



Legacy Forward

Honouring the past,
Shaping the future



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.

About NYSC



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

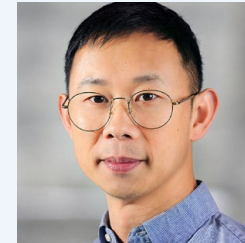
Compassion — We serve others with empathy, respect and dignity.

Inclusiveness — We welcome all people and appreciate their differences.

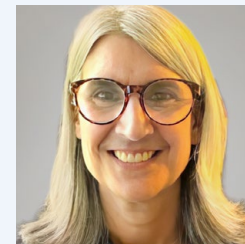
Quality — We deliver excellent, person-centred programs and services.

Carrying Our Legacy Forward

A MESSAGE FROM BOARD CHAIRPERSON and EXECUTIVE DIRECTOR



Board Chairperson
Andy Kin On Wong



Executive Director
Veronica MacDonald

For more than five decades, North York Seniors Centre has grown alongside the community we serve. While the needs of older adults continue to evolve, the importance of connection, belonging, and community remains constant.

As more of our lives move online, the need for meaningful in-person connection has become even more important. In response, we launched **MINDS (Mental Health, Inspiration, Nurturing, Development & Support)**, an intergenerational program that brings older adults and youth together to share experiences, learn from one another and build relationships. The success of MINDS reminds us that community is strongest when generations connect.

Volunteers remain at the heart of NYSC. This year, we expanded support for our volunteer program by welcoming a dedicated Volunteer Coordinator, creating more meaningful opportunities for involvement. From greeting members and raising funds to providing companionship through Friendly Visiting, volunteers help older adults stay connected and supported in their communities.

Our impact is also made possible through partnerships with community organizations, businesses, schools, funders and supporters. A great example was our **From North York With Love** fundraiser, which not only raised essential funds but also brought together people committed to building a stronger, more

connected community.

We also invested in our team through a review of positions and compensation, helping clarify roles, recognize evolving responsibilities and support professional growth. At the same time, our refreshed website created a more accessible and welcoming digital experience for members, families, volunteers and supporters.

As we enter 2026–2027, we remain guided by *Our Strategic Plan: A Vision for Healthy Aging* and its three priorities:

- **Amplifying Visibility** – strengthening community connections and advocating for healthy aging.
- **Purposeful Programming** – responding thoughtfully to a changing landscape and ensuring our programs and services continue to meet the evolving needs of older adults.
- **Protecting & Enhancing Resources** – attracting and supporting exceptional staff and volunteers while building sustainable and diverse sources of funding.

The coming year marks the final year of our current strategic plan and an opportunity to reflect on our progress while looking ahead. As we begin shaping NYSC's next chapter, we remain committed to listening to our community, adapting to its needs and helping older adults stay active, connected and supported.

Thank you to our members, volunteers, staff, partners, donors and supporters. Together, we are honouring more than five decades of service while building an NYSC ready for the future.

Legacy Forward

As we look toward the future, North York Seniors Centre remains deeply rooted in the values, relationships, and community spirit that have shaped our legacy. This past year has been one of continued growth and collaboration, as we strengthened partnerships, expanded opportunities for engagement, and created meaningful connections across generations.

Our work is enriched through ongoing collaborations with local organizations and community partners, including **NeighbourLink North York, North York Arts**, and many others who share our commitment to building a vibrant, inclusive community where older adults can thrive. Together, we have continued to create opportunities for social connection, creativity, wellness, and lifelong learning that enhance the quality of life for seniors throughout our community.

We are also grateful for the continued support of the **Rotary Club of Willowdale**, whose generosity has helped fund and sustain our new **MINDS (Mental**



“Living alone can sometimes feel isolating, but the wellness calls remind me that I’m not alone. I look forward to each conversation, and I appreciate the care and concern shown by the volunteers who take the time to check in on me.” —Wellness Call Participant

Health Intergenerational Development & Support) Program. Through MINDS, seniors and youth come together to participate in ongoing activities, workshops, and community events

that foster mutual understanding, meaningful relationships, and positive mental well-being. By bridging generations, the program creates opportunities for shared learning, reduces social isolation, and strengthens community connections for participants of all ages.

