstevan  
Gerlinde Mueller  
Helen Noah  
Susan Noakes  
Elisabeta Palatkai  
Santiago Pardilla  
Christine Pearce

E. Pinnock  
Kathryn Posthumus  
Mabel Poyser  
Mary Renz  
Margaret Rice  
Eva Richter  
Myrna Rimando  
Arbela Rodriguez  
Jane Schope  
Robert Seguin  
Susan Sharpe  
Marjorie Shaver  
Marie Shepherd  
Seik Song  
Monica Spragge  
Rosetta Springer  
Lynne Stott  
Christine Tay  
Audrey Taylor  
Embaye Teferi  
Lois Topham  
Jane Turritin  
Marilynne Unger  
Milagros Urbano  
Doreen Vanini  
Lori Walters  
Miriam Watkins  
Judy Watt-Watson  
Gillian Watts  
Margaret Welsh  
Robert Weppler  
Jean Williams  
Kathleen Williams  
Pearline Wisdom  
Elizabeth Young

# TENANT SNAPSHOT

## MEDIAN TENANT INCOME



**Seniors:** \$19,361

**Families:** \$20,441

## CONGREGATE DINING

**Total Meals Served:** 9,237

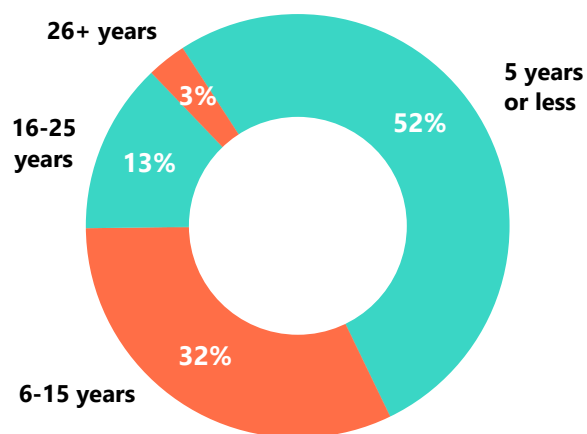
**Meals per day:** 22

**Attendance days:** 20,395

**New Referrals:** 40



## LENGTH OF TIME AT BRACONDALÉ



Our **Housing** offers seniors and families a safe and secure place to live.

“

Because of my mobility issues I also rely on the meal program to eat healthy without much strain. I appreciate the PSW's who deliver my meals and our cook who puts so much care into every meal. Bracondale also helps me with my appointments. The handymen here assist me with tasks that are too difficult for me. They are so helpful and patient.

— Rosetta

”



# PROGRAMS

As of March 2020, all in-person programs and activities have either been put on hold or modified for the safety of our residents and community members.

## **Supportive Housing:**

- Medication reminders
- Light housekeeping & laundry services
- Assistance with personal care (bathing, dressing, grooming)
- Security Checks
- Light meal preparation

## **Meal Program:**

- Daily communal meals (delivered)
- Evening meals four days a week

## **Housing:**

- Work orders and repairs
- Cleaning

## **Health & Wellbeing:**

- Free seasonal massage therapy sessions
- Monthly support group for hard-of-hearing seniors
- Monthly podiatrist visits

## **Pastoral Care:**

- Pastoral visits
- Bible study
- Non-denominational services

## **Annual Events:**

- Summer courtyard barbecue
- Christmas party
- Easter, Thanksgiving, and Christmas day dinner

## **Senior Adult Services — Active Living Centre:**

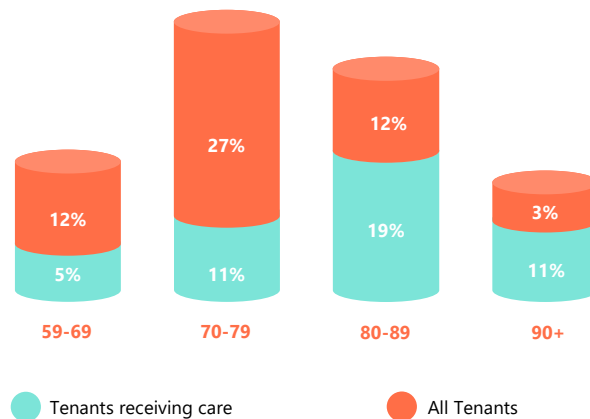
- Variety of social and recreational programs for residents and community members
- Quality fitness programs for all levels of ability
- Current events discussion group
- Friday Hispanic Seniors Club
- Lunch & Learn educational events
- Educational & Recreational Day Trips
- Monthly pub social lunch
- Monthly movie days
- Telephone Assurance
- Shopping trips in the Bracondale van

## **Social Activities:**

- Special social lunch events
- iPad support class
- iPad borrowing program
- “Afternoon tea and storytelling” hours
- Ice cream socials and garden parties
- Free theatre and musical performances
- Memorial services
- iPad colouring club
- Pet a Pooch Program
- Yearly income tax clinics
- Zoom Family Video Calls
- Computer support and referrals

# SUPPORTIVE HOUSING

## AGE OF TENANTS RECEIVING CARE



Our **Supportive Housing Services** help our seniors feel safe and supported while still being able to live independently in their own homes.



