

ANNUAL REPORT

2014/15



QUALITY

DIGNITY

COMPASSION

INCLUSION

INNOVATION

PARTNERSHIPS

PEOPLE HELPING PEOPLE

EST. 1974

OUR MISSION:

Lumacare aspires to enhance, engage, and empower the members of our diverse community by providing equitable, accessible, and high quality services.

OUR VISION:

Achieving excellence and providing leadership in family-centric health and social services in our diverse community.

OUR VALUES:

Quality. Dignity. Compassion. Inclusion. Innovation. Partnerships.



MESSAGE FROM THE CHAIRMAN OF THE BOARD, DAVID MOUSAVI

It has been a distinct pleasure and a privilege for me to continue to serve on the Board of Directors and as Chair for what I consider to be one of the best community support service organizations in the City of Toronto and southern Ontario.

In my six years of service with Lumacare – I have continued to learn about and be amazed by the impacts and benefits of the programs & services provided by our caring staff and volunteers.

I would like to thank my fellow Board members for their participation and support for Lumacare over the past year. We strive to work collaboratively as a team and with the Senior Management staff. We remain committed and focused on ensuring the agency fulfills its strategic priorities mission and vision.

On behalf of the entire Board of Directors, we are very proud of Lumacare's achievements and in particular its relationships with others in the community and willingness to take a leadership role. As a community resident and active volunteer, I am in awe of the positive and productive relationships Lumacare has with partner agencies, grassroots organizations, local businesses, community leaders, municipalities and government at all levels.

It has been a very humbling experience this year to again see the support we receive from individuals and volunteers in the community. Whether it be at a local event, festival, or while chatting at the local supermarket – people are continually amazed at the scope and reach of our engagement and involvement with community.

This report only provides a snapshot into the invaluable work that the dedicated and caring staff and volunteers at Lumacare have done over the past year. With this in mind, I would like to encourage you to learn more by speaking with our staff and volunteers, and visiting the agency website www.lumacare.ca to discover how you can contribute to bringing light into the lives of your fellow community members.

A handwritten signature in black ink, reading "David Mousavi".

*Established in 1974, Lumacare is a
not-for-profit organization which
strives to be a bright light in the lives
of our community members.*



MESSAGE FROM THE INTERIM EXECUTIVE DIRECTOR, JEFF GRUCHY

The imagery on the front cover of this annual report clearly illustrates the power and strength available to families in our community when support is readily available. Rooted in our family-centric approach, Lumacare strives to extend a hand up to individuals and families to strengthen, lift, and grow our community.

Lumacare's compliment of over 200 staff and 150 dedicated volunteers reach over three thousand people in the City of Toronto each year. The support Lumacare exudes for our community members can be seen in many forms, from volunteers hand-delivering meals, to personal support workers providing one-on-one support to a Client, to a wellness coordinator leading exercise classes to active seniors.

Reflecting on 2014/15, I am extremely proud of the commitment and dedication of the caring community of professionals at Lumacare. Amidst a complete agency re-brand, transitioning an organization with 40 years of service excellence (Downsview Services for Seniors) to Lumacare, and opening two new service locations; our staff, students, volunteers, and Board of Directors remained steadfast in their commitment to bring light into the lives of others.

The people at Lumacare are supported by funders and personal donors, who provide key funding, time and additional resources to support our work. At Lumacare we embrace the relationships with our supporters, who partner and work with us to provide essential programs and services to community members.

Our Strategic Plan **Turning Points 2014/15** acknowledged that our work as a not-for-profit community support service agency must stretch innovatively beyond our current offerings to meet the needs of the many communities we serve. I am proud to say that we were successful in accomplishing our strategic goals, and am in awe of the innovative service delivery models (more information inside report) that have been implemented over the last year.

This report details some of the work that has been mentioned above, however what may be difficult to communicate is the passion and drive our staff, volunteers and partners exhibit. I am lucky to be part of such a powerful and caring community.

I would like to thank our Board, staff, volunteers, funders, and donors for their ongoing support and look forward to a bright future.

A handwritten signature in black ink, appearing to read 'Jeff Gruchy'.

LUMACARE BOARD OF DIRECTORS' STATEMENT ON DIVERSITY AND INCLUSION

APPROVED BY THE BOARD OF DIRECTORS JUNE 2015

Lumacare celebrates and respects diversity. Diversity refers to human characteristics that distinguish one person from another. They include race, ancestry, place of origin/ethnic origin, colour, citizenship, creed, sex, culture, age, gender, gender identity, sexual orientation, marital status, family status, differing abilities, social perspectives, values, and beliefs.