As we carry our legacy forward, we remain committed to innovation, collaboration, and compassionate service. Together with our partners, volunteers, supporters, and community members, we will continue building a future where seniors are connected, supported, and empowered to live healthy and fulfilling lives.



ACTIVE LIVING CENTRE Connecting People, Enriching Lives

2025–2026 was a year of listening, learning, and responding to the evolving needs of Active Living Centre (ALC) members. Through expanded member engagement efforts, program enhancements, and ongoing opportunities for social connection, the ALC remained committed to fostering an inclusive environment where older adults can build relationships, stay active, and participate fully in community life.

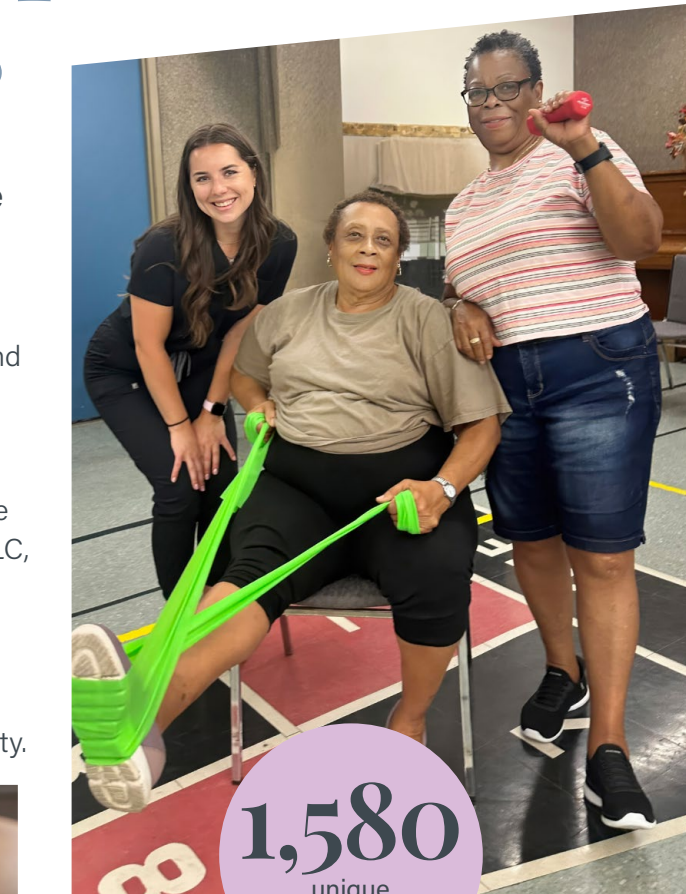
A key focus this year was listening to members and responding to their evolving needs. Insights gathered through the **2025 Client Satisfaction Survey** are helping guide program planning and service improvements. Results demonstrated the continued impact of the ALC, **with 86% of respondents reporting a positive experience, 97.5% feeling safe while participating in programs**, and 89% indicating that involvement in ALC activities helps reduce social isolation. These findings reinforce the Centre’s role as an important source of connection, wellness, and belonging for older adults in our community.



161
Active Living
Centre
Volunteers

790
members

Throughout the year, members showed strong interest in programs that promote both physical activity and social engagement. **Exercise classes, special events, dance programs, Mah Jong, and social games** emerged as the most popular activities. At the same time, members shared valuable suggestions for future offerings, including expanded fitness opportunities such as Tai Chi, additional card games, music and karaoke programs, visual arts, photography,



1,580
unique
programs

“The Active Living Centre provides a warm and relaxing environment where I can stay active and connected to others. I enjoy the variety of programs, the excellent lunch program, and the opportunity to spend time with friends.” —Active Living Centre Member

16,178
days of
attendance

and weekend wellness activities. The ALC continued to respond to member feedback by implementing improvements and enhancing program quality. In 2025, we introduced **regularly scheduled instructed art classes through Exploring Watercolor**, building on the growing interest in creative expression and arts-based programming.