Clients Served: 70  
\*Resident Days: 23,880

\* A **resident day** is when a client receives one or more supportive housing services in the same calendar day.





# OUR COVID-19 RESPONSE

## Infection Control Policies

- Ensured Personal Support Workers only worked at Bracondale
- Implemented screening policies
- Provision of Personal Protection Equipment for staff (PPE)
- Trained and educated staff on proper hand washing and proper use of PPE, i.e. putting on and taking off PPE
- Increased cleaning
- Quarantined residents admitted from hospitals or returning from abroad

## Service Modifications

- Changed congregate dining to contactless meal delivery
- Increased our capacity to provide grocery ordering & delivery services
- Increased telephone assurance services and socially-distanced visits to isolated seniors
- Weekly letters to residents and family members of residents with important news and updates



## Meet Lyn

In the years I waited for my apartment at Bracondale I was not sure that I could be happy living in a small apartment, however, after moving here 18 months ago I am thrilled to have been able to get into this building, I am well settled here and have found that the friendly manner I have been welcomed in has made living here peaceful and charming.

The Supportive Housing Services extended to the residents are wonderful and done in a very caring and understanding manner. During COVID we have been given much support and assistance with our groceries being ordered and delivered, the ability to order meals from the kitchen for lunch or dinner.

Our PSW's are quite amazing and caring, have a wonderful attitude, and assist wherever needed. The day-to-day social interactions with everyone have made COVID restrictions easier to bare — even though social distances are still being adhered to. Before retiring I was sceptical about moving but Bracondale has made my transition very easy and I'm sorry I didn't move here before.



# SENIOR ADULT SERVICES

## ACTIVE LIVING CENTRE

Our active living centre offers a variety of recreational and social programs. Membership extends beyond our residents and is open to Community Members for a fee. Community Members come from all over Toronto.

There is an invaluable social component to our SAS program. In addition to offering recreational and fitness classes to seniors, SAS also provides seniors with the opportunity to socialize and forge new friendships. Since joining Bracondale in 2019, the program has been instrumental in our organization's mission to combat social isolation and foster a sense of community that extends to seniors living throughout the city. In 2020, this vital role was felt more so than ever.

In March, the COVID-19 pandemic put all of our in-person programs on indefinite hold. Safety was our number one priority, but our members greatly missed their classes and the regular opportunity to socialize with their friends. With everyone observing the mandated social distancing measures, the experience of social isolation drastically increased for everyone. Stuck at home, people were feeling the need to socialize more than ever.

In June, we launched the SAS Virtual Program in response to the COVID-19 pandemic. Classes were offered using the Zoom meetings platform. This allowed our seniors to continue to stay healthy and socially connected from the safety of their homes. Membership started with a modest 50 individuals, but it quickly grew over the summer and by year's end we had over 100 participants.

Launching the virtual program was a challenge for everyone involved: staff, instructors, and of course our members. Many of our seniors had a very limited working knowledge of the required technology and needed regular assistance and training sessions. This turned the two-person SAS team into an on-demand tech support team. In addition to this, SAS also loaned out exercise equipment to make it easier for our members to workout from home. Since the largest number of participants are Community Members,

the launch involved a considerable amount of socially distanced tech training visits and equipment deliveries, in addition to many hours of telephone support.

In September, we were awarded a COVID relief grant from the United Way of Greater Toronto to improve our digital infrastructure. This funding allowed us to procure a fleet of 12 iPads and other relevant equipment to make participation in the virtual program more accessible. Residents could also borrow the iPads for the day to download eBooks from the Toronto Public Library, play games, FaceTime with family, read news, surf the web, or binge on YouTube. The iPads have been an important asset to the program.

Looking back on the year, we are proud to say that the SAS Virtual Program has truly been a success. Though it can't compare to our in-person programs, it has been a blessing. We are regularly reminded by our members of the positive impact this program has on their day-to-day living during the pandemic. The program continues to grow and our membership is now on par with our best pre-pandemic numbers. The unanimously positive response has been a catalyst for expansion and innovation and we are now offering several educational lecture series and two new classes in 2021.

