



# LUMA CARE

PEOPLE HELPING PEOPLE

EST. 1974



## ANNUAL REPORT 2016/2017


**DAVID MOUSAVI**
**BOARD CHAIR**

Please join me in recognizing and celebrating another productive and successful year for Lumacare. 2016/2017 has seen the completion of the first year of Lumacare's 3-year strategic plan, *Leading with Care*, along with many incredible accomplishments.

The organization has been busy preparing for our upcoming *QMentum Survey* with Accreditation Canada. The accreditation process is critical, as it ensures the care we provide is safe, high-quality, and truly Client and Family-centric. The QMentum award is a four-year certification which will assure our community that we are providing the best possible care to our Lumacare Clients and Families.

I look forward to celebrating this year's milestone accomplishments with you at our Annual General Meeting and Igniting Innovation event this June. At this event, you will learn more about our brand new fundraising concept, *Lumacare's Innovation Centre*.

Until then, please join me and Lumacare's Board of Directors in thanking the incredible team of staff, volunteers, clients and families for all they have accomplished.


**SUSAN DOYLE**
**EXECUTIVE DIRECTOR**

It is my privilege and honour to share our annual report with you. 2016/2017 has been an incredibly successful and exciting year for Lumacare and there is a lot to be proud of.

The organization completed the first year of our 3-year strategic plan, *Leading with Care*. Lumacare is excited to announce we will be piloting our brand new *HOPEWELL Psychogeriatric Adult Day Program* to care for older adults in our community who are struggling with a mental health diagnosis. We also created an *LGBTQ+ Toolkit* to lead organizations through creating inclusive environments of care. This past November, we launched our inaugural *Client and Family Advisory Committee* to better listen and respond to our Client and Family voices. This active committee provides oversight, guidance, and a Client and Family Centric lens to all we do.

I am grateful for the staff members, volunteers, Board Members, clients and families that have contributed to the amazing work that has taken place this year; our community truly benefits from these passionate people. Thank you for your contributions and support over the past year and continuing on this journey with us!

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

## 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



## OUR CLIENT & FAMILY CENTRED APPROACH

Dignity & Respect. Information Sharing. Participation. Collaboration.

**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.**

Client and family-centered care is based on a philosophy of care, treatment, and support that empowers Clients to be active and knowledgeable partners in the health care process. It values the Client and family experience; considers the whole person – health, social, economic, mental, spiritual, and sexual orientation – as well as their environment and family context.

## WE ARE WORKING TOWARDS...

Creating a sustainable culture and environment that includes the perspective of Clients/families, staff, and other stakeholders in decision-making across the organization.



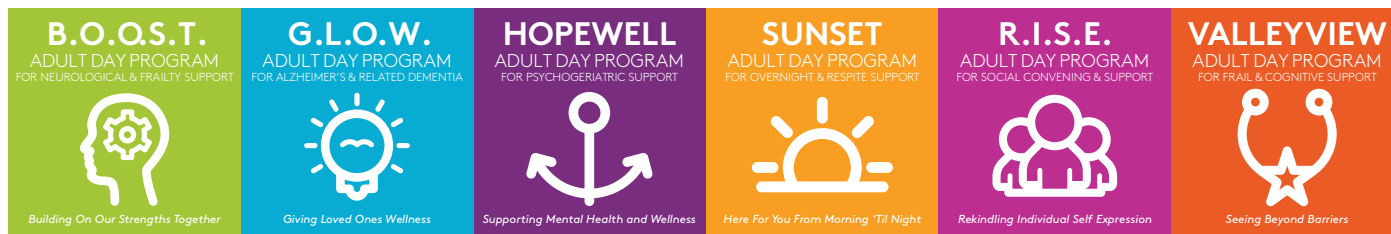
Would you like to provide feedback or get involved? Email us at [feedback@lumacare.ca](mailto:feedback@lumacare.ca).

## OUR PROGRAMS & SERVICES

- Assisted Living Services
- B.O.O.S.T. Adult Day Program
- Case Management
- Client Intervention & Support
- G.L.O.W. Adult Day Program
- Healthier Living Centre
- HOPEWELL Adult Day Program
- Home at Last
- Income Tax Clinic
- Intergenerational Programs
- Meals on Wheels
- Personal Support & Homemaking
- Respite Care
- R.I.S.E. Adult Day Program
- SUNSET Adult Day Program
- Transportation Services
- VALLEYVIEW Adult Day Program

## OUR REBRANDED ADULT DAY PROGRAMS

We rebranded our Agency from Downsview Services for Seniors to Lumacare in December 2014. This decision was made to reflect the diverse community we serve and to better position the programs and services we offer. As the next step in our evolution, we have made a few changes to the names of the Adult Day Programs we offer, to better reflect the changing needs of our community.



