

## **Etobicoke Community Council**

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**From:** Hirni Oza <storefronthumber@bellnet.ca>  
**Sent:** Thursday, June 9, 2016 11:51 AM  
**To:** Etobicoke Community Council  
**Cc:** Lynda Ryder; Mary Hansen  
**Subject:** Storefront Humber Presentation for June 14, 2016  
**Attachments:** SFH Material for Lynda for June 14, 2016.docx

Hi Rosemary,

Please see attached some material on Storefront Humber for June 14, 2016 meeting.

Thanks

Hirni Oza

Executive Assistant

**Storefront Humber Inc.**

(Serving seniors and seniors with disabilities since 1971 - Accredited with Accreditation Canada since 2003)

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**From:** mary hansen <[maryhansen@bellnet.ca](mailto:maryhansen@bellnet.ca)>

**Sent:** June-09-16 10:58 AM

**To:** STOREFRONT HUMBER

**Subject:** FW: Storefront Humber Lease

Mary Hansen

Executive Director

**Storefront Humber Inc.**

(Serving seniors and seniors with disabilities since 1971 - Accredited with Accreditation Canada since 2003)

2445 Lake Shore Boulevard West  
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**From:** Lynda Ryder (NS) [<mailto:Lynda.Ryder@silicates.com>]

**Sent:** June-09-16 9:50 AM

**To:** [etcc@toronto.ca](mailto:etcc@toronto.ca)

**Cc:** mary hansen; R.P. CIUPA; Deborah Paton (NS); Dolores Radcliffe; Lynn Barber; Richard Deklerk; [andrew@hukowich.com](mailto:andrew@hukowich.com); Blake Kinahan; Lynn Barber; Persaud, Feiona

**Subject:** Storefront Humber Lease

Attention: Rosemary MacKenzie  
Administrator  
Re Folder# 16113594 WET 06CC

Good morning Rosemary,

Thank you for returning my call this morning.

I will ask our Executive Director, Mary Hanson, to send you some material on Storefront and please put my name down for speaking on the day.

I understand that the York Etobicoke Community council is currently represented by 11 councilors and that upon completion of this vote on the 14<sup>th</sup> of June if approved, there will need to be a vote of the total Toronto council which is scheduled for July 12<sup>th</sup>.

Sincerely,

Lynda S. Ryder  
Chair  
Storefront Humber

## **PART B: ORGANIZATIONAL PROFILE**

1. Name of incorporated body: **Storefront Humber Inc.**
2. Organization mailing address: **2445 Lake Shore Blvd. West, Etobicoke, ON M8V 1C5**
3. Phone: **416-259-4207** E-mail: **storefronthumber@bellnet.ca**

### **PROGRAM OVERVIEW**

4. What is your organization's target community(s)?

#### **We service Ward 6 (Etobicoke-Lakeshore)**

➤ **Our target community is:**

There are about **7,750 seniors** living in the ward. (Statistics source: Stats Canada and the City of Toronto ward and social profile data)

Shares a geographic location (Etobicoke-Lakeshore)

Shares a common bond (Diverse)

Shares a same experience (Frail and Mobile persons).

- Seniors 55+ and 65+ (depending on the program qualification criteria)
- Seniors living alone, on low and or on fixed income
- Frail Elderly Seniors
- Seniors with Disabilities
- Ethno-Racial Senior-Community.

➤ **The Catchments:**

South - Lake Ontario

North - Bloor/Dundas Streets (Extended to Eglinton only for MH LHIN Funded area)

West - Browns Line (Extended to Cawthra only for MH LHIN Funded area)

East - Humber River.

5. Please list and briefly describe programs and program locations that your organization provides:

➤ **Brief Description:**

Storefront Humber Inc. provides several in home and community programs aimed at supporting independent living for seniors and seniors with disabilities. The programs have evolved over the years based on the ever changing and increasing need.

❖ ***Program/Services delivered in the Community and at Supportive***

## Housing

### **Off-Site Locations (not at 2445 Lake Shore Blvd. W.)**

Storefront Humber offers and provides array of programs and services **in the community** and in **five Toronto Community Housing** (supportive housing) locations:

- Bathing
- Escort Services
- Grass Cutting
- Lawn Maintenance
- Home Maintenance/ Handy Person
- Home Help
- Homemaking
- Lawn Maintenance
- Personal Care
- Referral/Information
- Respite Care – Care Giver Relief
- Snow Shoveling
- Supportive Housing
- Transportation (i.e., visit to doctor, labs, and hospital outpatient clinic appointments, shopping, transporting clients attending the programs in the building etc.).

6. **Individuals served:** individual people who attend programs. Even if someone uses more than one of your programs, count that person only once.

<b>Individuals served</b>	<b>Past year 2015</b>	<b>Current year 2016</b>
<b>Total individuals served</b>	3,050	3,170
<b>% total individuals served who live in Toronto</b>	100%	100%

## **VOLUNTEERS AND STAFF**

7. **Volunteers:** the number of unpaid individuals who work for your organization. Count each of these volunteers only once. Be sure to count only individuals who are active now. Do not count vacant positions.

