



FY 2024/25 | ANNUAL REPORT



Legacy

About NYSC

NORTH YORK SENIORS CENTRE (NYSC) is a not-for-profit organization that provides a broad spectrum of programs and services connecting older adults to their community and assisting them to live safely and independently in their own homes.

Our dedicated and compassionate staff and volunteer teams work tirelessly to meet our clients' needs. We do this through innovative, high-quality programming and services that promote an active and healthy lifestyle to our clients and their families.



OUR MISSION

North York Seniors Centre promotes healthy aging by providing programs and services within our diverse community.

OUR VISION

A world where older adults live their best lives.

OUR VALUES

Compassion — We serve others with empathy, respect and dignity.

Inclusiveness — We welcome all people and appreciate their differences.

Quality — We deliver excellent, person-centred programs and services.

A Message

FROM BOARD
CHAIRPERSON
and EXECUTIVE
DIRECTOR

BOARD CHAIRPERSON, PETER FUCHS



EXECUTIVE DIRECTOR, CANDACE THOMSON

Dear NYSC Community:

September 2024 marked a pivotal chapter in the history of the North York Seniors Centre (NYSC)—our **50th anniversary**, a golden jubilee commemorating five decades of dedication to the well-being of older adults. This remarkable milestone would not have been possible without the support of each and every individual associated with NYSC over half a century, and we thank everyone for your continued encouragement.

Over the past year, NYSC embraced this milestone with a series of vibrant, community-wide celebrations. Highlights included **visits from Premier Doug Ford and MPP Stan Cho** in May 2024, followed by a visit from **candidate Bonnie Crombie** in June. Our anniversary festivities officially launched with a **community kick-off event in September**, and an unforgettable **fundraising Gala at the Pan Pacific Hotel** in November.

In January 2025, NYSC undertook our **fourth CARF accreditation process**, a rigorous assessment of service quality and excellence. We are proud to share that NYSC received the **highest certification award for a full three-year term**, a testament to our team's dedication to continual improvement and meaningful impact.

Our **Strategic Plan: A Vision for Healthy Aging** continues to guide our work through three key pillars:

- **Amplifying Visibility** – strengthening community connections and advocating for healthy aging.
- **Purposeful Programming** – engaging thoughtfully with a dynamic healthcare landscape and ensuring our offerings meet evolving needs.
- **Protecting & Enhancing Resources** – prioritizing recruitment of exceptional volunteers and staff, while securing funding to sustain excellence.

This year also marked a poignant leadership transition. After nearly 30 years of extraordinary service, **Executive Director Candace Thomson** announced she was stepping down from her position. Her legacy of innovation, resilience, and tireless advocacy has left an indelible mark on the organization. We extend heartfelt gratitude to Candace and celebrate her profound contributions.

Following an extensive search by the Board of Directors, NYSC proudly welcomed **Veronica MacDonald** as our new Executive Director. With deep expertise in community support services and a passion for equity and innovation, Veronica brings fresh leadership and vision for the road ahead.

Together, we reflect on a year of celebration, accreditation, leadership evolution, and continued commitment to our mission. NYSC remains a **vital force for healthy aging**—and we look forward to shaping the future with purpose and compassion.



From Milestones to New Horizons

As we mark 50 years of service, North York Seniors Centre continues to shine as a place of connection, support, and community.

This past year has been one of resilience and renewal — expanding outreach, strengthening partnerships, and creating meaningful opportunities for seniors to thrive.

Through initiatives like the

Creative Art Socials, offered in partnership with the Rotary Club of North York, we are proud to bring free, engaging arts programs to our community. At the same time, we are deeply committed to addressing the mental health

needs of seniors. We are actively exploring ways to establish a stable, ongoing program that provides consistent support, resources, and connection, helping seniors maintain emotional well-being and resilience across our community.

Looking ahead, we embrace the future with optimism and gratitude. Together, we will continue to build on our legacy of compassion and care, confident that the best is yet to come.

