

ANNUAL REPORT

2017-2018



Our Purpose. Our Passion. Our Pride.



QUALITY



DIGNITY



COMPASSION



INCLUSION



INNOVATION



PARTNERSHIPS



LEADERSHIP



Leading Our Journey

A NOTE FROM THE LEADERSHIP AT LUMACARE

Our Purpose

THE REASON WE EXIST



DAVID MOUSAVI
BOARD CHAIR

LUMACARE
OACAO Awards
Electronic Media
Award of Merit

SUSAN DOYLE
Michael Levitt
York Centre Canada
150 Award



SUSAN DOYLE
EXECUTIVE DIRECTOR

It is my honour and pleasure to close off the 2017/2018 year at Lumacare, as we complete the second of our three-year strategic plan, *Leading with Care*.

This has been a monumental year for our quality journey at Lumacare as we underwent our QMentum survey with Accreditation Canada. With the tremendous work and leadership displayed across the organization, Lumacare obtained the highest ranking quality standard receiving *Exemplary Status by Accreditation Canada*. With zero “unmet criteria”, we hold this milestone close to our heart as a testament to our commitment to quality service, safety, and care for our staff and clients.

I am grateful and privileged to lead the diverse group of individuals that make up our Board of Directors. Alongside my peers this year we have evaluated all of our policies and processes in an attempt to create a transparent and open forum.

I look forward to seeing Lumacare continue to flourish and complete the final year of our 2016-2019 strategic plan. Please join me in thanking all of our stakeholders and community members for our joint accomplishments this cycle.

With great pride I share with you Lumacare’s 2017/2018 annual report, *Our Purpose, Our Passion, Our Pride*.

With a full heart, I commend and thank the devotion of the staff, volunteers, and Board who have worked tirelessly to accomplish an unprecedented successful year for our clients and their families alongside achieving Exemplary Status with Accreditation Canada on our QMentum survey.

With a long history of responding to our local community needs, this year we secured funding to launch an *enhancement of our current Assisted Living Services model* which is now providing services to over 400 high-risk vulnerable community members.

Building on partnerships and in consultation with Humber River Hospital, we opened doors to our *HOPEWELL Adult Day Program* serving older adults with anxiety, depression, or bipolar disorder to support their reintegration into their community. Thank you to everyone who made this possible for our families.

This year was no small feat and I thank everyone involved for their contributions. Looking forward to a packed year ahead!

Established in 1974, Lumacare is a registered charitable and 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 FAMILY-CENTRIC PHILOSOPHY: 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. Family and caregivers are of equal importance in the provision of care.


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 (3680/3685 Keele Street)
- 6 Walking Club Program (The Hangar at Downview Park, 75 Carl Hall Road)
- 7 R.I.S.E. & HOPEWELL Adult Day Programs (2972 Islington Avenue, Unit 1)


Lumacare offers an array of 5 adult day programs and an overnight respite program to help support older adults remain independent in their homes as long as possible.

G.L.O.W.
ADULT DAY PROGRAM
FOR ALZHEIMER'S & RELATED DEMENTIA




Giving Loved Ones Wellness

B.O.O.S.T.
ADULT DAY PROGRAM
FOR NEUROLOGICAL & FRAILTY SUPPORT




Building On Our Strengths Together

VALLEYVIEW
ADULT DAY PROGRAM
FOR FRAIL & COGNITIVE SUPPORT



Seeing Beyond Barriers

R.I.S.E.
ADULT DAY PROGRAM
FOR SOCIAL CONVENING & SUPPORT




Rekindling Individual Self Expression

HOPEWELL
ADULT DAY PROGRAM
FOR PSYCHOGERIATRIC SUPPORT



Supporting Mental Health and Wellness

SUNSET
FOR OVERNIGHT & RESPITE SUPPORT



Here For You From Morning 'Til Night

Lumacare also provides programs that extend in to 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


To promote the health and well-being of independent older adults

To provide extra support for those transitioning home from the hospital


For peace of mind knowing that your loved one is receiving 24-hour 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:

"The staff are so good to us and in-tune to our needs. It is a good outing and socialization. I wish there were more programs like this out there." - Anita, Hopewell Adult Day Program

"All of the people here are polite and have made me feel welcome since day one. Everything is perfect." - Teresa, BOOST Adult Day Program

"Lumacare is the best - wonderful people and great service. The transportation coordinator is always ready to accommodate our requests." - Eugene and Ruth, Transportation Services

"I have been a part of Lumacare's HLC for over ten years. I started the program to meet people and stay active. The classes have helped me by developing new friendships, staying healthy and positive." - Enid, Healthier Living Centre

143,387 Assisted Living Service Days	28,671 Meals Delivered	26,895 Wellness Classes Attendances	17,031 Rides Delivered
16,875 Adult Day Program Attendances	9,266 Hours of Homemaking	7,439 Hours of Respite Service	2,947 Congregate Dining Attendances



Annual Shrove Tuesday



Annual Paint Night



Specialized Training



Annual Holiday Party



Annual Pumpkin Carving Content



Bridgette, Client Care Coordinator

“What I love most about working with Lumacare is the role of being a Client Care Coordinator where I am able to really make a difference in the lives of the clients and their families that I work with every day. It is such a rewarding accomplishment for me when a client and their family member can share how Lumacare has made a difference in their lives.”