## 7 LOCATIONS ACROSS TORONTO



- 1 Main Office, G.L.O.W. Adult Day Program (497 Wilson Avenue)
- 2 B.O.O.S.T. 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 Downsview Park, 75 Carl Hall Road)
- 7 R.I.S.E. & HOPEWELL Adult Day Programs (2972 Islington Avenue, Unit 1)



## OUR CLIENTS: 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 their bodies and minds. We consider the people we serve to be an extension of our family of caring professionals and volunteers.



My mother is 93. Without the assistance of the kind efficient management and effective Personal Support Worker teams at Lumacare, my mother's ability to live in her own home would no longer be a reality.

- Family Member of Client, James B.



I'm really appreciative of the Personal Support Workers that help me, they are my eyes. Whenever I see Lumacare calling, I feel happy!

- Client Helen, R. (who had recent eye surgery)



**Out of the 575 Clients we personally spoke with in either English, Italian, Russian or Spanish during this year's annual Client Experience Survey, the top results were...**

**94%**



of our Clients feel heard and understood by Lumacare staff and volunteers.

**93%**



of our Clients feel Lumacare helps them to remain independent in their homes.

**96%**



of our Clients feel Lumacare treats them with dignity and respect.



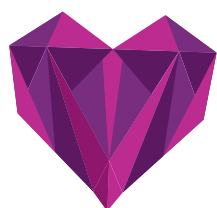
## STATEMENT OF INCLUSION

At Lumacare, our commitment to diversity is more than a plaque on the wall. We strive to create an inclusive environment in every aspect of our organization from our policies and procedures, to program delivery, and staff training. We are proud of our inclusive culture and of the impact that is born through collaboration and innovation. We service one of the most diverse populations in North America. To understand and meet the needs of our community, diversity is embedded into the fabric of the organization at every level.



### LGBTQ+ LEADERSHIP

Lumacare is committed to being the service provider of choice for seniors within the LGBTQ+ community. In 2016, Lumacare partnered with *The 519* to ensure every employee received training on how to provide inclusive, high-quality care to LGBTQ+ seniors in our community. We also sought feedback with our partner organizations on inclusive care models to develop our *LGBTQ+ Toolkit*. Lumacare was invited to speak at three international conferences on our inclusive work.



### CULTURAL SENSITIVITY TRAINING

Lumacare is able to achieve our Client and Family-centered care model within our diverse community by ensuring we have a well-trained workforce passionate about living our values. In 2016, every Lumacare employee received comprehensive training on Cultural Sensitivity, and Client & Family centered care.



### MULTI-LINGUAL APPROACH

Lumacare hires from the community we serve and is proud to have a workforce that speaks 32 distinct languages, enabling us to better serve Clients and families, often in their language of choice! Our website is translated into 15 different languages, and a third party resource is brought in to translate important communications when necessary in the top languages spoken by our Clients (Russian, Italian, and Spanish).