“About a year ago, I attended a community outreach event and finally found the courage to visit North York Seniors Centre. From the moment I arrived, I was met with amazing staff and volunteers who made me feel so welcome. Today, I come to the Centre at least three times a week, joining fitness classes and some of the art programs. North York Seniors Centre has truly become my family and a vital support system for me.” —ALC Member

THE IMPACT NYSC MADE



Over 520 case management individuals served

1,554 caregiver visits provided, supporting **99 individuals** through education and caregiver programs

Across the organization, volunteers contributed **18,844 hours**, strengthening our ability to serve the community

2462 wellness calls and friendly visits with isolated seniors, totaling **over 2257 hours** of dedicated support from volunteers

Provided over **13,640 rides to seniors needing assistance** to get to various medical appointments, shopping trips, supermarkets, and Adult Day Programs.



OUR JOURNEY THIS YEAR

APRIL 2024 TO JULY 2024

- **The 2nd Caregiver Family Day** event held for more than 45 people to socialize and receive education – Presented by Stephanie Muskat
- NYSC and NeighbourLink North York partnered for Let's Move Willowdale to **raise funds for under-resourced and Social Isolation in the community – Raised \$7,500**
- Gave out Solar Glasses for eclipse donated from Toronto Public Library and had some educational resources available for seniors
- Had our first Caregiver Binder Workshop, created for caregivers by our NYSC Senior Care Team
- Had an opportunity to Host **Honorable Doug Ford, Premier of Ontario** and the **Honorable Stan Cho, Ontario Minister for Long-Term Care** at North York Seniors Centre
- Income Tax Clinic offered virtually and in-person with over 100 seniors served
- June Seniors Month Celebration Activities: Smoothies Social, Falls & Balance Exercise, Retirement Living or Home Care?, Lemon Social, Pride Bingo and Blood Pressure Clinic
- **Partnered with Tell Tale Production** to showcase **"UNSYNCABLE: Documentary about Synchronize swimming seniors' division"**, One of the cast came from Waterloo to talk about her experiences in the documentary
- **Open House** at the Active Living Centre to tour and introduce our new Adult Day Program Site
- Partnered up with **North York Elder Abuse Network** and **Scarborough Elder Abuse Network** to Host an Elder Abuse Information and Discussion with the community
- Hosted **Ontario Liberal Party Leader, Bonnie Crombie** accompanied by Willowdale's very own **Community Advocate, Paul Saguil** and **MPP for Don Valley West, Stephanie Bowman**.

AUGUST 2024 TO NOVEMBER 2024

- **Introduced NYSC first Mental Health Series (3 Part)** with funding from RBC – Conducted by Stephanie Muskat
- **Over 125 people attended Active Living Fair**, supported by **OACAO and Ministry of Seniors and Accessibility**, held at the ALC showcasing 20 exhibitors and 5 workshops including Sijo Poetry in Korean and Pain Management in Farsi
- Partnered together with Olives Homemade Cookies (a small business) to do a fundraiser "Cookies for a Cause"
- Annual Meeting held with over 40 people in attendance
- Celebrated **50th Anniversary for NYSC with the community**, with free cake and socializing – Councillor Lily Cheng and MP Ali Ehsassi gave a letter of congratulations.
- Celebrated the 50th Anniversary with a Fundraising Gala, which Community partners and some of the community came out for, surpassed estimate of the fundraising goal.
- Rotary Club of North York Donated \$10,000 to support the Creative Art Social Program – Free Programs for everyone in the Community.

DECEMBER 2024 TO MARCH 2025

- Hosted a **Holiday Glam Session** at NYSC, dedicated to the ladies who have never had the chance to be pampered with the support of **Bubbly Girl Services**
- Celebrated Holiday Parties for both ALC and ADP
- **Partnered up with Theatre Of The Beat** to put on an Interactive Theatre Workshop that empowers our community Against Elder Abuse: Recognize, Respond, and Support!
- Launched Year-End fundraising campaign but due to Canada post strike our efforts were in vain-managed to fundraised at least \$3,000
- NYSC completed our fifth Accreditation, a rigorous peer review to quality, person-centered care, health and safety, transparency, and responsible governance.

ACTIVE LIVING CENTRE

Connecting People, Enriching Lives

910
members



17,474
service hours

16,585
volunteer hours

2024–2025 was a year of renewed focus and adaptation at the Active Living Centre (ALC), as we continued to prioritize combating social isolation while responding to the evolving interests of our seniors. Our expanded in-person programming played a vital role in creating opportunities for seniors to gather, engage, and build lasting relationships.