Lumacare recognizes that diversity that exists in our community adds richness and benefits that strengthen it. The agency is sensitive to the fact that some groups encounter barriers to equitable access and participation in the community. These barriers diminish our capacity as a vibrant, caring and contributing community.

Lumacare promotes respect, equity, access and participation of all individuals who interact with the organization. It prohibits discrimination in accordance with federal and provincial legislation and codes, and principles of social justice.

Lumacare affirms the rights of everyone to live, participate, and work in an environment that is free from discrimination and harassment.

Lumacare recognizes that building equity and access requires a commitment in both its internal operations and its external relationships.

The Board of Directors will:

- Ensure that members of the board and its sub-committees, and staff of the organization are reflective of the diversity of the community.
- Ensure that the organization's Respect in the Workplace (Harassment and Violence) policy is implemented and monitored.
- Ensure that all its information materials reflect diversity and inclusivity, and present positive images.
- Undertake ongoing training to enhance diversity knowledge and skills.
- Promote equity, access and participation for diverse groups within stakeholder relationships.
- Evaluate its own performance against these goals.

Lumacare's Board of Directors is committed to governing the organization in a manner that promotes respect, equity, access, and participation in all relations.



CLIENT BILL OF RIGHTS

This policy complies with the Home Care and Community Services Act, 1994. Refer to the Act for further details [1994, c. 26, s. 3 (1)].

1. A person receiving a community service has the right to be dealt with by Lumacare in a courteous and respectful manner, and to be free from psychological, physical, financial, sexual and systemic abuse by Lumacare.
2. A person receiving a community service has the right to be dealt with by Lumacare in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.
3. A person receiving a community service has the right to be dealt with by Lumacare in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. A person receiving a community service has the right to information about the community services provided to him or her and to be told who would be providing the community services.
5. A person applying for a community service has the right to participate in Lumacare's assessment of his or her requirements and a person who is determined under the Act to be eligible for a community service has the right to participate in Lumacare's development of the person's plan of service, Lumacare's review of the person's requirements and Lumacare's evaluation and revision of the person's plan of service.
6. A person has the right to give or refuse consent to the provision of any community service. If consent is refused, service will not be provided.
7. A person receiving a community service has the right to raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interest, to Lumacare, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
8. A person receiving a community service has the right to be informed of the laws, rules and policies affecting the operation of Lumacare and to be informed in writing of the procedures for initiating complaints about Lumacare.
9. A person receiving a community service has the right to have his or her records kept confidential in accordance with the law.

As a Lumacare Client, you have the right to discuss any concerns regarding services by calling Lumacare's Customer Service Department at 416.398.5511.

SERVICE HIGHLIGHTS



3,000+

UNIQUE CLIENTS
SERVED



19,000+

TRANSPORTATION
RIDES PROVIDED



2,900+

MEALS ON WHEELS
DELIVERED



1,400+

TRANSITIONS
HOME FROM
THE HOSPITAL



1,000+

COUNSELLING AND
SUPPORT HOME VISITS



350+

ASSISTED LIVING
SERVICES CLIENTS

WHAT WE DO



Lumacare provides a diverse range of 15+ programs and services, both in the home, and in the community.

Embedded in every Lumacare program and service is our commitment to:

- Increase quality and monitor performance
- Implement innovative programming and service delivery models
- Find ways to better respond to client needs
- Engage our community and stakeholders in program planning

PROGRAMS AND SERVICES

- Assisted Living Services
- BOOST Adult Day Program
- Branson Place Adult Day Program
- Client Intervention and Support
- Congregate Dining
- Diner's Club Program
- Healthier Living Centre
- Home at Last
- Income Tax Clinic
- Meals on Wheels
- Overnight Respite Program
- Personal Support & Homemaking
- Respite Care
- Transitional Adult Day Program
- Transportation
- Valleyview Adult Day Program

OUR SERVICE AREA

Lumacare provides services at our various sites, in Clients' homes, and throughout the community from Bathurst in the east to the Humber River in the west, from Hwy 7 in the north to Briar Hill in the south.

