



LUMA  CARE

PEOPLE HELPING PEOPLE

EST. 1974



ANNUAL REPORT 2015/16

DAVID MOUSAVI,
BOARD CHAIR



It's been a great honour to work with the many wonderful clients, staff members, and stakeholders of Lumacare for what has been another tremendously successful year in our organization's history. We attained **Accreditation Primer Certification** with Accreditation Canada, completed our one year transitional plan, **Moving Forward Together**, and rounded out the year with the development of our visionary three-year strategic plan, **Leading with Care**.

We introduced our new **"family-centric"** brand in a continued effort to signal our commitment to families in our communities driven by values of diversity, inclusion, and excellence. Our Assisted Living Services saw significant growth and expansion, all the while Lumacare continues to innovate new service delivery models that have been recognized as insightful and applicable to agencies right across the country.

Lumacare's successes are the result of persistent hard work on the part of our staff and unyielding support from our community. On behalf of the Board of Directors, please join me in thanking our wonderful team for another stellar year.

Sincerely,



I am proud to share this Annual Report with you as it highlights all the major accomplishments of 2015/16. I am most proud, however, of the dedicated staff, volunteers, and Board members who have worked tirelessly to ensure we accomplish great things that impact our community's lives on a daily basis.

Lumacare has launched its **family-centric model of care**, acknowledging the complex issues our senior population faces in Northwest Toronto. We could not in isolation address complex needs without considering the impact and influence of the entire family unit. We have moved this shift in our philosophy, which has directly shifted our care models and commitments to the families we serve.

In addition, this past year we successfully attained **Accreditation Primer status** with Accreditation Canada; we saw our highest demand service area, **Assisted Living Services**, expand to reach additional people; we were acknowledged internationally for our **Diversity & Inclusion** work; and we launched our **#PeopleHelpingPeople** campaign.

It has been an incredible year! Thank you for sharing in our journey and helping to write an incredible chapter in our history book.

Sincerely,

SUSAN DOYLE,
EXECUTIVE DIRECTOR



Lumacare is committed to providing high-quality, family-centric programs and services to our clients and caregivers. We work hard to ensure that our mission, vision, and values are consistently reflected in all we do.

OUR MISSION

Lumacare enhances, engages, and empowers 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

LEADERSHIP



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
- Client Intervention & 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
- LGBT Services
- Family-Centric Care
- Intergenerational 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 Eglinton in the south.

7 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)

Please visit lumacare.ca/contact to find a location near you.

WHO WE SERVE

Since 1974, Lumacare has been committed to bringing light into the lives of our clients and caregivers. We have the privilege of connecting with many unique seniors and community members every day, as we help them navigate resources, age independently, and improve their quality of life.

Lumacare strives to create a warm and welcoming environment for all of our clients by providing essential support and offering innovative programming that stimulates the body and mind. We consider the people we serve to be an extension of our family of caring professionals and volunteers.

"The PSW [at Lumacare] is accommodating, sensitive and goes the distance. She is a reliable good person. She is so sensitive she can read my dad like a book to see what is wrong." - Jeffery Katz, Caregiver

"I am so pleased with service [at Lumacare]; I would feel badly if the PSW ever had to go. She is a really nice person and so kind - she has turned into a real friend." - Margaret Meadows, Client

"The Lumacare BOOST program for seniors arranges transportation and a day full of activities, meals and interaction with peers. My mother is full of life when she returns from such a day - it's like a day at camp." - James Bacchiocchi, Caregiver



BASED ON SURVEY FEEDBACK COLLECTED IN 2015-2016, HERE'S WHAT OUR CLIENTS HAVE TO SAY ABOUT LUMACARE*:

97.2% agree that employees and volunteers at Lumacare consistently treat them with respect.

87.2% believe accessing the services at Lumacare has improved their overall general health.

89.8% agree that because of Lumacare's services, they feel better prepared to deal with daily problems.



WE CELEBRATE DIVERSITY

At Lumacare, we are proud to serve a diverse community of seniors and community members. We accept individuals of all nationalities, abilities, orientations, and beliefs – and we value the unique perspectives and experiences each person brings to our organization.

