



PEOPLE HELPING PEOPLE
EST. 1974

ANNUAL REPORT

2018-2019



A Note from the Leadership at Lumacare

MICHAEL MORRISON, Board Chair

It is with pride and honour I reflect back on the last year, my first year as Board Chair, and am humbled by the organization’s accomplishments under the Board’s leadership. I have seen Lumacare skyrocket and grow from a family-centric community agency serving upwards of 3,500 clients annually to a well-run machine serving enhanced, multifaceted needs while still having that sparkle of humanity and humility present.

We have taken steps to ensure the highest quality of care and governance is acted on, which is seen through receiving 100% exemplary status on our Qmentum Survey with Accreditation Canada. Our clients have reported 95% satisfaction with services provided by our staff and volunteers who work tirelessly each day for our cause. Because we listen and we have a pulse on the sector, we are well positioned to launch exciting and new initiatives that will seamlessly serve our community under one roof in the year ahead.

I look forward to what is next to come and to disrupting the system to provide better care for older adults in our North York community.

SUSAN DOYLE, Executive Director

It has been an absolute pleasure to watch Lumacare continue to grow and develop. Looking back at the organization’s accomplishments over the last year, as well as throughout the span of our strategic plan, *Embracing Opportunities*, we have a lot to be proud of.

Because of the work we have been up to over the last three years, we are eager and ready to open a new chapter of our existence in the new fiscal year. Over the last year, we have moved the needle of innovation to better prepare for our future through introducing sensory stimulation activities and participating in ground-breaking technological advancements for fall prevention, to name a few. Not only have new technology and innovation been introduced into our 15+ programs and services, but we have also extended program hours and offerings to ensure families get the support and respite they require.

Reflecting on our recent growth, Lumacare has flourished and set bright sight on a brand new opportunity to be better serve our aging community. As we prepare for our next stage, we look forward to leading the way and disrupting community health care in an effort to better serve our aging population and the families who stand with them.

I look forward to sharing our next chapter in a new space for our Lumacare family members to enjoy as they continue to live high-quality and fulfilled lives.



Michael Morrison,
Board Chair

Susan Doyle,
Executive Director

OUR MISSION:

To provide equitable, accessible, and high-quality health and social services to the members of our diverse community.

OUR VISION:

To achieve excellence and provide leadership in family-centric health and social services.

OUR VALUES:

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



Family-Centric Philosophy:

We work to ensure that our mission, vision and values are consistently reflected in all that we do. Family and caregivers are of equal importance in the provision of care.



Volunteers

This past year, Lumacare saw 150 students and volunteers come through our doors. Our success wouldn't be possible without their commitment – whether assisting with programs, delivering meals, or executing special events and fundraisers. Our volunteers' efforts have helped shape our agency into what it is today.



Public Volunteer Recognition Award



Corporate Volunteering

This year Lumacare made a point to engage with businesses that have a commitment to corporate social responsibility and a desire to give back to their community in a meaningful way. A very special thank you to the volunteers from BMO, Celestica, RBC, TD Bank, and C3 Church whose generous time and talent supported our mission.

Board of Directors

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



Michael Morrison



Sara Bartolomeo



Jeff Butchereit



Filippa Consiglio



Alyssa Van Graft



Linda Colman



Manny Ma



Morgan Westgate



Pati Greenwood



Katharine De Santos



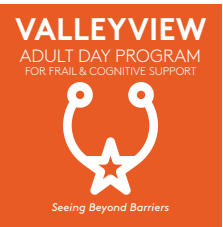
Deborah Bakti



Lorne Shapiro

Programs and Services

Lumacare offers an array of five adult day programs and an overnight respite program to help support older adults to remain independent in their homes for as long as possible.



Lumacare also provides programs that extend into the homes and communities of the seniors and families we serve.



MEALS ON WHEELS



TRANSPORTATION SERVICES



HOME SUPPORT



CARE COORDINATION



RESPITE (CAREGIVER RELIEF)



PERSONAL CARE



HEALTHIER LIVING CENTRE



HOME AT LAST PROGRAM



ASSISTED LIVING SERVICES

At Lumacare, we serve over 3,500 clients and their families annually. Whether we’re providing home support or delivering the most intimate of care, we put families first. Here’s what some of our clients have said about us:

“I like coming to the B.O.O.S.T. Adult Day Program because I get to spend time with a nice group of people who talk to each other. Time passes by quickly when you are at the program and the staff are a wonderful group of people who help.” - Pasqualina V., B.O.O.S.T. Adult Day Program client