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LOCATIONS ACROSS TORONTO



- 1 Main Office, Branson Place Adult Day Program (497 Wilson Avenue)
- 2 BOOST Adult Day Program/Healthier Living Centre (15 Clubhouse Court)
- 3 Valleyview Adult Day Program (541 Finch Avenue West)
- 4 Assisted Living Services (2195 Jane Street)
- 5 Assisted Living Services (3680 Keele Street)
- 6 Walking Club Program (The Hangar at Downview Park, 75 Carl Hall Road)
- 7 Transitional Adult Day Program (2972 Islington Avenue, Unit 1)

lumacare.ca/contact

ENHANCING LIVES IN OUR COMMUNITY

BATHURST-FINCH NETWORK TRUSTEE

Lumacare has been the trustee for the Bathurst-Finch Network (BFN), funded through the City of Toronto Emerging Neighbourhood Fund for the last two years.



The BFN is a group of community workers and residents in the Bathurst-Finch neighbourhood who work together to organize community events, develop neighbourhood-specific programming, and advocate for change. The Network is comprised of a steering committee that takes responsibility for the network as a whole overseeing a number of sub-committees.

PHYSIOTHERAPY PILOT PROJECT

BOOST ADULT DAY PROGRAM

The BOOST Adult Day Program (BOOST) serves individuals in the community living with neurological conditions that often impair independence in completing daily tasks. BOOST piloted a physiotherapy program for Clients in January 2014 led by a registered physiotherapist.

Since the implementation of physiotherapy at BOOST, dramatic improvements have been observed. Reassessments indicate participants have increased body strength and improved balance. Costs are kept low due to the high number of participants accessing the service and leveraging a physiotherapy assistant where possible. Planning is underway to further expand this beneficial program in the coming year.

TRANSITIONAL ADULT DAY PROGRAM

Lumacare's Transitional Adult Day Program (TDP) relocated to a new service location at 2972 Islington Avenue. The TDP offers seniors who are physically frail or have mild cognitive impairments the opportunity to engage in meaningful and structured social and recreational programs with basic assistance when needed.

Participants enjoy light refreshments, an exercise program, and recreational activities that stimulate the body and mind. This year, the program has implemented a walking club in the afternoon (weather permitting) as an opportunity to help our Clients stay active.



CONGREGATE DINING EXPANSION

In April 2015, Lumacare's Congregate Dining Program expanded to four new locations, which allows seniors in our community to conveniently access social programming close to home.

The Congregate Dining Program is a registered drop-in program that offers older adults the opportunity to engage in social programming, as well as participate in meaningful recreational activities. Participants can enjoy a light refreshment, friendly company, and stimulating activities while attending the program.

TECHNOLOGY AND INNOVATION AT LUMACARE

PERSONAL SUPPORT WORKER APP ASSISTED LIVING SERVICES

In 2014, a mobile application (app) was developed to improve our quality and care system and increase data accuracy and efficiency.

Personal Support Workers (PSWs) have been using a total of 45 iPads that house the app to manage their schedules, document observations, communicate with supervisors, and receive updates while offsite.

Supervisors are able to track work, and travel time of each staff member and maximize each workers schedule to meet our Client's needs. The app features an individual task list, readily available documentation, and personalized maps/routes.

The app has positively contributed to the day-to-day operations of our Assisted Living Services program. Lumacare is exploring funding opportunities to expand this innovative technology to other areas of the agency.



IPOD PROJECT @ BRANSON PLACE ADULT DAY PROGRAM

Lumacare's Branson Place Adult Day Program uses technology to provide personalized music to Clients living with Alzheimer's disease and related dementia.

Provided by the Alzheimer's Society of Toronto, Lumacare has introduced iPods and iPads into Branson Place. During the assessment with Clients and their caregivers, Lumacare staff are able to learn the type of music Clients enjoy. Music triggers positive memories associated with particular songs that otherwise may be forgotten.

Since implementation, a reduction in anxious behaviours in the program have been noticed. Branson Place staff have seen a positive effect with improved participation and an increase in Client's mental state.

lumacare.ca/programs

OUR PEOPLE

BOARD MEMBERS 2014/15

Lumacare is governed by a volunteer Board of Directors, comprised of leading community members. The Board of Directors governs all decision-making at Lumacare by providing vision, strategic leadership, advocacy, accountability, and stewardship.

2014/15 LUMACARE BOARD OF DIRECTOR MEMBERSHIP

- David Mousavi, Chair
- Michael Morrison, Vice-Chair
- Ashley Melo, Treasurer
- Alex Remedios
- Frances Chapkin
- Jeff Butchereit
- Lorne Shapiro
- Mimi Hoffman
- Niloo Boroun

Michael, a Chartered Accountant in Toronto, joined the Lumacare Board of Directors in September 2014 and has since been appointed Vice-Chair. Michael also enjoys refereeing minor hockey among his many volunteering efforts.