Recognizing the changing interests of our members, the ALC embraced a growing demand for **arts-based and movement activities**. Our Creative Art Social Program saw remarkable growth, reflecting the shift toward more art-focused engagement. Dance, creative expression, and other cultural activities were introduced and well-received, allowing seniors to explore new passions while enhancing social connections.

At the same time, the ALC

remained **committed to accessibility** by continuing to offer phone and online programming for those unable to attend in person. This blended approach ensured that all seniors—regardless of mobility or circumstance—could participate.

We also acknowledged the **language barriers** faced by some community members. With the support of dedicated staff and volunteers, the ALC has been working to incorporate solutions that make programming more inclusive and accessible.

Through these initiatives, the ALC reaffirmed its 50-year legacy of resilience, inclusivity, and innovation. By expanding creative opportunities, increasing in-person gatherings, and addressing barriers to participation, we are creating a dynamic, welcoming environment where every senior can feel connected, supported, and inspired.

“Since 2009, I’ve had the pleasure of working at the Active Living Centre. While programs and instructors have changed over the years, one thing has always remained the same—the importance of connectedness. The ALC continues to be a place where seniors form lasting friendships that enrich their lives, providing the connections they need and want in our community.”

—Bethany Vallentin, Supervisor,
Active Living Centre



ALC Program Statistics

DELIVERY MODE	ZOOM	PHONE	IN-PERSON	OUTDOOR
No. of programs	130	158	1358	17
No. of participants	814	2023	14,806	52

SOCIAL CLUB (CONGREGATE DINING)

An Afternoon of Connection, Activity, and Joy

Social Club is a vibrant program designed exclusively for community-dwelling seniors who would benefit from an afternoon of socialization, discussion, exercise, and engaging activities within a lightly structured environment.

Recognizing the challenges of social isolation among older adults, North York Seniors Centre actively works to foster meaningful connections through this program. Dedicated Staff and Volunteers have continually refined and enhanced Social Club, focusing on innovative ways for seniors to connect, share experiences, and build lasting friendships—strengthening community ties and promoting overall well-being. In a recent survey, more than 50% of participants reported feeling **less isolated** as a result of attending Social Club, particularly due to the stimulation from interacting with others and the opportunity to make new friends.



ADULT DAY PROGRAM - "A DAY AWAY"

Honouring Our Legacy, Enriching Today, Inspiring Tomorrow

The Adult Day Program (ADP) has long been a cornerstone of North York Seniors Centre, offering care, connection, and meaningful engagement for older adults and their families. Built on this proud legacy, the program continues to adapt to the changing needs of the community while ensuring every member and their loved ones feel supported.

148

clients
participated in
ADP programs
offered



“I find this program to be an invaluable resource. It really makes a difference in my day, and I often tell my friends and people I know to come and experience it for themselves.”

—ADP Client

6,551
units of
service





“This program is the highlight of my week. I feel more connected and social after attending, and I even call my daughter to tell her when I can come again.” —ADP Client

Since opening our new Hendon location in January 2024, the ADP team has been better positioned to serve clients living with dementia and respond to the growing demand for specialized care. The proximity of our two centres has created flexibility in placing clients in cohorts and locations best suited to their unique needs, enhancing both consistency and a sense of belonging.

Between June 2024 and June 2025, we welcomed 37 new clients across both centres—a reflection of the trust families place in us and the increasing need for dementia care. To meet this demand, we expanded our reach by partnering with Retirement Residences without memory care units, engaging directly with families, and raising awareness of our services at community events.

Our dedicated *Program Leaders* provide person-centered care through evidence-based practices, the Montessori method, and a strong focus on empathy, dignity, and cultural sensitivity. The ADP remains committed to enriching lives, supporting caregivers, and strengthening our community for years to come.

VOICES OF A DAY AWAY

Discover the impact of *A Day Away* through the voices of those who experience it firsthand. Scan the code to watch heartfelt stories from our clients and their caregivers.



CLIENT SERVICES

Empowering Seniors and Connecting Families



In 2024–2025, North York Seniors Centre’s Client Services team focused on enhancing the independence and well-being of seniors while supporting their families. Through in-home visits and personalized assessments, our team helps determine the programs and services that best meet each senior’s needs—whether it’s community dining, caregiver support, transportation, or personal care.