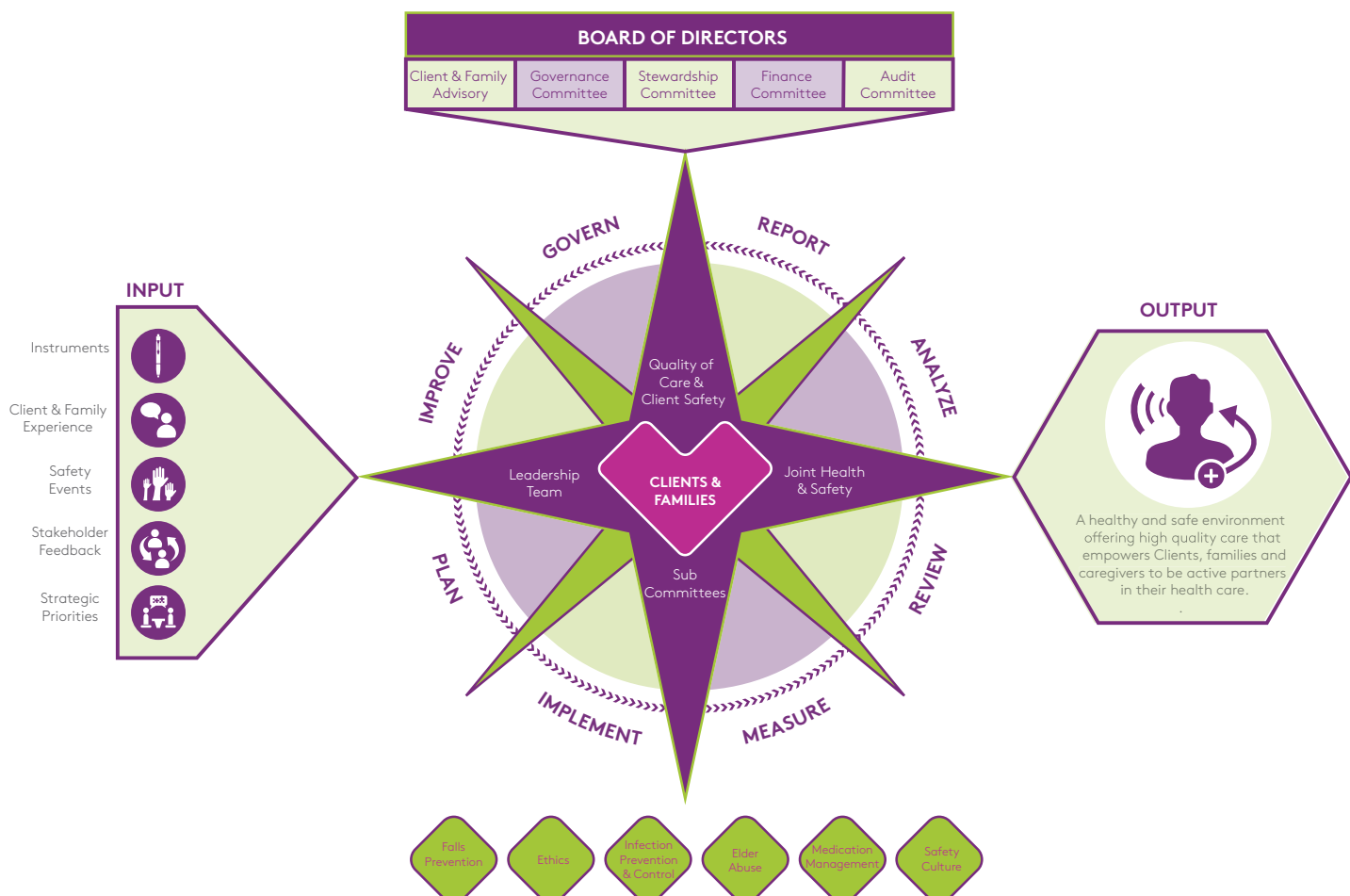
## ACCREDITATION: OUR JOURNEY

Lumacare is preparing for a 4-year accreditation cycle with Accreditation Canada and working towards achieving **exemplary status** on our QMentum Survey coming up this June 12-15, 2017.



## LUMACARE'S QUALITY PROGRAM COMPASS

At the heart of all our work, and at the core of our entire Quality Program is our Clients and their families. Continuous Quality Improvement is driven by what we know about the client and family experience. We gather this knowledge through our annual Client survey, consultation with our Client and Family Advisory Committee and focus groups. We supplement this with stakeholder feedback, data from staff surveys and analysis of safety events. The outcome of our Quality work and the very purpose that drives the Quality Program at Lumacare is the creation and maintenance of a healthy and safe environment offering high-quality care that empowers clients, families, and caregivers to be active partners in their health care.



## CHANGING LANDSCAPES: 2016/2017

Over the last fiscal year, Lumacare has been hard at work expanding and enhancing our current programs, services and delivery models. We are proud of our accomplishments through 2016/2017 and would like to share some of our agency milestones with you. A key focus area this year has been preparing for the QMentum Accreditation Survey coming up this June 12-15, 2017.





## PREPARING FOR ACCREDITATION



### SPOKE

As industry leaders  
at three international  
conferences

### DIGITAL FIRST

Approach adopted  
including social media

### LOOKING AHEAD

- HOPEWELL Psychogeriatric Launch
- 6th Annual Elder Abuse Awareness Walk
- QMentum Accreditation Survey
- AGM/Igniting Innovation Fundraising Event
- Innovation Centre Campaign - raising \$100,000

### PRIVACY ENHANCEMENTS

Technology practices improved  
to ensure confidentiality

## OUR PEOPLE: LUMACARE EMPLOYEES



**Mary S., Program Worker at G.L.O.W. Adult Day Program**



There are a ton of reasons why I love working at Lumacare. There is great teamwork, management listens to the voice of the employees and everyone truly embodies the slogan "people helping people".