“Lumacare’s Valleyview Adult Day Program gives me the motivation to get up in the morning and start my day. I love coming to the program and being connected with people from different cultural backgrounds in a great environment. I have the freedom to express my passion of painting that is supported by staff who are so kind and knowledgeable.” - Roberta C., VALLEYVIEW Adult Day Program client

“I like coming to Lumacare because I am always learning new things and enjoy the activities we get to do. I am with great company and good friends, and I enjoy the break from being at home.” - Nichola M.,B.O.O.S.T. Adult Day Program client



147,468

Assisted Living
Service Days

26,337

Meals
Delivered

27,308

Wellness Classes
Attended

16,918

Transportation
Rides Delivered

16,786

Adult Day Program
Attendances

10,933

Hours of
Homemaking

5,065

Hours of
Respite Service

3,022

Congregate Dining
Attendances

Strategic Plan

In early 2016 Lumacare undertook a major planning process to lead the organization through an exciting, expansive stage of development. Feedback was solicited from multiple stakeholder groups including clients, staff, partners, community leaders, and external stakeholders to create Lumacare’s 2016-2019 strategic plan, *Leading with Care*.



LEADING WITH CARE 2016-2019

STRATEGIC PRIORITIES 2016-2019- LET’S TAKE A LOOK AT WHAT WE ACCOMPLISHED THIS YEAR:

Lumacare has been working diligently to move the organization forward under five strategic priorities.

SUPPORT AND EMPOWER OUR CLIENTS, FAMILIES, AND COMMUNITIES	<ul style="list-style-type: none">95% satisfaction rates reported by clientsProgram space analyzed and space plan 100% designedFour programs evaluated and stabilized
ENHANCE QUALITY AND RISK MANAGEMENT	<ul style="list-style-type: none">100% compliance on JHSC and Client Safety WorkplansDocumentation and after-hours/on-call IDEAS project2 incident analyses completed per program area/year
DEVELOP A STRONG BRAND IDENTITY AND BUILD AWARENESS	<ul style="list-style-type: none">Overnight Respite plan 100% completedSeen as an advocate for the prevention of elder abuseOnline marketing strategy developed
ACHIEVE SUSTAINABILITY THROUGH FUND DEVELOPMENT	<ul style="list-style-type: none">100% compliance status with CLHIN100% fundraising target achieved1 new grant/funding stream secured
BUILD OPERATIONAL CAPACITY	<ul style="list-style-type: none">Succession management plan completedInternal client satisfaction benchmarks established100% compliance with Fair Workplaces, Better Jobs Act

Finishing off our third and final year of our strategic plan, we are excited to share that all strategic priorities in the plan have been fully achieved.

Accomplishments

2018-2019 has been a foundational year for Lumacare. In order to prepare us for what is next to come, the organization has invested in various events, innovations, and program expansions to better serve our community.

EVENTS

6th Annual Elder Abuse Walk



In celebration of World Elder Abuse Day, Lumacare hosted its 6th Annual Elder Abuse Walk on June 15, 2018, at Northwood Community Centre. Together with clients and caregivers, Lumacare took a stand against elder abuse and finished the day participating in a community walk.

LGBTQ+ Pride Membership & Parade Participation



Lumacare is committed to inclusive care across the spectrum. In an effort to support the LGBTQ+ older adult community, the organization participated in the Toronto Pride Parade and released inclusive marketing materials. Staff and volunteers continue to receive ongoing sensitivity training.

12th Annual CIAS Networking Event



On October 11, 2018, Lumacare hosted its 12th Annual CIAS Networking Breakfast for Community Support Service Providers. This year's theme surrounded Fall Prevention with a keynote speaker from the Registered Nurses Association of Ontario.

INNOVATION & TECHNOLOGY

Sensory Stimulation Spaces



In August 2018, Lumacare launched its first sensory stimulation room. Over the last year, two rooms have been set up, providing tactile and stimulating activities for clients to interact with. Items have been used in adult day program settings and within Lumacare's Lending Library for caregivers to sign out free of charge.

QTUG Pilot Project



In the fall of 2018, Lumacare partnered with Kinesis to participate in a pilot project to test a QTUG device aimed at providing seniors with a validated profile for their risk of falls. Clients were tested using the device which helped to identify those who were at a higher risk of falling. Individuals were provided with resources and recommendations including one-on-one exercises.