LUMACARE WORKS TO EMBED DIVERSITY & INCLUSION IN ALL ASPECTS OF THE ORGANIZATION:

- *Our Older Adult LGBT initiative continually guides our organization to ensure top healthcare services for seniors*
- *Every Lumacare location is fully accessible, and AODA compliant*
- *We ensure that members of the Board, their sub-committees, and staff reflect the diverse communities we serve*
- *All Lumacare materials reflect Diversity & Inclusion and present positive images*
- *All Lumacare employees undertake ongoing training to enhance their Diversity & Inclusion knowledge and experiences*
- *We advocate and promote equity, access, and participation for diverse groups within stakeholder relationships*



A SNAPSHOT OF 2015–2016 DIVERSITY & INCLUSION INITIATIVES AT LUMACARE:

- *Secured important funding to further our LGBT capacity building efforts and LGBT programming through the Toronto Community Foundation's "Vital Ideas" Grant*
- *Developed and launched a Lumacare webpage titled "Inclusive Environment" to communicate our strategies and initiatives to our stakeholders and share important resources*
- *Provided Diversity and Inclusion training to over 60% of our staff and volunteers*
- *Enabled our website to be viewed in over 15 unique languages*
- *Our Board of Directors presented the community with their annual Statement on Diversity & Inclusion*
- *Developed multi-language print materials and communication tools to better connect with current and potential clients*

EXPANDING OUR REACH

KINDRED CARE INTERGENERATIONAL PROGRAM



Intergenerational Programs are social activities that offer younger and older generations opportunities to interact and become engaged in different perspectives.

Lumacare utilized existing organizational resources to pilot a community-based intergenerational program. The intention of this program was to help participating children and older adults build relationships with one another and support their individual growth and development.

Results revealed a number of positive impacts – mainly around the effects children had on clients' behaviours. Beyond the increase in smiles and laughter, clients were much more responsive during intergenerational programming, and participation in social and recreational activities saw a significant uptake.

MEALS ON WHEELS SERVICE UPGRADE

Fresh Fruit and Vegetable Baskets

Lumacare's Meals on Wheels program launched a new initiative to address the need for fresh produce in the community. Our Fresh Fruit and Vegetable baskets help our clients manage chronic diseases and supports overall wellness. We have high hopes for this program, and look forward to sharing the success of this service over the upcoming year!



ASSISTED LIVING SERVICE EXPANSION

Building on our foundation of high quality, family and client-centered care, we expanded our Assisted Living Services (ALS) program in January 2016. Our organization now supports 440 high risk seniors to remain independent and safe in their homes by providing 24/7 in-home support.



HOW LUMACARE HELPS

ASSISTED LIVING SERVICES

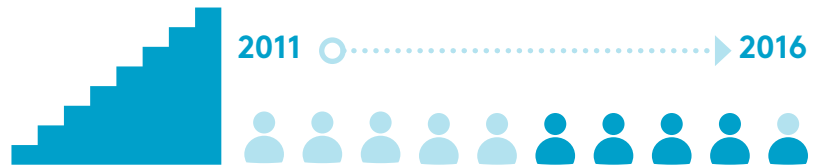
IN 2011, THERE WERE CLOSE TO

5 MILLION

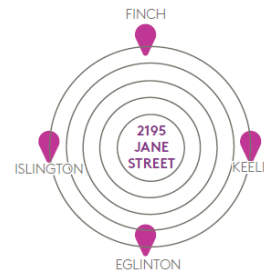
SENIORS IN CANADA.

(ABOUT 15% OF THE POPULATION)