Michael Morrison,
Vice-Chair

LUMACARE STAFF - PEOPLE HELPING PEOPLE

Lumacare’s community of caring professionals is comprised of over 200 staff members who speak 32 languages and share one common goal-to provide the best possible service & care to our clients and community members.

SENIOR TEAM



Susan Doyle
Executive Director



Jeff Gruchy
Interim Executive Director



Alex Lin
Director of Operations



Danielle Dang
Director of Programs



Leslie Briggs
Director of Client Services



Shannon Jackson
Human Resources Manager

VOLUNTEER INFORMATION

Lumacare recognizes that our success would not be possible without the dedicated team of volunteers who share their talent and time in support of our mission.

Our volunteers contribute in a variety of ways, including assisting in programs, delivering meals, support in fundraising, and special event activities.

Did you know, over 145 volunteers came through our doors in 2014/15!

"Lumacare is a great place to volunteer. The staff are very friendly and make everyone feel at home. It is a great privilege to participate in this program, which provides the necessities of life for so many."

VOLUNTEERS WITH 5+ YEARS OF SERVICE

- Alex Remedios
- Barbara Datlen-Kelly
- Betty Feder
- Frances Chapkin
- Francisco Hernandez
- Kelly Quinn
- Lorne Shapiro
- Meta Centre
- Romi Dobrota
- Ron Chinn
- Rose Gerry
- Tara Singh



LUMACARE VOLUNTEER OPPORTUNITIES

- Board Member
- Day Program Assistant
- Kitchen Assistant
- Meals on Wheels Runner
- Meals on Wheels Driver
- Office Assistant
- Fundraising Assistant
- Special Event Assistant
- and many more

In 2014/15, Wendie Gagui (right) contributed over 370 volunteer hours at Lumacare.

lumacare.ca/volunteers



VOLUNTEER OF THE YEAR 2015

MARILYN BURNS

Marilyn Burns is a dedicated Lumacare volunteer who supports our Meals on Wheels program and interacts directly with our Clients.

Marilyn joined Lumacare's volunteer program in 2012. She can be seen taking on the duties of packing and running meals for the program and does so with honour, commitment, and dedication. She never misses an opportunity to help, going above and beyond, and always with a smile on her face.

Marilyn is the recent recipient of Northwood Neighbourhood Services *Share the Light Awards*, Volunteer Excellence Award.

KEY ACHIEVEMENTS

STRATEGIC PLAN

Lumacare set out and accomplished a set of eight Strategic Priorities from 2011- 2014. Lumacare successfully achieved these goals and developed a 2014/15 strategic plan, that included transitioning from Downsview Services for Seniors to Lumacare.

STRATEGIC PRIORITIES 2014/15

1. FAMILY-CENTRIC (HOLISTIC SERVICE DELIVERY)

- a. Caregiver and family supports.
- b. Community development.
- c. Family services via effective partnerships.

2. COMMUNITY DEVELOPMENT IN PRIORITY COMMUNITIES (IDENTIFIED BY UNITED WAY AND CITY OF TORONTO)

- a. Via partnerships, expanding programs and new funding opportunities.
- b. Expand our geographical service delivery area to align with funder priorities (allocation opportunities).

3. SEEK OUT EXPANSION OPPORTUNITIES TO ENHANCE CURRENT CAPACITY

Lumacare successfully completed this strategic plan in March 2015, and introduced a new one-year strategic plan ***Moving Forward Together***, to bridge our development of a three year plan.



ACCREDITATION 2015



Lumacare is committed to ongoing, quality improvement to the programs and services we offer in the community. Lumacare received a full, three-year certification in June 2012 from the *Commission on Accreditation of Rehabilitation Facilities (CARF)*.

In June 2015, Lumacare will be entering into a new Accreditation certification process led by *Accreditation Canada* seeking the *Accreditation Primer Award*.



**ACCREDITATION
CANADA**

Better Quality. Better Health.

Accreditation Canada is an independent, not-for-profit organization that has been improving health quality through accreditation since 1958. They have accredited more than 1,200 organizations across Canada sharing their vision: *Excellence in quality health services for all.*

WHAT DOES ACCREDITATION MEAN TO LUMACARE CLIENTS?