2020 was an extremely difficult year, especially for seniors. Yet, from this tumultuous year filled with so much uncertainty, SAS's brave and adventurous seniors learned a little something more about computers, iPads, and Smartphones. And as we found ways to make the most of life under very limiting social restrictions, we also came to appreciate the strength and value of our community.

Brian Maxwell

SAS Program Coordinator

Betty Jerez

SAS Program Supervisor



# Meet Gert

I've been attending SAS for the past ten years, and my enthusiasm for the benefits they've afforded me is enormous. The SAS programs are extremely important to my well-being both with respect to my osteoporosis issues and as a counter to the social isolation imposed by the current situation. The unparalleled professionalism and leadership (including a sense of humour and an infinite capacity for patience) displayed by every member the team are key to SAS's continued success. The transition from in-person instruction to on-line presentation, so necessary in these COVID-constrained times, was smooth and has allowed me to continue with my health routine and remain connected with friends. The sense of community afforded by SAS and its highly structured and intelligently focused programs of this nature cannot possibly be over-estimated.

## SAS VIRTUAL PROGRAMS

- Tai Chi
- Watercolor Art
- Gentle Yoga
- Gentle Chair Yoga
- Stretch & Relax
- People & Current Events
- Functional Fitness
- Dancercise
- Gentle Fitness
- Osteoporosis Fitness
- BeFit! (Aerobics)
- Pilates
- Friday Hispanic Seniors Club
- Holiday Telephone Chat Room
- Educational Lecture Series
- Telephone Reassurance