PROGRAM EXPANSION

Diabetes Prevention Grant



In September 2017, Lumacare successfully secured a Peer Leadership grant through Toronto Public Health for the prevention of type 2 diabetes. A total of three programs ran in 2018, with 55 people participating.

S.O.A.R. Adult Day Program



As an expansion to our HOPEWELL Adult Day Program, Lumacare expanded its adult day program to offer a two-hour congregate drop-in program to support individuals to provide mental health support.

Be a Santa to a Senior (BASTAS)



Lumacare partnered with Home Instead Senior Care for their Be a Santa to a Senior initiative. Through this partnership and with generous donations from their supporters, we were able to bring some holiday cheer to our most vulnerable clients who are isolated in their community.

G.L.O.W. Adult Day Program Expansion



In early 2019, Lumacare expanded its Alzheimer's and Dementia Adult Day Program to offer extended respite hours for families. The program now runs 8:00 a.m. – 7:00 p.m. Monday through Friday, and 9:00 a.m. – 3:00 p.m. on Saturday and Sunday.

SUNSET Overnight Respite Program Expansion



In early 2019, the organization saw a need to expand availability to our overnight respite program. The program now offers short day and overnight stays to provide families peace of mind that their loved ones are being taken care of with utmost compassion. The program now serves upwards of 12 clients per week.

REVENUE	2019	2018
Government grant (Province of Ontario)	\$ 8,227,900	\$ 7,719,922
Fees for services	\$ 677,157	\$ 711,088
Fees and grants from other agencies	\$ 629,062	\$ 638,280
United Way Greater Toronto	\$ 100,564	\$ 100,564
Interest and miscellaneous	\$ 50,942	\$ 92,715
Government grant - City of Toronto Community Service Partnership	\$ 87,505	\$ 87,504
Property and equipment funding recognized	\$ 36,758	\$ 68,592
Donations and fundraising	\$ 42,328	\$ 40,485
Gifts-in-kind	\$ 30,000	\$ 30,000
Government grant - City of Toronto Bathurst Finch Network	n/a	\$ 13,761
Total Revenue:	\$ 9,882,216	\$ 9,502,911
EXPENDITURES	2019	2018
Salaries and benefits	\$ 8,021,725	\$ 7,743,816
Building	\$ 432,684	\$ 441,457
Office	\$ 560,877	\$ 425,310
Program food	\$ 266,886	\$ 252,330
Transportation	\$ 181,265	\$ 213,392
Other programs	\$ 148,474	\$ 127,328
Amortization	\$ 76,229	\$ 107,459
Professional services	\$ 110,073	\$ 73,793
Training and education	\$ 64,916	\$ 56,469
National and provincial fees	\$ 13,702	\$ 12,624
Advertising and promotion	\$ 2,443	\$ 3,064
Total Expenses:	\$ 9,879,274	\$ 9,457,042
Excess of revenue over expenditures:	\$ 2,942	\$ 45,869

Thank You

The work we do would not be possible without the support from our community. As we reflect on the year we have just completed and forge ahead, we would like to thank everyone who contributed to our success this year.

We have put together all of the individual pieces that make up our nearly 45 years of history and would not be able to deliver the programs and services to the 3,500+ older adults and their families each year without your support.

Our sincerest thanks go out to all of the individuals, corporations, foundations, founders, funders and organizations that contributed to our success in 2018-2019. As always, we are invested in maintaining relationships with all stakeholders. Be sure to follow us as we continue to pave the way for high-quality, family-centric services in our community.

To continue to grow and expand our service offerings, we need your support more than ever. As we embark on the next stage of our journey and begin our next strategic plan, we are looking to diversify our revenue streams to be able to invest in the future of community support services and the diverse population we serve in North York.

Interesting in donating? Email us at donate@lumacare.ca.

Interested in partnering with us to help us grow? Email us at info@lumacare.ca.

Interested in volunteering with Lumacare? Email us at volunteer@lumacare.ca.

Interested in volunteering on our Board of Directors? Email us at board@lumacare.ca.

Interested in joining our team? Email us at hr@lumacare.ca.

Would you like to provide feedback or get involved? Email us at feedback@lumacare.ca.

Sign up to receive ongoing communications by visiting [Lumacare.ca/newsletter](https://lumacare.ca/newsletter).

Take a look at the different ways you can continue to help us grow for years to come.

Get involved with us today!

Make a monthly, bi-annual or one-time gift

Connect with us on social media and help us grow

Become a Lumacare corporate partner

Sponsor and attend a Lumacare event

Share our organization with your networks

Join our network of passionate volunteers



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