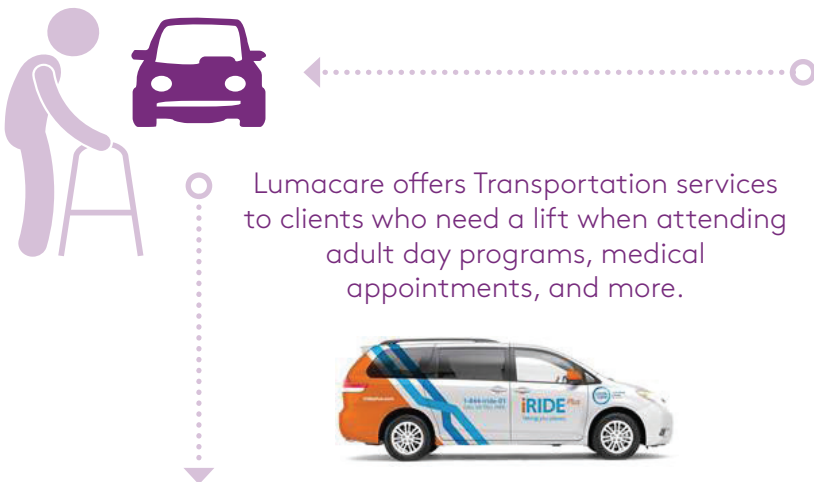
BY 2013, THIS GREW TO

9.6 MILLION.

Lumacare's Assisted Living Services (ALS) has continued to evolve and expand alongside the growing Canadian senior population. In 2012, ALS served 150 high-needs seniors in the Northwest area of Toronto. By 2013, our team had grown to serve 330 unique clients. The ALS program responded to the needs of our community members once again in 2016 by expanding to serve 440 unique clients.



TRANSPORTATION SERVICES



On July 1st Lumacare's transportation services underwent a transformation. We have joined a collaborative, led by **Circle of Care** (in the south) and **CHATS** (in the north), called **iRide^{Plus}**.

83% OF PEOPLE SAID THEY REQUIRED TRANSPORTATION ASSISTANCE FOR A FAMILY MEMBER OR FRIEND.

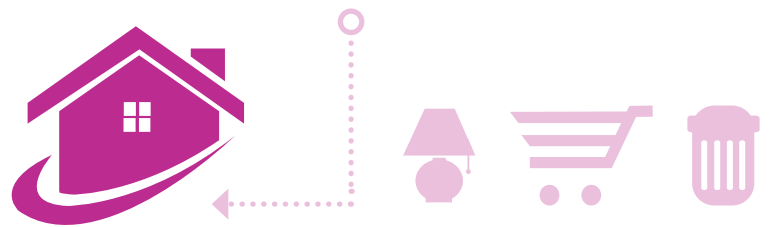
63% SAID THEY NEEDED INDOOR DOMESTIC HELP.

53% OF PEOPLE NEEDED HELP WITH MAINTENANCE AND OUTDOOR WORK.

HOME SUPPORT SERVICES

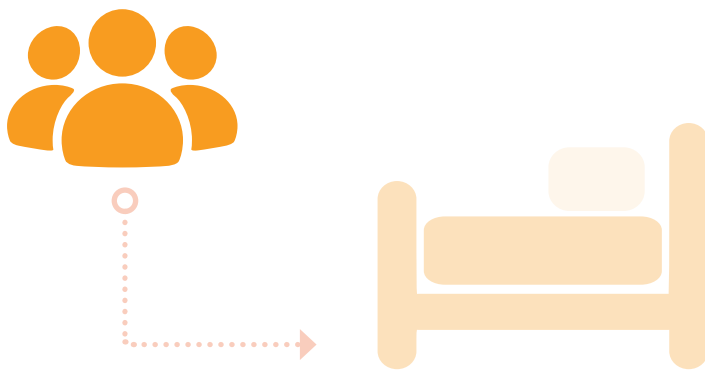
MOST CANADIANS REQUIRING
**CHRONIC,
 PALLIATIVE, OR
 REHABILITATIVE**
 CARE ARE ADVISED TO
RECEIVE CARE AT HOME
 WHEN POSSIBLE, SO THEY CAN
MAINTAIN SOME INDEPENDENCE
 IN A FAMILIAR ENVIRONMENT.

Lumacare provides a variety of services to ensure older adults have the support they need to live comfortably and independently at home. This includes our **Home at Last** program, which transitions seniors from hospital to home, our **Homemaking Services**, and **Personal Care Services**.



We understand the pressures of aging at home and living independently. Our caring staff are here to help coordinate the services our clients need.

OVERNIGHT RESPITE PROGRAM



Lumacare's family-centric programming ensures that caregivers have the support they need when caring for a family member. Our overnight respite program allows caregivers temporary rest so they have time to re-energize.

ACCORDING TO STATS CANADA,
 AN ESTIMATED

5 MILLION

CANADIANS UNDER THE AGE
 OF 30 PROVIDED SOME FORM
 OF ASSISTANCE TO AN AILING
 FAMILY MEMBER OR FRIEND -
**MOST OFTEN A GRANDPARENT
 OR PARENT.**

OUR PEOPLE

BOARD MEMBERS 2015/16

Lumacare is governed by a Board of leading community members. Their guidance and insights are integral to the organization's vision and our clients' well-being.