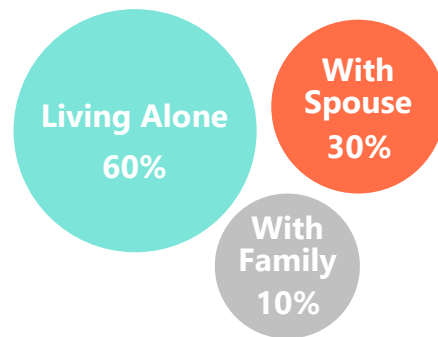


**+200 MEMBERS  
IN 2020**

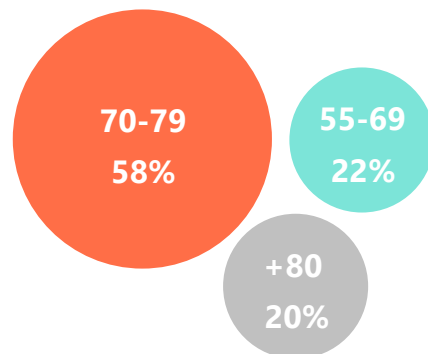


**+1,000 PROGRAMS  
HOURS IN 2020**

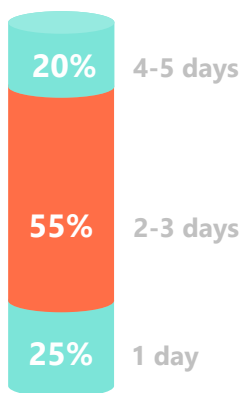
## LIVING ARRANGEMENTS



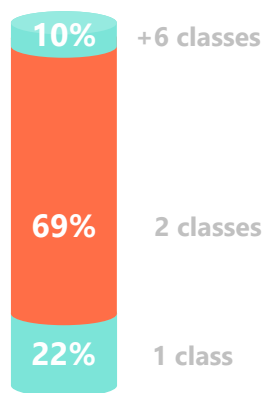
## AGE RANGE

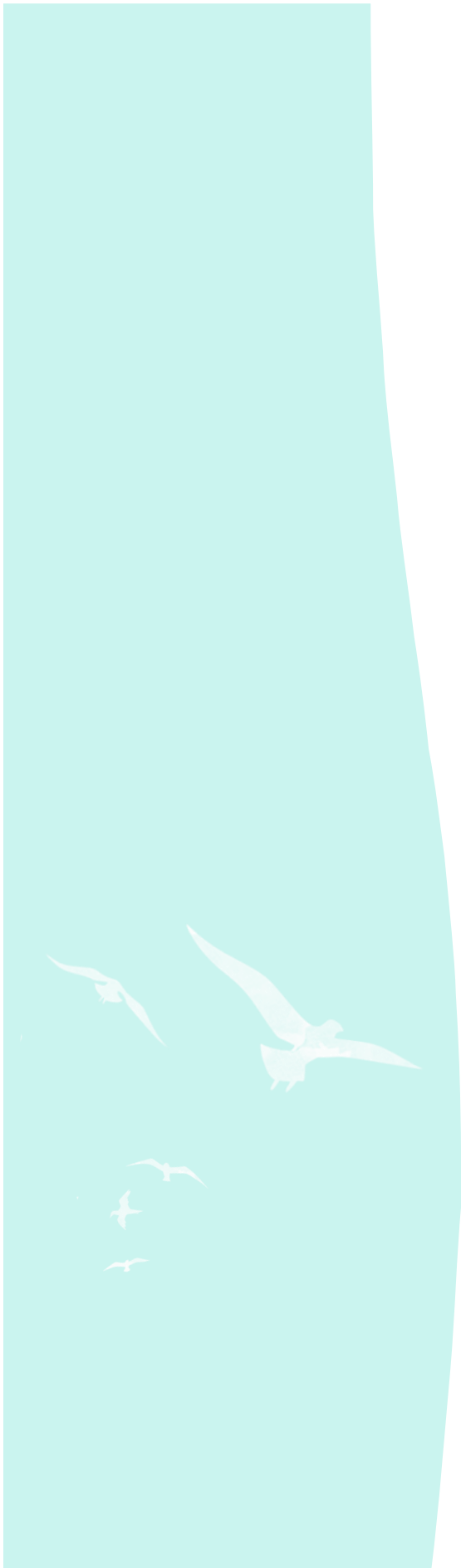


## ATTENDANCE PER WEEK



## CLASSES PER WEEK





# In loving memory



Cynthia Clarke

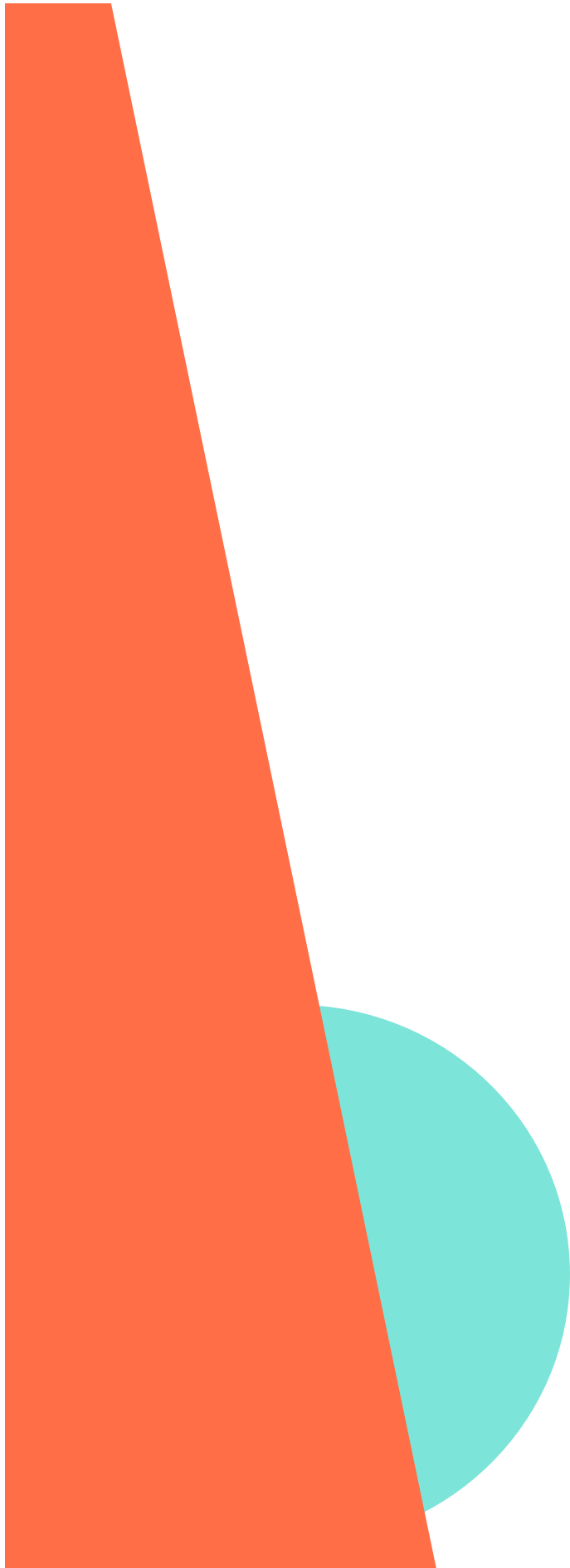
Natalie Dragaloski

Marion Herbert

Hubert Hinds

Velma Hope

Ellwood MacDonald





# THANK YOU

We are thankful to our donors, volunteers, staff and community partners who helped make this past year a success despite the many challenges brought on by the pandemic. Thanks to your commitment, your compassion, and your generosity, we were able to continue offering programs and services that allow our seniors to live independently.

### Contact Us:

 416-656-2669

 admin@smbh.ca

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