



**SAINTS** will find a high school student in your community who is available to lend a hand after school or on weekends.

Some of the things that SAINTS students can help you with include:

- Gardening
- Snow Shovelling
- Grocery Shopping
- Cleaning
- Painting
- Odd Jobs

The SAINTS Office is staffed by a Program Administrator and Volunteers.



### **History of SAINTS**

SAINTS began in the late 1970's, when a group of parents and teachers at North Toronto Collegiate realized that there was a two-fold need in the community around Yonge and Eglinton. They knew there were many seniors who were regular users of local stores and services, living in high rise apartments close to the school. The parent-teacher group were also concerned for their young people, who needed meaningful jobs which would fit into their busy lives and give them a real sense of helping in the community. SAINTS was born! The original title: "Student Assistance in North Toronto for Seniors" was quickly shortened to this highly appropriate acronym, and a generation of "heavenly" helpers was launched.

In the years since SAINTS was incorporated in 1983, several two thousand young people who live or go to school in North Toronto have had the positive experience of working with a group of their neighbours whom they may not otherwise have met.

The generations in many modern families are separated by distance and by the sad realities of divorce and estrangements. Seniors as well as young people often miss the casual contact which was the norm not too many years ago. As a result both groups have developed images of the other which promote negative stereotypes: teenagers are loud, uncaring and selfish, while seniors are frail and confused, and have nothing useful to contribute to society.



## **What SAINTS is all about**

- It is easy to understand why people like to stay in their own homes as they grow older. One way an older person can feel comfortable about keeping up with routine home maintenance is by looking to the other end of the age spectrum, and hiring a high school student to help.
- In North Toronto, the non-profit SAINTS program is a registry of students who offer "an extra pair of hands" to help homeowners with such seasonal outdoor chores as cutting grass, shovelling snow, raking leaves, planting, pruning and exterior painting. For both apartment and house dwellers, the students also perform a range of "indoor" jobs on a year-round basis, ranging from vacuuming and tidying to clearing out those high closet shelves you've always meant to tackle. Armed with a list, students shop for food or run errands in the neighbourhood.
- SAINTS walk dogs, address Christmas cards, move patio furniture, and yes, we even do windows. Seniors expect that while students are not professionals, they will try their best, and will be eager to learn! Our current rate of pay is \$8.00 per hour, with a one-hour minimum, paid directly to the student when the work is done.



## CONT'D

-While clients receive enthusiastic, low-cost help with household chores, students learn new job skills which will be useful in later life. At the same time, they gather references for university applications or future work positions. They also learn that someone is depending on them to honour commitments, and that the work they do makes a real difference in someone's life. SAINTS hopes that the positive experiences a student has will be reflected in later years as the young person chooses other volunteer commitments.

- There are some limits to the ability of SAINTS to help a senior: students are not trained to do personal care (i.e. bathing or lifting), nor are they skilled in electrical wiring, plumbing or roof work. SAINTS are unable to offer chauffeuring skills, although they can accompany a client on a shopping trip.



## CONT'D

- When students join the program, they are required to supply two references (one from school and one from the community) to assure us that they are honest, reliable and suited to working with seniors. Clients are requested to review their home insurance, as they will be the "employer" of the young person and are thus responsible for personal injury claims on their property.
- While SAINTS offers an excellent "first level" of service, we become aware that the needs of some clients are too complex for a student to cope with. We are closely linked with other local services such as SPRINT (Senior Peoples' Resources in North Toronto) and Yorkminster Park Meals on Wheels, so we can work together to provide the most appropriate package of in-home care.
- SAINTS help a larger group than just those over 65. We also try to assist disabled adults, whether the problem is chronic, or a temporary condition which interferes with doing household chores. A broken wrist or bad back can make it very difficult to vacuum, shovel snow or do basic shopping! For all groups, we offer help on a continuing basis, or for "one-time" projects.



## **How SAINTS Works**

It's as easy as 1, 2, 3...

Give SAINTS a call and tell us what kind of help you need. (for contact information visit the "Contact" page in the main menu).

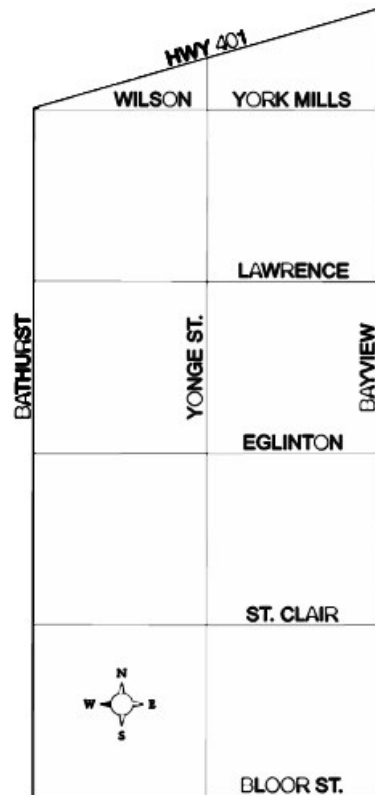
We'll match up your needs with one of our carefully screened students who will call to arrange a convenient time to come to your home to lend you a hand.