ADULT DAY PROGRAM - "A DAY AWAY"

For the Mind, Body, and Spirit



248
clients participated
in ADP programs
offered

9,027
days of
attendance

The Adult Day Program (ADP) continues to be a place where older adults find companionship, purpose, and meaningful opportunities to engage with others. Through person-centered care, enriching activities, and a welcoming environment, the program supports the emotional, social, and cognitive well-being of participants while providing peace of mind for caregivers and families.

This year, feedback from clients highlighted the profound impact the program has on reducing social isolation and improving overall quality of life. In our 2025 Client Satisfaction Survey, **100% of respondents reported being either Very Satisfied or Extremely Satisfied with the program**, demonstrating the exceptional level of care and service provided by our dedicated team. Additionally, **94% of participants reported feeling less isolated since joining the program**, reinforcing the importance of creating spaces where older adults can build connections, share experiences, and remain actively engaged in their community.



“At first, this program wasn’t really for me—it was for my wife. But after seeing how much it changed her, how open and different she became, I felt inspired to come along and support her. Over time, I realized it’s helped me too, especially in bringing back things I used to know and think about.” —ADA Client

Clients consistently praised the warmth, compassion, and attentiveness of staff, noting that these relationships contribute significantly to their positive experiences. Many participants shared how the program has enhanced their mental well-being, introduced them to new friendships, and provided opportunities to learn, grow, and remain socially connected.

The survey also provided valuable insights into future program development. Participants expressed interest in additional intellectually stimulating activities, including memory and brain exercises, educational discussions, guest speakers, and opportunities for lifelong learning. Others highlighted the value of interactive social activities, creative arts, and culturally diverse programming that reflects the rich backgrounds and experiences of the individuals we serve.



“This program has made a significant difference in my life. I feel less isolated and more connected because I have regular opportunities to participate in activities with others and enjoy meaningful social interactions. The welcoming atmosphere and friendly people make every visit enjoyable. I’ve met new friends, gained new experiences, and feel more engaged and involved than I did before joining the program.” —ADA Client



These insights will help guide program planning as we continue to evolve and respond to the needs and interests of participants. By combining evidence-based approaches with meaningful social engagement, the Adult Day Program remains committed to supporting the mind, body, and spirit of every individual who walks through our doors.

Through compassion, innovation, and a focus on person-centred care, the Adult Day Program continues to enrich lives, foster connection, and create a supportive community where participants feel valued, engaged, and empowered.

SOCIAL CLUB (CONGREGATE DINING)

An Afternoon of Connection, Activity, and Joy



Social Club is a vibrant program designed exclusively for community-dwelling seniors who benefit from opportunities for socialization, recreation, wellness, and shared dining within a supportive and engaging environment. Through a combination of exercise classes, discussion groups, word games, shared meals, and social activities, the program fosters meaningful connections and encourages active participation in community life. Many participants described Social Club as something they look forward to each week, citing the opportunity to remain active, connected, and engaged with peers.

Findings from this year's evaluation highlighted the program's important role in reducing social isolation and promoting friendship development among older adults. Notably, 75% of participants reported that it was very easy to develop friendships through the program,

while the majority indicated that activities were engaging most or all of the time. These results demonstrate Social Club's continued success in creating a welcoming space where older adults can build relationships, strengthen their sense of belonging, and enhance their overall well-being through shared experiences.