Our Live Webchat continues to be a vital tool, with daily inquiries monitored by our dedicated Service Access Specialist to ensure timely and accurate support. At the same time, the Service Access team has been more active in the community, participating in outreach events and fairs to connect directly with seniors and caregivers who need guidance navigating our programs and services.

By combining in-home support, digital engagement, and community outreach, the team ensures seniors and their families receive seamless, personalized care while fostering meaningful connections across the community.

The Caregiver Support Team at North York Seniors Centre remains steadfast in finding innovative ways to support caregivers, despite challenges. They continue

to develop partnerships with expert presenters and design educational and engaging activities covering essential topics such as financial planning, elder abuse awareness through interactive theatre performances, and even fun sessions like dream interpretation.

In 2024–2025, the team hosted its second Caregiver Appreciation event at the Active Living Centre, welcoming a great turnout. Presenters from the Ontario Caregiver Organization shared insights on caregiver burnout and *A Caregiver’s Secret Key: Tips and Tricks to Filling the Gaps of the Public System*. The event highlighted the team’s dedication to providing meaningful support, guidance, and appreciation to caregivers in the community.

NYSC’s Caregiver Binder continues to be a valuable resource, presented at open houses, community events, and workshops. Caregivers and private agencies have expressed positive feedback, and both soft and hard copies are available for purchase on our website, helping caregivers access crucial information and resources to support their vital roles.

CLIENT SERVICES SATISFACTION SURVEY HIGHLIGHTS:

- 90%** received responses in a timely manner
- 98%** clients satisfied with the home assessments
- 94%** received appropriate information
- 94%** satisfied with the service planning

CAREGIVER SUPPORT :

- 255** 255 participants (both non-registered and registered)
- 10** Events/Education (in-person)
- 1554 Visits**



300

Live Chat Answered

520

Individuals Served

TRANSPORTATION Mobility Made Easy

The IRIDE program is a government-subsidized, flexible, door-to-door transportation service designed to help older adults and individuals with mobility challenges travel safely, comfortably, and affordably. With the support of our friendly, trained drivers, clients are picked up and dropped off in clean, accessible vehicles, ensuring a reliable and pleasant experience. Whether

it's a trip to a medical appointment, shopping center, supermarket, or our Adult Day Program and Active Living Centre, transportation helps seniors and those with mobility challenges stay connected to essential services and community activities.

SATISFACTION SURVEY HIGHLIGHTS:

- 100%** Said that booking rides was efficient
- 100%** Satisfied with Vehicle Cleanliness
- 100%** Satisfied with the Drivers
- 100%** Satisfied with the Safety



13,640
rides
provided

808
clients

In 2024–2025, the Transportation team expanded its outreach efforts to engage more directly with the community. Working closely with the Development Team, the Transportation team delivered presentations at Retirement Residences to inform seniors about how our services can support their travel needs and independence. The team has also been collaborating with local churches and community organizations to explore ways transportation can be offered for seniors attending programs and events, creating more opportunities for safe and accessible travel—an initiative that remains a work in progress.

Through these ongoing efforts, the transportation team continues to ensure that older adults and individuals with mobility challenges have the freedom to remain active, independent, and connected to their community.

“Thank you to NYSC and all the drivers for supporting my late spouse and me with our appointments. Your care and assistance made a meaningful difference during a difficult time.”

—Transportation Client

IN HOME SERVICES & COMMUNITY

Making Home and Community Living Better, Together

North York Seniors Centre is committed to helping seniors maintain their safety, independence, and quality of life—whether they live in their own homes or in one of the two Assisted Living sites we serve at Beecroft and Kempford. Support is available 24/7 through our team of compassionate, highly trained Personal Support Workers (PSWs), who provide essential services such as personal care, light housekeeping, meal preparation, medication assistance, and accompaniment to appointments.

In the community, the team has introduced a new zoning process that minimizes travel time for workers and maximizes the amount of care provided to clients. This innovation has already made a significant impact, reducing our waitlist by at least 70% year to date. Demand continues to be high, particularly for personal care and homemaking services, and the team remains dedicated to expanding capacity to meet growing community needs.