<b>Volunteer Resources</b>	<b>Past year 2015</b>	<b>Current year 2016</b>
<b>Number of volunteers</b>	261	275
<b>Board Members</b>	<b>Past year 2015</b>	<b>Current year 2016</b>

<b>Total board members</b>	10	10
<b>% total individuals served who live in Toronto</b>	100%	100%

**Full Time and Part Time Staff:**

<b>Staff</b>	<b>Past year 2015</b>	<b>Current year 2016</b>
Number of people employed full time by the organization	43	43
Number of people employed part time by the organization	115	115

**UNRESTRICTED RESERVES**

*\* only complete the chart below if your financial statements are unaudited*

8. **“Unrestricted” reserves:** funds that have not been restricted by the donor and whose use is therefore at the discretion of the Board of Directors or one of its affiliated organizations (such as a trust fund, property corporation or foundation).

**\* Audited (Financial Statements FY ending March 31, 2015 - Attached)**

<b>Income/Expenditure/Reserves</b>	<b>Previous Year End</b>	<b>Most Recent Year-End</b>
Total Income	5,123,109	5,391,980
Total Expenditure	4,699,721	5,251,445
Operating Surplus/Deficit	423,388	140,535
<b>UNRESTRICTED RESERVES</b>	1,457,464	1,608,688

**PART C: BELOW MARKET RENT USE OF SPACE APPLICATION**

9. Information about the Program(s) that you intend to provide at Below-Market Rent City Space:
- a) Please describe how your organization intends to use the space (e.g. programs offered, community access, administrative use, etc.). If you are a hub/multi-partner applicant, please describe who the partners are and how each will use the space.

**Main Location – 2445 Lake Shore Blvd West**

Business Hours and Building Utilization: The building is utilized during the weekdays, evenings and on weekends to run programs and services for seniors and seniors with disabilities. In addition, this building is also occupied (i.e., space is rented out) by the local community groups for community engagements, meetings etc.

New Addition to the Front (North Side): To further enhance the quality of service delivery and to better sustain our commitment to delivering service excellence, the **Additional Space** to the front of the building has now been completed. It is open to seniors as a seniors drop in and is planned to be used to accommodate blend of the activities on scheduled days and times to help avoid overlapping.

❖ **ELDERLY PERSONS CENTRE**

- The Elderly Persons Centre provides a variety of services to seniors and seniors with disabilities in South Etobicoke. The programs and activities offer clients with a way of life in which physical, social, mental and emotional activities are valued and integrated into daily living.
- Social recreation activities are coordinated and provided to seniors and adults with disabilities through this program focusing on wellness, health promotion, and illness prevention.
- The program is run in cooperation with a paid trained coordinator, volunteers and the clients of the program.

**Program Activities:** The activities assist to increase identification and utilization of other programs, provides outreach, support the independent living, promote healthy habits & lifestyle, promote a basket of services, assist in locating, linking and arranging services such as organizing, linkages to services offered in the community.

➤ **Health, Social, Legal, & Educational**

- **Congregate Dining & Breakfast** – Seniors Socialization and Entertainment.
- **Transportation** – Trips & outings.
- **Foot Clinic** - Toe nail cut, nurse discussion about foot health, proper foot wear etc.
- **Physical Health Activities/Health Promotion** - Fitness classes, Yoga classes, Tai Chi, Walking Program along waterfront trail in the spring and summer, Gentle Chair Fitness, Pets Health.

➤ **Health Promotion and Educational Sessions**

- The City, Toronto Public Health and other Provincial health care professionals provide workshops/information on Heart & Stroke, Arthritis/Pain management, Cancer prevention, Diabetes management,

Fall Prevention, Government Funding information how to upgrade homes and rebates offered, 72 Emergency Plan, CPR/First Aid Training, Eye wear and treatment, Mask Fitting Tests and Incontinence products.

➤ **Festivities & celebrations:**

- Special/Exclusive, Colorful and Activities filled Lunches offered in the building during the weeks of Christmas, New Year, St. Patrick Day, Valentines Day, Remembrance Day, Mothers, Fathers and Grand Parents Day, Seniors Month, Cultural Day. Seniors and caregivers just long for these activities all year long.
- Storefront Humber Party in the park for the whole community (free refreshments).
- World Peace Day, Mimico/Etobicoke Rib Fest, Humber Bay Celebration, Busker fest, Mimico BIA Events Party in the Park, Mimico Tulip Festival, Ukrainian Festival, Polish *Festival*, *High Park Harvest Festival*.
- We always invite and post these events for our clients and participate at local fairs and events like, attend LAMPS Community Day and participate with Franklin Horner's "Extravaganza".
- Community Tour of Christmas Lights.
- We have staff, volunteers, and clients on a float in the Etobicoke-Lakeshore Santa Claus Parade
- Seniors' community yard sales.