2015/16 LUMACARE BOARD OF DIRECTORS MEMBERSHIP

David Mousavi, Chair
Michael Morrison, Vice-Chair
Ashley Pavicic, Treasurer
Alex Remedios
Frances Chapkin

Jeff Butchereit
Lorne Shapiro
Mimi Hoffman
Niloo Boroun
Andrew Witzkie

Tracy Xavier
Jessica Xue
Filippa Consiglio



LUMACARE STAFF - #PEOPLEHELPINGPEOPLE

Our community of caring professionals is comprised of over 200 dedicated and passionate individuals across Toronto who turn Lumacare's mission and vision into reality each day for our valued clients and caregivers.



OUR HEART

VOLUNTEER SUPPORT 2015/16



This past year, Lumacare's volunteer team grew to an impressive 233 members, which resulted in a 63% increase in contributed hours compared to the previous fiscal year. Our organization's success wouldn't be possible without their commitment – whether they're assisting with programs, delivering meals, or executing special events and fundraisers, our volunteers' efforts have shaped our agency into what it is today.

VOLUNTEER OF THE YEAR 2016: **MS. ROSE GERRY**



Lumacare is celebrating Ms. Rose Gerry's tenth year of volunteering with our organization. Every Friday, she runs a singing and dancing program at our Branson Place Adult Day Program, leading clients through a range of classic, nostalgic tunes, bringing a smile to their faces.

To quote the program Manager, "It's Rose's consistency and commitment to the program that really makes her a shining star... Rose is an asset to the Branson Place team – she is an invaluable member of the community."

Rose, thank you for making a difference in the lives of our clients!

Did you know? Over the last year, Lumacare's volunteer team has grown by 63%.

Did you know? Our total contributed volunteer hours has increased by 63.7% from the previous year.

Did you know? 87.7% of our volunteers say they are highly satisfied with their volunteer experience.

This past year, Lumacare volunteers Marilyn Burns and Janice Grant were recognized by Mario Sergio, MPP York West, for their outstanding contributions to the community.

Congratulations, Marilyn and Janice!

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

lumacare.ca/volunteers



STRATEGIC REFLECTION

MOVING TOWARD TOGETHER: 2015-16



Since rebranding at the end of 2014, Lumacare's Board and senior staff focused on implementing a one-year plan to establish the organization's new identity and strengthen its industry position in order to begin development on a longer term strategy. The conciseness of the one-year strategic and operational goals allowed Lumacare to remain agile and adaptable while remaining responsive to the needs of our community and providing high quality client and family-centered care.

Through Lumacare's 2015-16 Strategic Plan, "Moving Forward Together", our volunteers, staff, and Board members successfully accomplished the following:

- *Pursued our strategic priorities to our fullest potential*
- *Remained agile, adaptable, and responsive to external pressures*
- *Developed our brand, focusing on leadership and innovation*
- *Responded to the needs of our clients and community members*



COMMITMENT TO QUALITY

Accreditation Canada is an independent, not-for-profit organization that has been improving health quality through accreditation since 1958. In 2015, Lumacare received the Accreditation Primer Award with a 96% adherence rate, which signifies our agency's ongoing commitment to quality improvement and client/family-centered care.

STRATEGIC DIRECTION

LEADING WITH CARE: 2016-19

On the heels of Moving Forward Together's success, Lumacare engaged in a comprehensive planning process to pave the road ahead. The result was "Leading with Care": a new three-year strategic plan which provides a clear blueprint for Lumacare's future from 2016-2019. At its core, this plan shows our determination to build on our strengths and pushes us to become both the service provider and employer of choice through innovation.

BY 2019, LUMACARE AIMS TO ACCOMPLISH THE FOLLOWING:

1. Support and empower our clients, families, and communities

FOCUS: To provide new family-centric programming and improve on our existing services through innovation, and maximizing our existing resources.

2. Enhance quality and risk management

FOCUS: To uphold our commitment towards providing high-quality services through continuous evaluations, achieving Accreditation Qmentum certification, and promoting event reporting within a just culture.



3. Develop a strong brand identity and build awareness

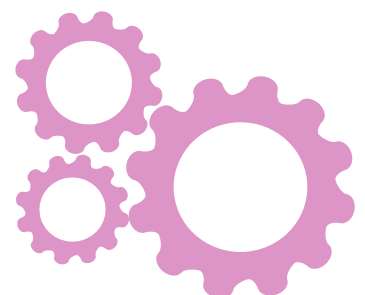
FOCUS: To ensure our organization is clearly positioned for stakeholders as a leader in health and social services for older adults and their families through community outreach and effective marketing.