CLIENT SERVICES / CASE MANAGEMENT

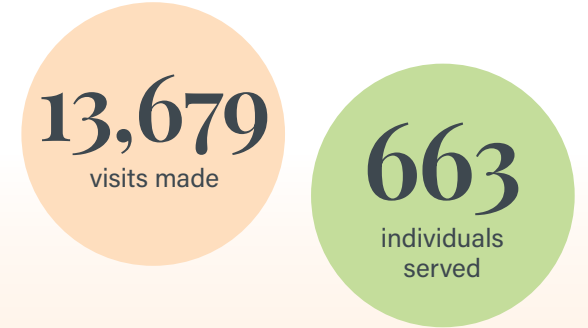
Guiding Seniors and Caregivers to the Right Supports

North York Seniors Centre's Service Access Team serves as a vital first point of contact for seniors and caregivers seeking guidance, support, and connections to community services. Through intake assessments, service navigation, and referrals, the team helps clients access programs and resources that support their independence, health, and well-being.



Feedback collected in 2025 highlighted the team's success in providing responsive, client-centred support. Clients expressed high levels of satisfaction with the clarity of information provided, the home assessment process, and service planning support, with each area receiving an average rating of 4.7 out of 5. Participants consistently praised staff for their friendliness, professionalism, and ability to communicate clearly throughout the intake and service planning process.

Many clients noted that staff were quick to answer questions, provided helpful guidance, and ensured they remained informed about the progress of their services. One client shared, "Whenever I had questions, the staff answered quickly and made sure I got the help I needed." Another highlighted the accessibility of the process, stating that "the whole process was easy and helpful."



CLIENT SERVICES SATISFACTION SURVEY HIGHLIGHTS:

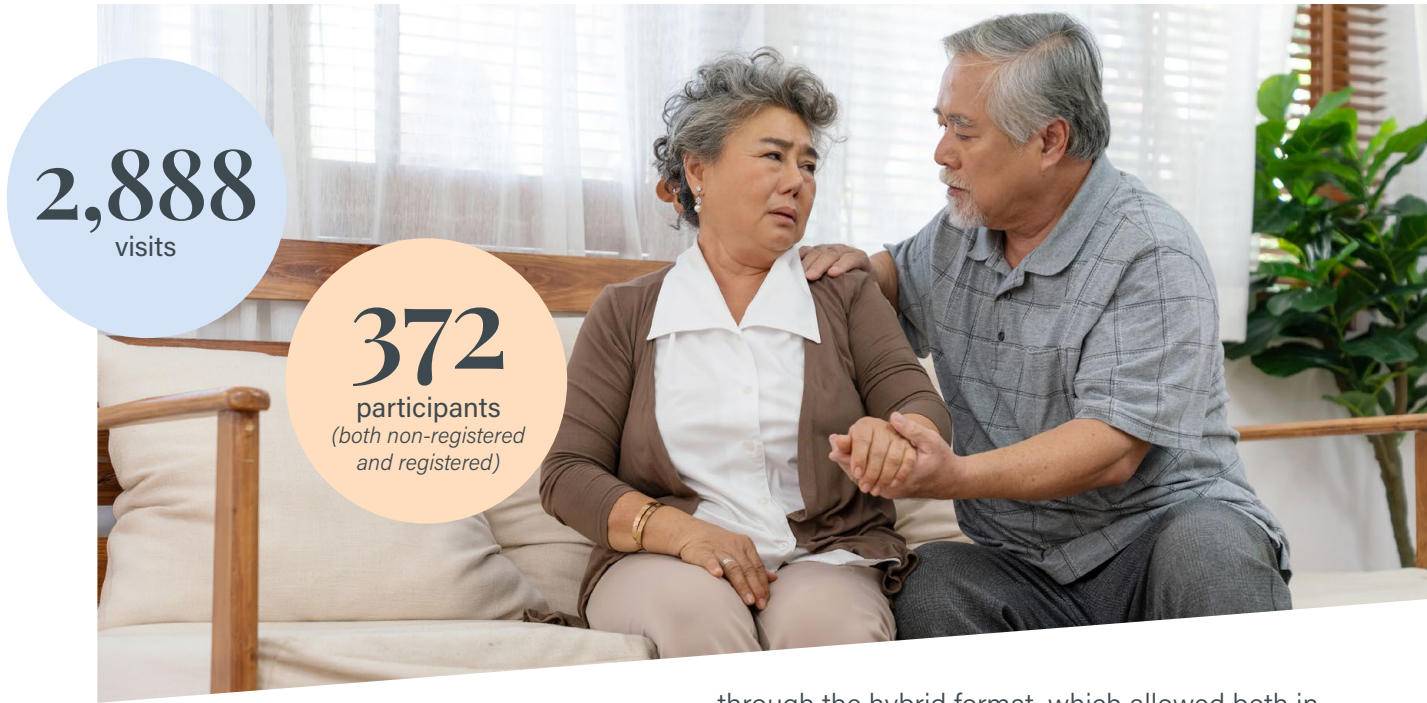
- 86% received responses in a timely manner
- 94% clients satisfied with the home assessments
- 94% received appropriate information
- 94% satisfied with the service planning