When a client needs health care or support in the community setting, they want providers they can trust, providers who offer safe, accessible, and high quality services. Lumacare is committed to continuous quality improvement. Accreditation helps us better improve quality, safety, and efficiency, so we can offer our Clients the best possible care and service.



FINANCIALS

LUMACARE SERVICES STATEMENT OF REVIEW AND EXPENDITURES

Year Ended March 31

REVENUE	2015	2014
Government grant (Province of Ontario)	5,276,692	3,892,028
Fees and grants from other agencies	956,002	893,212
Fees for services	690,169	706,719
Property and equipment funding	105,811	150,887
United Way Toronto	102,004	115,587
Government grant (City of Toronto)	107,997	80,415
Interest and miscellaneous	91,566	54,013
Donations and fundraising	33,950	49,371
Gift in Kind	30,000	30,000
Total	7,394,191	5,972,232
EXPENDITURES	2015	2014
Salaries and benefits	5,597,568	4,269,732
Office	440,560	416,957
Building	363,089	352,764
Program food	215,529	243,447
Amortization	181,874	180,026
Other program	159,939	123,568
Transportation	135,162	90,699
Professional services	119,684	66,225
Training and Education	64,110	59,875
National and provincial fees	8,270	4,973
Advertising and promotion	3,035	4,059
Total	7,288,820	5,812,325
Excess of revenue over expenditures	105,371	159,907

Audited by Grant Thornton LLP

Audited financial statements are available upon request.

OUR SUPPORT NETWORK

Thank you to all the individuals, corporations, foundations, funders and organizations who supported Lumacare in 2014/15. We would not be able to provide the essential services we offer without you.

FUNDING SUPPORT PROVIDED BY:



THANK YOU TO THIS YEAR'S 2014/15 GOLD LEVEL DONORS!

- Advent Health Care Corporation
- Ergolynx
- AJT Communications
- Alex Remedios
- Amesbury Insurance
- Ana Olimpio
- Antonio Palozzi
- Barbara Dalten - Kelly
- Ben & Hilda Katz Charitable Foundation
- Benjamin Group
- Betsy & Lou Fruitman
- Carmelina Geremia
- Carolyn Crowder
- Chartwell Retirement Residences
- Dignity Memorial
- Doris & Seymour Shatz
- C&D Graphic Services
- CIBC Mellon
- David Swail
- Gabriella Mastrodicasa
- Giuliana Lundari
- Gwen Scriven
- Harry Drexler
- Harvey Kalles Real Estate Ltd.
- Hear More Canada
- Home Instead Senior Care
- Imperial Coffee
- Innovative Construction Property Management
- iTravel2000.com
- Jacqueline Harris
- John Groves
- Joyce Smith
- Kinex Media
- Larry Himmelfard
- Lawrence Fergus
- Linda Carrington
- McDougall & Brown
- Funeral Home Eglinton Chapel
- Mohamed Joseph
- Nancy Lam
- National Cleaning & Maintenance Systems
- Nora Groves
- Norma Lewis
- Olga Richards
- Paul & Lynda Morton Spencer
- Peter Giancarlo
- Philips Lifeline
- Rose Paglia
- St. Hildas Retirement & Assisted Living
- Tejinder Virk
- The Toronto-Dominion Bank
- Thelma Smitham
- Toronto Paramedic Services
- Transition Squad Inc.
- Yvonne Hill
- Workplace Law Consulting Inc.

NETWORKS AND ASSOCIATIONS:

- Bathurst-Finch Network
- Black Creek Community Capacity Building Program
- Black Creek Collaborative
- Black Creek Executive Director Network
- Canadian Research Network for Care in the Community
- Civic Action
- Community Police Liaison Committee (31 & 32 Division)
- Community Support Services (CSS) Network
- Experience Black Creek
- Humber Summit
- International Federation on Aging
- North York Elder Abuse Network
- North York Central Health Link
- North York Senior Games
- North West Toronto Health Link
- Older Women's Association
- Older Adult Centres' Association of Ontario
- Ontario Coalition of Senior Citizen's Ontario Community Support Association
- Ontario Gerontology Association
- Senior Pride Network
- Social Planning Toronto
- Toronto Council on Aging
- Toronto Elderly Persons Centre Network
- Toronto West Stroke Network



PEOPLE HELPING PEOPLE

EST. 1974

lumacare.ca

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North York, ON M3H 1V1

T 416.398.5511 | F 416.398.5535

Monday to Friday Saturday and Sunday
8:00 a.m. - 6:00 p.m. 8:00 a.m. - 4:00 p.m.



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