4. Achieve sustainability through fund development

FOCUS: To improve and build upon our existing fund development processes through corporate engagement, stewardship, and social enterprise activities.

5. Build operational capacity

FOCUS: To build the capacity of our high-caliber staff and promote a performance-based culture through continuous training and leveraging innovative processes.



To view our full strategic plan, Leading with Care, visit lumacare.ca/agency-strategic-plan-2016-2019

FINANCIALS

LUMACARE SERVICES STATEMENT OF REVENUE AND EXPENDITURES | YEAR ENDED MARCH 31, 2016

REVENUE	2016	2015
Government grant (Province of Ontario)	\$ 5,774,073	\$ 5,276,692
Fees and grants from other agencies	\$ 1,067,789	\$ 956,002
Fees for services	\$ 686,649	\$ 690,169
United Way Toronto & York Region	\$ 105,564	\$ 102,004
Government grant (City of Toronto) - Community Service Partnerships	\$ 83,940	\$ 82,205
Property and equipment funding recognized	\$ 76,932	\$ 105,811
Government grant - City of Toronto - Bathurst Finch Network	\$ 57,635	\$ 25,792
Interest and miscellaneous	\$ 35,744	\$ 91,566
Gift in kind	\$ 30,000	\$ 30,000
Donations and fundraising	\$ 15,558	\$ 33,950
Total	\$ 7,933,884	\$ 7,394,191
EXPENDITURES	2016	2015
Salaries and benefits	\$ 6,256,832	\$ 5,597,568
Office	\$ 433,375	\$ 363,089
Building	\$ 405,806	\$ 440,560
Program food	\$ 230,471	\$ 215,529
Transportation	\$ 222,506	\$ 181,874
Other program	\$ 112,694	\$ 159,939
Amortization	\$ 108,238	\$ 135,162
Training and education	\$ 92,073	\$ 64,110
Professional services	\$ 56,587	\$ 119,684
National and provincial fees	\$ 8,623	\$ 8,270
Advertising and promotion	\$ 1,616	\$ 3,035
Total	\$ 7,928,821	\$ 7,288,820
Excess of revenue over expenditures	\$ 5,063	\$ 105,371

Audited by Grant Thornton LLP

Audited financial statements are available upon request.

THANK YOU

We recognize that our accomplishments over the years wouldn't be possible without the support and generosity of the community. Our sincerest thanks go out to all the individuals, corporations, foundations, funders, and organizations that contributed to our success in 2015-2016.

JOIN THE #PEOPLEHELPINGPEOPLE MOVEMENT TODAY

The Lumacare community of caring professionals and volunteers is always growing and evolving to respond to the changing needs of our community members and we need your help! There are number of ways you can get involved to support our mission and contribute to improving the quality of life of over 3200 community members.

GET INVOLVED WITH OUR MISSION AND HELP SUPPORT OUR 3200+ COMMUNITY MEMBERS:

1. VOLUNTEER:

We're always looking for new additions to our volunteer team! Interested in joining us? Email us at volunteer@lumacare.ca.

2. DONATE:

Create an immediate impact by making a financial contribution. Please visit lumacare.ca/donate to make a donation today!

3. BECOME A BOARD MEMBER:

Apply to join our volunteer Board of Directors and contribute to shaping our present and future. Visit lumacare.ca/board for more details.



WE WANT TO HEAR FROM YOU!

We welcome feedback from all our stakeholders. Please share your thoughts with us:
communications@lumacare.ca.

“

My 93 year old mother loves her home, but she suffers from severe arthritis and is not capable of bathing herself, let alone any other daily household activities. Without the assistance of the kind, efficient management and effective personal care worker teams at Lumacare, her ability to live in her own home would no longer be a reality.

- James Bacchiocchi, Caregiver

”



PEOPLE HELPING PEOPLE

EST. 1974

www.lumacare.ca

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Monday to Friday:
8:00 a.m. - 6:00 p.m.

Saturday and Sunday:
8:00 a.m. - 4:00 p.m.

f /lumacare1974

t /lumacare1974

@ /lumacare1974

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