**Stephanie C., Assisted Living Services Supervisor**



The dedication our team has for our Clients and the quality of their care is why Lumacare is not only a great place to work but is also a place to make a real impact on peoples lives.



**Ludi B., Finance Clerk**



I am impressed with the team work and safety culture at Lumacare. Right from the time that I was hired through Human Resources, I have been given the chance to contribute my best at work.



**Laura L., Manager of Client Programs**



Lumacare is very intentional about creating an environment where people are engaged, appreciated, and love their jobs.



Interested in joining our team? Email us at [hr@lumacare.ca](mailto:hr@lumacare.ca).

**Out of 97 employees surveyed:**

**100%**

said lumacare is effective in preventing workplace violence.

**64%**

of answers to the question "what we do best" related to quality of care.

**99%**

said Lumacare is a safe place to work.

**75%**

said Lumacare has showed notable improvement each year.



## OUR HEART: LUMACARE VOLUNTEERS

This past year, Lumacare's volunteer team saw 210 students and volunteers come through our doors. Our organization's success wouldn't be possible without their commitment – whether they're assisting with programs, delivering meals, or executing special events & fundraisers, our volunteers' efforts have shaped our agency into what it is today.



Lumacare truly values their employees and cares for their Clients. It is visible in their day to day operations, and these are qualities I look for in a potential employer.

-Cristos L.



## VOLUNTEER OF THE YEAR 2017, BARARA DATLEN-KELLY



Barbara Datlen-Kelly has been volunteering with Lumacare since 1992. She served as a board member for 15 years (until 2007) and later joined our Meals on Wheels team in 2006. Barbara is and has been an essential voice for our isolated, homebound seniors and developmentally challenged service recipients.

Interested in joining our volunteer team? Email us at [volunteer@lumacare.ca](mailto:volunteer@lumacare.ca).

## OUR BOARD OF DIRECTORS 2016/2017

Lumacare is governed by a volunteer board of community members. Their guidance and insight is integral to the organization's vision and our clients' well-being.



David  
Mousavi



Michael  
Morrison



Jeff  
Butchereit



Alex  
Remedios



Frances  
Chapkin



Lorne  
Shapiro



Manny  
Ma



Tracy  
Xavier



Sara  
Bartolomeo



Filippa  
Consiglio



Niloo  
Boroun



Katharine  
De Santos



Jessica  
Xue

Interested in joining our Board of Directors? Email us at [board@lumacare.ca](mailto:board@lumacare.ca).



## THE EVOLUTION OF OUR STRATEGIC DIRECTION: 2016-2019

### 1) SUPPORT AND EMPOWER ARE CLIENTS, FAMILIES AND COMMUNITIES

- 85% of Clients reported excellent satisfaction rates
- Introduced 3 new programs and services
- Evaluated 1/3 of total agency programs/services

### 2) ENHANCE QUALITY AND RISK MANAGEMENT

- Developed & implemented a Client Safety Plan
- Developed & implemented Quality Improvement Plan
- Increased incident reporting and evaluation

### 3) DEVELOP STRONG AND BUILD AWARENESS

- Secured base-funding increase
- Achieved a 15% increase in u
- Achieved a 5% increase of u





## STRONG BRAND IDENTITY AWARENESS

ing increase from primary funders  
eased increase in unique participants  
eased increase of unique Clients served

## 4) ACHIEVE SUSTAINABILITY THROUGH FUND DEVELOPMENT

- 85% of new programs achieved service targets
- Increased fundraising revenue from previous year
- Diversified agency revenue streams

## 5) BUILD OPERATIONAL CAPACITY

- Talent Assessment and Development Plans created
- Implemented a HRIS system
- Improved employee engagement score



## FINANCIALS

Lumacare Services statement of revenue and expenditures.