“I am so grateful for the PSW who supports me each day. She not only helps me with my care but also keeps me company and makes me feel connected. Having someone I can count on has made living at home so much more comfortable and meaningful.”

—Community Client

49,164

Assisted Living Days

157

Assisted Living clients served

13,286

hours of community care provided

194

community clients served



At our Assisted Living sites, the focus remains on a client-centered approach to care. Staff continue to embed this philosophy into daily practice, ensuring services adapt to the evolving health needs of clients. Weekly grocery deliveries through our partnership with Second Harvest and monthly foot care clinics add further value to the daily supports provided.

Ongoing collaboration with partners like CareFirst significantly strengthens the quality of care. Through this partnership, CareFirst provides Personal

Support Workers (PSWs) who are not only highly skilled but also able to communicate with seniors in their own languages. This ensures that seniors feel understood, respected, and supported in culturally appropriate ways.

In addition, we currently offer services in Tagalog, Russian, and Mandarin, allowing us to better cater to the diverse backgrounds of our clients. Building on this foundation, we plan to expand language services even further in the coming year, ensuring inclusivity and accessibility remain at the heart of our care.

NYSC STATEMENT OF REVENUE AND EXPENSES



REVENUE

Ontario Health – Community Services	\$3,895,993
Ministry for Seniors and Accessibility.....	\$102,274
United Way Greater Toronto	\$75,000
City of Toronto	\$114,056
Other subsidies and grants	\$143,108
VHA Home Healthcare.....	\$74,880
iRide	\$461,933
Community Services	\$361,203
Active Living Centre	\$164,600
Other Contracts	\$20,840
Fundraising and donations	\$48,454
Investment and miscellaneous income	\$142,761
Total	\$5,605,102

EXPENSES

Programs and Services	\$3,755,085
Administration	\$905,474
Building and Ground	\$360,280
Repairs and Maintenance	\$63,759
Amortization	\$128,117
Total	\$5,212,715

Based on March 2025 Audited Financial Statements

FUNDING North York Seniors Centre operates with major funding from **Ontario Health, Ministry for Seniors and Accessibility, United Way Greater Toronto, City of Toronto, Second Harvest, Employment and Social Development Canada, and Older Adults Centre’s Association of Ontario.**



Awards

“Every hour given by our volunteers creates a ripple of impact, strengthening our community in meaningful ways.”

2024 ONTARIO VOLUNTEER SERVICE AWARDS: *Presented by the Ministry of Citizenship, and Multiculturalism*

- 25 Years:** Jackie Jenkins
- 15 Years:** Krishan Goel, Mohammed Zamany
- 10 Years:** Raisa Zonis
- 5 Years:** Doreen Scott, Jane Meredith



VOLUNTEER APPRECIATION EVENT: *April 17, 12-2pm at Hendon during National Volunteer Week*

- 30 Years of Service:** Annetta Lau
- 25 Years of Service:** Jackie Jenkins
- 20 Years of Service:** Janet Lee
- 15 Years of Service:** Carleen Adler, Krishan Goel, Mohammed Zamany
- 10 Years of Service:** Elizabeth Allan, Lloyd Sellers
- 5 Years of Service:** Alice Shukla, Carol Hickey, Lorrie Ming-Sun, Patti Rocha



STAFF SERVICE AWARDS

- | | | | |
|---|--|---|---|
| <p>25 Years:
Donna Drummond
Mimi Lee</p> <p>20 Years:
Stacy Hiliman</p> | <p>15 Years:
Svetlana Kobiashvili
Kamil Novinskiy
Linda Rataj
Bethany Vallentin</p> | <p>10 Years:
Maureen Davis
Ruben Harutyunyan</p> | <p>5 Years:
Cheung Fung Au Yeung
Salma Iqbal
Susanna Morrissey
Jamie-Lynn Parker</p> |
|---|--|---|---|

BOARD OF DIRECTORS

Chairperson: Peter Fuchs
Vice-Chair: Andy Kin On Wong
Treasurer: Stephen Steele
Secretary: Caterina Valentino

Directors: Janice Lai, Jamie Mayer, Olivia Ng, Julia Suk, Jacqueline Getfield and Andrew Fredricks
Executive Director: Candace Thomson
Incoming Executive Director:
Veronica MacDonald

Thank you

TO OUR SUPPORTERS!