Upon completion of their work, you will pay the student for their time (\$8/hour) Or, if the student chooses to use this time towards their high school volunteer hours, they'll ask you to sign their volunteer service form in lieu of payment.



## Service Area

We serve 'North Toronto', as shown



The image to the left shows the SAINTS service boundary.

### Seniors:

If you live within this area you are eligible for any of the services offered by SAINTS.

### Student:

If you live or go to school within the defined boundary you are eligible for the SAINTS program.



## **Request a Service**

To request a service please contact us. Office staff will select a student living in your community from our files. We recommend at least 48 hours notice on requests.

Office hours are from:  
10:00 a.m. to 5:00 pm.  
Monday to Friday.

An answering machine will take your call when there is no one in the office.

Fee:

- \$8.00 per hour
- Paid directly to Student by Client
- Minimum of one hour



### **Frequently Asked Questions (FAQs)**

What times is the student available to work? Students can arrange to work after school hours (about 3:30 - 4 p.m.) or on weekends. The two of you can work out the best time in your initial telephone chat.

My husband is in a wheelchair, and needs someone to help him into bed. Can a student help? Students are not trained to provide any type of personal care services. We do not allow the workers to do any kind of "hands-on" assistance....they are there to help with home maintenance tasks only.

My sister-in-law lives in Etobicoke. Can she use SAINTS? The SAINTS program covers a large area in the centre of Toronto, but we can refer you to other programs in different parts of the city which provide similar services....just call and ask!

I need help with shopping. Can the student drive me to the store? Many SAINTS students are too young to have a driving licence. In addition, there would be concerns about insurance. They will be happy to shop for you, if you give them a list.

The student who worked for me wouldn't take any money, as she wanted to use the time as part of her Volunteer Service Hours. I feel badly, and want to recognize her efforts. How do I do this? It's true that if a student is working for Volunteer Hours, they aren't allowed to accept payment. You would be welcome to make a donation to SAINTS instead of paying the student; and you'll receive a tax receipt for amounts over \$10.00!



## **Apply to SAINTS**

Do you need:

- to earn money
- job flexibility
- a reference for your resume
- practical life skills
- a job close to home / school
- volunteer service hours
- Help a senior stay in his/her own home.

**Become a SAINT!**



**APPLICATION STUDENT ASSISTANCE IN NORTH TORONTO FOR SENIORS**

**100 Ranleigh Ave, Toronto, Ontario. M4N 1W9**

**Telephone: 416-481-6284**

- Fax: (416) 481-4770  
email: saints@saintstoronto.ca  
http://www.saintstoronto.ca
- **APPLICATION FORM:** Return at school. OR MAIL TO THE OFFICE. (see contract page #2) NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ APT. \_\_\_\_\_  
email: \_\_\_\_\_
- POSTAL CODE: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_
- SCHOOL: \_\_\_\_\_ GRADE/YEAR: \_\_\_\_\_ BIRTHDATE: D/M/Y \_\_\_\_\_
- Language(s) spoken fluently (besides English!) \_\_\_\_\_
- **JOB INTERESTS (Please check)**  
Light Housekeeping\*\* \_\_\_\_\_ Gardening\*\* \_\_\_\_\_ Errands \_\_\_\_\_
- Odd Jobs \_\_\_\_\_ Snow Shovelling \_\_\_\_\_ Letter Writing \_\_\_\_\_  
Shopping \_\_\_\_\_ Painting \_\_\_\_\_  
Basic Computer Instruction \_\_\_\_\_ Other \_\_\_\_\_
- Would you like the jobs to be close to Home \_\_\_ or School \_\_\_  
(\*\* If you have checked these categories, please describe the duties you are willing to do, and the experience you have.)  
\_\_\_\_\_
- **TWO REFERENCES ARE NEEDED** - Adults who are not relatives. One should be a teacher or other school contact. *I recommend this student as an honest and reliable person to work around senior citizens' homes.*
- NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
ADDRESS/SCHOOL: \_\_\_\_\_  
PHONE: (Home) \_\_\_\_\_ (Business) \_\_\_\_\_
- NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_  
ADDRESS/SCHOOL: \_\_\_\_\_  
PHONE:(Home) \_\_\_\_\_ (Business) \_\_\_\_\_
- I have read the SAINTS Student Contract and agree to abide by the guidelines outlined therein. I understand that if I cannot fulfill my obligation to a client, I will inform them and/or the SAINTS office as soon as possible. I understand that during the course of my job I will learn information concerning the clients I am serving. In order to preserve the trust and privacy of the client, I promise that all information will be kept confidential. **STUDENT'S SIGNATURE** \_\_\_\_\_ **DATE:** \_\_\_\_\_