➤ **Entertainment & Socialization**

- Day trips (i.e., visiting: Historical places, Cultural venues, Malls, Parks, Restaurants, Educational venues, etc.)
- Movies, Card Playing nights, Bingo, Crafts
- Dance parties (very popular), Sing- along
- Social Teas (e.g., Strawberry tea)
- Local School's special events (Garden party, School musical, etc.)
- Provide volunteer opportunities.

➤ **Legal**

- Safety – 22<sup>ND</sup> Police Division.
- Elder Abuse, Wills, Powers of Attorney, Clients Community Updates and Health and Safety Awareness (Conducted by Police, Fire Dept.).

We do not have professionals at Storefront Humber for these legal services but we utilize our referral program in this respect and or invite/connect with the concerned departments of the governments and other authorities like Canada Revenue agency etc. Our staff is the one to engage, coordinate and organize such activities.

➤ **Community Social Engagements/Counseling**

- Some of the recent-past highlights - Community Seniors discussion with Franklin Horner Community Centre, Family Support Groups, St. Joseph's Hospital Seniors Advisory, City of Toronto Housing Seniors

Group, City Parks talking to Seniors about plans for the waterfront (Planted a Tree for Earth day), Food Share (Community Gardens/LAMP), Dementia Support Group, Caregiver Counseling etc.

- ❖ **ADULT DAY PROGRAM (ADP)** for Frail Elderly Seniors (One ADP program is at Lakeshore Lodge, City Long-term Care).
- ❖ **HOME AT LAST PROGRAM** – When a patient is discharged from the hospital, we provide transportation services to home and ensure/arrange/purchase grocery and medication.
- ❖ **CLIENTS CRISES SERVICE & INTERVENTION**
- ❖ **TRAININGS/WORKSHOPS ETC.**
  - United Way, Days of Caring.
  - Worker Trainings (CPR, First Aid, hand wash, defibrillator, client care, etc.)
  - Space Rentals (to the Community for meetings, advocacy groups, etc.)
  - Elections/Voting.
  - Meetings, seminars and workshops organized by Community Care Access Centre and community not for profit organizations).
- b) For hub/multi-partner applicants, indicate the approximate amount of space each partner will occupy. **N/A**
- c) For hub/multi-partner applicants, please describe how partners will work together in the space (e.g. your co-location agreement and structure.) **N/A**
- d) Please describe how the programs fit with the service priorities identified for the BMR space.  
Storefront Humber Inc. (SFH) services for seniors at 2445 Lake Shore Blvd. West (Ward 6 – Etobicoke-Lakeshore)) qualifies for a lease of the space under Below Market Rent organizations, as it meets the following eligibility criteria:
  - a. We are a Non-profit organization,
  - b. Programs and services are aligned with a city division mandate,
  - c. Service delivery for Toronto (South Etobicoke) residents,
  - d. Mandate is not the sole responsibility of senior levels of government,
  - e. SFH is in good financial standing with the City of Toronto Real Estate Division (i.e. no outstanding arrears).
- e) Please comment on your ability to provide programs and services that addresses those needs over a five-year period.

### **Credible Organization & Growing**



## **Qualified, Trained & Experienced Work Force**

- **Serving the Community since 1971**, Storefront Humber has flourished to thriving 160-165 employees (out of which **80-85 are FTE's** - includes administrative, community and Supportive Housing both full-time and part-time staff).
- We have a **membership** base of hundreds of clients who attend our AGM and use their voting rights.
- Provide services to over **3,200 clients annually**.
- In addition, the agency's first funding came from "Comsoc" the Ministry of Social Services and at that time the budget was \$350,000 to current operating budget of over **5.4 million** in 2015.
- **We are well connected with the communities, service providers and funders.** We are a **multi-service organization** involved in the delivery of about 23-25 different programs and services funded by the Ministry of Health Long-Term Care, Toronto Central Local Health Integrated Network (TC LHIN), City of Toronto, United Way Toronto, Toronto and Mississauga Halton Community Care Access Centres (TC & MH CCACs) contract services. In addition, special project funds from the Ontario Trillium Foundation in the past, The Daily Bread – Sue Cox Fund, New Horizons for Seniors Federal Grant, Board of Directors approved pilot projects, and by donations from organizations (including BMO and Lambton United Church) and residents within the community.
- Our **partners** in care comprise of local hospitals, CCAC's, LAMP Community Health Centre, Etobicoke Services for Seniors (ESS), CANES Home Support, CNAP, Toronto Ride, Community Support Services, Colleges, Health foundations, Health associations, City of Toronto Investing in Neighborhood program etc.
- We are **one of the five Community Support Services** in the South Etobicoke/West Toronto geographical area.
- **Heating and Cooling Centre** - We now have a Commercial Generator (up and running) and have the capacity to house (a given number of seniors) in case of a storm and or a power outage.
- **Accreditation from Accreditation Canada 2003-2019** – We have successfully renewed our Accreditation status with "**Commendation**" for 2015-2019. We first got our accreditation status in 2003 and since then have been renewing it successfully five times in a row. We endeavor to continue achieving this status to maintain our high standards of excellence

*towards the quality of our service delivery and to sustain our credibility in the sector.*