CAREGIVER SUPPORT

Supporting, Connecting, and Empowering Caregivers

North York Seniors Centre’s Caregiver Support Team continued to provide meaningful opportunities for caregivers to access education, emotional support, and peer connection through its monthly Caregiver Workshops. Offered in-person, the workshops create a welcoming space where caregivers can learn practical strategies, share experiences, and connect with others facing similar challenges.



In 2025, caregivers reported positive experiences with the program, particularly valuing the opportunity to build relationships with peers who understand the realities of caregiving. Participants noted that the workshops provided helpful information, emotional support, and a sense of community during what can often be an isolating journey. One caregiver shared, *“Only caregivers really understand what we go through. It means a lot to connect with others at the workshops.”* Another expressed appreciation for the program’s impact, stating, *“I really appreciate that NYSC offers these caregiver sessions. It shows they truly care about us.”*

Workshop participants reported **86% satisfaction with the relevance of topics presented**, while **94% satisfaction was reported for staff and presenter professionalism**. Caregivers appreciated the practical nature of the sessions and the flexibility provided

through the hybrid format, which allowed both in-person and virtual participation.

These findings demonstrate the Caregiver Support Team’s ongoing commitment to providing accessible, compassionate, and responsive support while continuing to evolve programming to meet the changing needs of caregivers in our community.



TRANSPORTATION

Supporting Independence Through Accessible Transportation

The iRIDE program continues to be a lifeline for older adults, providing safe, affordable, and reliable door-to-door transportation that helps seniors maintain their independence and stay connected to their communities. Whether travelling to medical appointments, grocery stores, social visits, or North York Seniors Centre programs and services, iRIDE enables clients to access the supports and activities that contribute to their health, well-being, and quality of life.



SATISFACTION SURVEY HIGHLIGHTS:

- 98% satisfaction with booking rides
- 100% satisfaction with vehicle cleanliness
- 98% satisfaction with drivers
- 100% satisfaction with safety
- > Clients consistently identified **reliability, friendliness, and accessibility** as key strengths of the program

This year, client feedback once again demonstrated the significant impact the program has on those who rely on it. Through the 2025 Client Satisfaction Survey, clients described iRIDE as an essential service providing transportation, confidence, security, and peace of mind. Without it, many would face barriers to healthcare, daily errands, and social connections.

A recurring theme was the strong relationship clients have developed with NYSC iRIDE drivers. Described as friendly, patient, and dependable, drivers create a sense of trust and comfort. For some clients, these interactions also provide valuable social connection and reassurance.

Clients also emphasized iRIDE’s role in supporting independence and well-being. Reliable transportation allows them to attend appointments, shop for necessities, visit family and friends, and participate in community activities. For caregivers, the service reduces transportation-related stress while helping loved ones safely reach their destinations.

While satisfaction remains exceptionally high, clients



“Without this service, I’d feel completely trapped at home. The bus stop is quite far, taxis are too expensive, and honestly, I’m scared to use Uber. iRIDE gives me a chance to get out for a couple of hours and take a breath.”