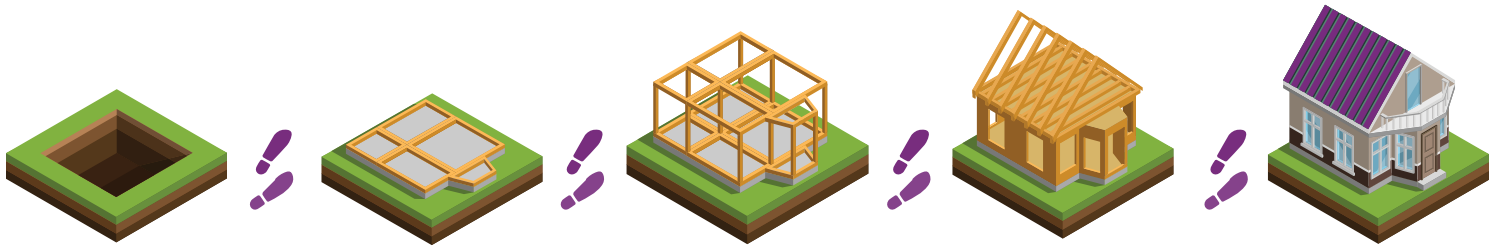
*Year Ended March 31*

REVENUE	2017	2016
Government grant - Province of Ontario	\$7,034,927	\$5,774,073
Fees and grants from other agencies	742,743	1,067,789
Fees for services	687,041	686,649
Interest and miscellaneous	134,927	35,744
United Way Toronto & York Region	102,824	105,564
Property and equipment funding recognized	106,353	76,932
Government grant - City of Toronto - Community Service Partnerships	86,975	83,940
Government grant - City of Toronto - Bathurst Finch Network	81,990	57,635
Gift in kind	30,000	30,000
Donations and fundraising	28,945	15,558
Total	9,036,725	7,933,884
EXPENDITURES	2017	2016
Salaries and benefits	7,092,852	6,256,832
Office 503,548 433,375	503,548	433,375
Building	472,923	405,806
Program food 228,990 230,471	228,990	230,471
Transportation 220,169 222,506	220,169	222,506
Other program	145,586	112,694
Professional services	107,871	56,587
Amortization	99,175	108,238
Training and education	42,297	92,073
National and provincial fees	16,582	8,623
Advertising and promotion	11,006	1,616
Total	8,940,999	7,928,821
Excess of revenue over expenditures	\$95,726	\$5,063

*Audited by Grant Thornton LLP*

*Audited financial statements are available upon request.*

## INNOVATION CENTRE



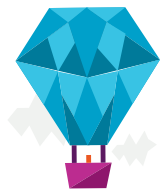
Lumacare's Innovation Centre is a cutting-edge concept that empowers the creation of new ideas and leads the advancement of care in our community. The Innovation Centre is currently a conceptual space, and our goal is to have this be a physical space at the end of March 2018 through our \$100,000 campaign. Lumacare's Innovation Centre Programs will run out of the Innovation Centre, where new and emerging models of care will be researched and piloted.

**This year, we are focusing on expanding the three key initiatives listed below:**



### LGBTQ+ LEADERSHIP

Lumacare supports LGBTQ+ inclusiveness from the onset of recruitment. We are changing the way community health and social services provide care to our community and we are looking to expand through research and piloting an LGBTQ+ focussed program.



### HOPEWELL PSYCHGERIATRIC ADULT DAY PROGRAM EXPANSION

As our newest innovation, Lumacare is looking at establishing a Psychogeriatric Adult Day Program in 2017. This program will provide the highest quality of care for older-adults with a mental health diagnosis.



### INTERGENERATIONAL PROGRAM

Lumacare successfully researched and piloted an Intergenerational Adult Day Program in 2016 during December and March Break. This innovative program allowed us to expand our programming and set our sights on where we want to go in providing family-centric care.

Interested in getting involved? Email us at [jburke@lumacare.ca](mailto:jburke@lumacare.ca) or call **416.398.0258 x222**.

## 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 2016/2017. As always, we are invested in maintaining relationships with all our stakeholders – be sure to follow us as we continue to pave the way for high-quality, family-centric services in our community.

**DONATE. VOLUNTEER. JOIN THE BOARD.**



PEOPLE HELPING PEOPLE

EST. 1974

[www.lumacare.ca](http://www.lumacare.ca)

**497 Wilson Avenue**  
North York ON, M3H 1V1

**T: 416.398.5511**

**F: 416.398.5535**

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

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

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 [/lumacare1974](https://www.instagram.com/lumacare1974)

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**United Way**  
Toronto & York Region



**TORONTO**



**Ontario**  
Central Local Health  
Integration Network

**CHARITABLE REGISTRATION NUMBER:**  
10703 4134 RR0001