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Adair, Patricia	Crull, JoAnn	Home Concierge	Mair, Trevor
Ahlers, Christa-Lisa	Cruz, Cecilia	Howlett, Suzie	Manoim, Laurie
Amica Bayview Gardens Retirement Residence	Cuaresma, Francisco & Rosalinda	Hoyle, Linda	Mansouri, Natasha
Amica Unionville Retirement Residence	Cuaresma, Rachele	Hui, Maggie	Marley, Angela
Andreychuk, Joan	Davidson, Archie	Hutchinson, Shirley	Marshall, Sarah
Antiochos, Athena	Dayal, Marian	Ilzins, Vija	Mary Morton Tours
Anvarolsadat & Mirzahosseini	De Jong, Fred	Ing, Lillian	Matamoros, Luisa
Argyle, Ken	De Souza, Carmen	J.E. Panneton Family Foundation	May, Ellen-Joan
Aronov, Arlen	Deazeley, William John	Jalili, Parvin	Mayer, Jamie
Bacchus, Camille	Delmanor Northtown Retirement Residence	Jiang, Ling	Mayne, Eleanor
Batchelor, Janet	DiCarlo, Frances	Jiang, Yang	McCabe, Antoinette
Belenson, Ingrid	Don Heights Unitarian Congregation	Jones, Barbara	McFarland, Carol
Bell, Marcia	Dowling, Marlene	Kachroo, Umang	Mead, Charles
Belmar, Mary	Dowse, Elizabeth	Kane-Jerrett Funeral Homes	Meredith, Jane
Bleiweiss, Hella	D'Souza, Jeremy	Kawasaki, Louise	Methven - Estate, Lillian
Blitz, Karin	DUCA Financial Services- Willowdale Branch	Keane, Violet	Millington, Sandra
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Bollefer, Ann E.	Faria, Myrtle	Kim, Geun Lea	Ming-Sun, Lorrie
Bonilla-Ceballos, Olga	Faria, Willa	King, William	Moessner, Hilda
Boothe, Bevon	Finkelstein, Bernice	Klich, Barbara	Mohamed, Soraya
Bradley, Norma	First Light Home Care North York	Ko, Francoise	Momeni, Parviz
Brady, Lynda	Fishlock, Gary	Kobiashvili, Svetlana	Moore, Alyma
Burian, Ingrid	Friedman, Marla	Koch, Gertrude	Morrison, Donna
Burrows, Maureen	Fruitman, Larry	Kondratova, Tamara	Morrissey, Susan
Burton, Gail	Fuchs, Peter	Kong, George	Mosaic Home Care Ltd
Calope, Marcel & Gloria	Gabb, Paulette	Kowalchuk, Elaine	Mtui-Kajubili, Alphoncine
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Chandran, Peck Tian	Gratacos, Joaquina	Lau, Quentin & Molly	Norval, Donald
Chang, Anne	Green, Dwayne	Lawrance, Heidi	Okada, Marilyn & Ron
Chen, Annette	Gunawan, Atjeng	Lee, Donna	Older Adult Centres' Association of Ontario
Choe, Kee	Hall, Elaine	Lee, Janet	Opler, Selma
Chung, Tsiu Chiao	Hannigan, Elizabeth	Lee, Kelly Kil Nam	Padmore, Ann
Cole, Margaret	Harauz, Josephine	Lee, Lynn	Parker, Irena
Collins, Kristin	Harsora, Nandlal & Anju	Lee, Nam	Patel, Khorshed
Compu2000	Hatt, Winnifred	Lee, Philip	Peace, Kathy
Connect Hearing	Hickey, Carol	Lee, Siu Bing (Anita)	Peter, Wilhelmina
Cooney, Fran	Hill, Russell	Levine, Barbara	Phillips, Austin
Corriero, Amalia	Ho, Kam Sheung	Lew, Sok Jing	Popatia, Parin
		Liu, Barbara	Revera Leaside Retirement Residence
		Lo, Kwan & Maria	Richman, Eddie & Florence
		Lowry, Kelly	Roberts, Andrea
		Ludgate, Rogers	

Visit Online



Donate Here



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