—TRANSPORTATION CLIENT

identified opportunities for improvement, including expanded weekend service, better communication about schedule changes, and more convenient payment options. This feedback will help guide future program development.

Through compassionate, dependable transportation, iRIDE continues to remove barriers, foster independence, and help older adults remain active, connected, and engaged in their community.

IN HOME SERVICES & COMMUNITY

Making Home and Community Living Better, Together

51,180

Assisted Living Days

12,769

hours of community care provided

158

Assisted Living clients served

195

community clients served

North York Seniors Centre’s In-Home Services and Assisted Living programs help older adults remain safe, independent, and connected in their homes and communities. Clients receive personalized assistance with personal care, light housekeeping, meal preparation, and medication reminders. Assisted Living also provides enhanced supports, including security checks and emergency response services.

In 2025, client feedback highlighted the positive impact these services have on independence, safety, and well-being. Participants reported **88% satisfaction with response times and staff support** and **92% satisfaction with social connection and staff professionalism**. Many emphasized how these services help them continue living safely and comfortably at home.

One client shared, *“This service has made a huge difference in my daily life. I’m truly grateful for the*

support.” Another noted, *“I’m 74 and no longer have the strength for housework. This service really helps me keep things clean.”* Others highlighted the reassurance provided during challenging times, particularly following falls or when assistance with personal care is needed.

Increased recruitment efforts this year reduced concerns about staffing shortages and improved access to essential supports. Feedback also identified opportunities to improve communication, scheduling, and service consistency. Clients expressed interest in receiving schedules further in advance and emphasized continued staff training.

These findings reflect the teams’ ongoing commitment to compassionate, client-centered care that promotes independence, dignity, and quality of life for seniors in our community.

NYSC STATEMENT OF REVENUE AND EXPENSES



REVENUE

Ontario Health – Community Services	\$3,895,993
Ministry for Seniors and Accessibility	\$118,840
United Way Greater Toronto	\$75,000
City of Toronto	\$118,048
Other subsidies and grants	\$128,024
VHA Home Healthcare	\$59,264
iRide	\$437,431
Community Services	\$426,135
Active Living Centre	\$127,163
Other Contracts	\$34,874
Fundraising and donations	\$66,100
Investment and miscellaneous income	\$147,386
Total	\$5,634,258

EXPENSES

Programs and Services	\$3,757,206
Administration	\$877,745
Building and Ground	\$368,199
Repairs and Maintenance	\$183,309
Amortization	\$121,024
Total	\$5,307,483

Based on March 31,2026 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

2025 ONTARIO VOLUNTEER SERVICE AWARDS

20 Years of Service: Janet Lee

15 Years of Service: Marilyn Johns, Nila Mukerji

10 Years of Service: Aubrey Marshall

5 Years of Service: Jo-Ann Copeland, Alice Shukla



STAFF SERVICE AWARDS

25 Years:
Jocelyn Natividad Sison

15 Years:
Elena Victor, Joseph Vega, Mary France Nieva, Yogalatha Jegatheeswaran, Maria Teresa Jardinel, Parmoutie Jagdipsingh, Shelie Crump, Jusie Balimiento

10 Years:
Josephine Apostol, Emely Gagtan, Sharon James



VOLUNTEER APPRECIATION EVENT

30 Years of Service: Jackie Jenkins

20 Years of service: Micheline Nomura

15 Years of Service: Anice Petrovic, Joann Crull, Lorrie Ming-Sun, Suzanne Farache

10 years or Service: Joanne Copeland, Shahla Hamidipoursheri Nejad, Doreen Scott, Marlyn Reynolds, Mary Salib, Mahnaz Afsari

5 years or Service: Linda Averill, Michael Cairol

“When people choose to give their time, they create more than support, they create hope, connection, and lasting change throughout our community.”



Thank you
TO OUR SUPPORTERS!

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Enhancing Lives

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