## CONTRACT

- Dear Parent or Guardian: We would like to welcome you and your child to SAINTS. Founded in 1978, SAINTS is a non-profit organization which has been very successful in matching students with seniors to perform various chores which enable them to remain independent in their homes and apartments. We would like to thank you for your support of our program, through your children.
- **FOR PARENT OR GUARDIAN:**
- I, \_\_\_\_\_ hereby acknowledge and agree
- that my son/daughter \_\_\_\_\_ may
- participate in the SAINTS program, and that neither the SAINTS
- Program Administrator or the Board of Management volunteers
- shall be held responsible for any injury or loss of personal
- property. Due to safety standards, students are not permitted
- to climb above the height of the first floor, clean eavestroughs,
- do roofwork or operate power tools.
- **PARENT/GUARDIAN: \_\_\_\_\_ DATE: \_\_\_\_\_**

**The rate of pay for SAINTS work is \$8.00/hour or part thereof, negotiated by the student and client, and paid directly to the student by the client. In case of dispute or short-payment the SAINTS office is to be notified.**



## Student FAQ

How many hours would I work with SAINTS? On average, you might have a couple of hours each week, but if you have more time to fit in more clients, let us know! Some jobs are "one-time", and others are on a regular basis, so let us know which type of commitment fits your needs.

Can I use SAINTS as a reference for future jobs? Sure! Each year, we provide telephone or written references for jobs or educational institutions.

What happens when I finish my Volunteer Service Hour quota? You can simply shift over, and let your clients know that you wish to be paid for your work. We tell clients that they will normally be expected to pay for the work they get, so if you ask for them to sign your VSH forms, that's a bonus. Clients cannot ask us to send a student who will work for no charge.

My client wanted to pay me, but I'm trying to collect Volunteer Service Hours. What should I do? You can suggest that the client make a donation to SAINTS, in the amount they would have paid you. We can also send them a tax receipt, for amounts over \$10.00

Can I keep on with the same clients year after year? Sure! We're delighted when you form a friendship with your clients, and keep on helping them. Some students keep in touch with clients even when they go away to school.



## Parents: Frequently Asked Questions

Q: My child is really busy at school. Can you give me an idea of the typical time commitment for SAINTS work in a week?

A: Usually, our students will work no more than an hour or two a week. If time permits, for instance at vacation periods, the students can work whatever hours they and the client decide. We hope this flexibility is a useful feature of SAINTS.

The one commitment which is unpredictable and not flexible is snow shovelling! Please encourage your student to do all they can to keep their clients' paths and walkways clear.

Q: I really like the idea of SAINTS, and I'd like to help out myself. What can I do?

A: SAINTS welcomes input from members of the North Toronto community! We have parents serving on our Board of Management (6 meetings per year) helping to set policy and raise funds for the agency.

Think of the many ways you can "talk SAINTS up" in the community--among your friends, neighbours and any groups you belong to. We have flyers available which you can distribute to potential clients or student workers--just let us know!



## Parents: Frequently Asked Questions

Q: What Insurance provisions does SAINTS have?

A: SAINTS does not carry insurance which covers your child individually. We hope there won't be any cause for claims, but they would need to be settled between the worker and the client.

Q: My child noticed over a few months that one client seems to be getting less able to cope in her home. What should happen now?

A: SAINTS works closely with other social service agencies in North Toronto; and we're in touch with them if a problem is identified by one of our student workers. Although SAINTS doesn't do these things directly, we can help arrange a visit from a social worker, get a client started with Meals on Wheels, or make suggestions about transportation services.

Q: I'm concerned about my child's safety while working with SAINTS. Are there people you will not accept as clients?

A: Occasionally we do have clients who prove too demanding for our student workers, so we have to decline service. We also find a few clients who are displaying the early stages of mental disorders (as is typical in the older population). For these clients, we will work with other agencies to make sure their needs are met.



## **For Other Service Providers**

Q: What time are the students available?

A: As indicated elsewhere on our site, the students can come after school and on weekends. On school holidays their time is more flexible. Generally, they would be available to help any given client about once a week.

Q: Do the students drive?

A: No, most of them are too young to have licences. In very rare circumstances, they may be available to accompany a client by taxi or WheelTrans to a medical appointment; but most of these will conflict with school hours.

Q: Do the students do any meal preparation?

A: Some do....as above, it's an issue of timing. Some students will have the skill to do a simple meal, or reheat previously-prepared foods; many are better at phoning for pizza than cooking!

Q: I have a client who speaks mostly German.  
Do you have a student who could communicate with her?

A: We have students in our program who speak a variety of languages besides English. Talk to the office to see if someone who speaks the language you're looking for is available to work in the area needed.



## **For Other Service Providers**

**Q:** I have a client who needs help with transferring from her couch to a wheelchair. Can a student help with this?

**A:** Our students are **NOT** trained to do any personal care, and are therefore not allowed to do any lifting, medicating or assisting the client in any way. They are there for the purpose of helping to maintain the clients' home environment only.

**Q:** Can the students do basic carpentry or plumbing?

**A:** Unless the student has had specific training in school, or has a parent or other adult who can guide the work, we prefer that they do not work on tasks which involve plumbing, wiring, etcetera. This is as much for their own safety as the wellbeing of the clients and their property.

**Q:** I have another client in Scarborough who could really use your help. Do your students travel?

**A:** Since SAINTS student workers live all over the city, we may have a student who can help. Otherwise, we can refer to another similar program (see CIOHAP map) and find local students to help.