Oliver, Personal Support Worker

“I am so blessed and grateful to be working at Lumacare. Lumacare is like a family to me because all the employees and staff are friendly, helpful, and approachable. The best thing about Lumacare? They believed I could make a difference, and they taught me how to be effective.”



Amy, Supervisor, Assisted Living Services

“I love working at Lumacare because our ideas and experiences are respected and valued. There are also many opportunities to help me grow personally and professionally. I am proud to say that I am part of a collaborative team working together to ensure our clients and families receive the service and support they need.”

SHARING OUR PRIDE

At a time when there is a province-wide staffing crisis for Personal Support Workers, and turnover is sky-rocketing, Lumacare achieved **100% retention with full-time Personal Support Workers** in the 2017 fiscal year!

In our annual employee engagement survey, staff told us what they think Lumacare does best:

Caring for people as individuals

Providing exceptional service

Putting client needs first

Having a caring environment for staff

Client/staff safety is our priority

Listening to employees

This past year, Lumacare saw 131 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 & fundraisers. Our volunteers’ efforts have helped shape our agency into what it is today.



PUBLIC VOLUNTEER AWARDS

BARBARA DALTEN-KELLY
Hon. Judy Sgro, Volunteer Appreciation Award
OACAO Award, Long-Term Service & Personal Commitment

MARILYN BURNS
OACAO Award, Commitment to Care Volunteer Award
OCSA Award, Commitment to Volunteer Service

CORPORATE VOLUNTEERING

This year Lumacare made a point of engaging 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 **CIBC** and **Bombardier** whose generosity of time and talent supported our B.O.O.S.T. Adult Day Program and Meals on Wheels service.

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 client’s well-being.



David Mousavi



Michael Morrison



Sara Bartolomeo



Jeff Butchereit



Filippa Consiglio



Alyssa Van Graft



Linda Colman



Manny Ma



Morgan Westgate



Pati Greenwood



Katharine De Santos



Trisha Saila

Our Accomplishments

A HIGHLIGHT OF A FEW OF OUR PROGRAMS AND SERVICES ACCOMPLISHMENTS THIS YEAR



We launched our first **Book Club** within our Healthier Living Centre Program. These ladies love the weekly time to gather and connect socially over a good book and great company!



Thanks to Home Instead Senior Care's **Be a Santa to a Senior Program**, Spectrum Health Care Foundation, and a valued private donor, we were able to hand deliver 200 gifts of holiday cheer to our most vulnerable clients.



Our staff members took it upon themselves to participate in a Purdy's **chocolate fundraiser** to help us reach our agency goal of \$40,000 in donations this year. All of the hard work and dedication paid off!



In June 2017, Lumacare went through an external survey with **Accreditation Canada**. The survey resulted in Lumacare obtaining the highest ranking quality standard achieved by a community agency.



With our Assisted Living Services Enhancement, we now serve over 400 high-risk vulnerable older adults.

This year we applied and received funding to expand our current Assisted Living Services (ALS) program to serve individuals with increased needs. Our brand new Enhanced Assisted Living Services (EALS) program enables an additional 35 clients with a higher degree of frailty to be served.



This year, Lumacare successfully secured funding from Toronto Public Health to train peer leaders to deliver **Type 2 Diabetes Prevention workshops** to our clients.

Over the year, we delivered this wellness program across various Lumacare locations to help teach our community members how to prevent diabetes from impacting their lives.

Everyone had a blast and was thankful to learn! We even had a resident who wrote us a poem of gratitude!



This year, Lumacare officially named a space at our main office as **"Rose's Place"**. The space is dedicated to the late Rose Paglia, who ran our seniors craft group for over 25 years and helped to fundraise on behalf of Lumacare.

You may also recognize some of these familiar faces who were our Co-Op nursing students. We thank them for running our flu clinic, mask-fit testing, diabetes workshops and hand hygiene audits for our organization this year. Thank you!

We hosted our **Annual Family Day Celebration** at Paramount Ice Complex this year for a free community skate. Through this family-friendly event, we brought over 100 family members through the door and onto the ice to celebrate the importance of family in our community.

We look forward to seeing everyone at next year's Family Day Celebration. Be sure to join our mailing list for further event details to come your way.



We celebrated **March for Meals** week and reflected on how our Meals on Wheels program supports older adults. We hand delivered meals with **MPP Mike Colle** to our valued clients who depend on us for their next meal.

We ran our first virtual fundraiser called **"Comfort for a Cause"** that engaged over 60 community members. We're excited to bring this event back next year for people to enjoy from the comfort of their very own homes!



Lumacare chose to partner with Accreditation Canada, widely considered to be the gold standard in healthcare accreditation, both across Canada and internationally.

In a full-scale quality audit of every aspect of our operation, Lumacare was measured against criteria in 5 standards:

GOVERNANCE

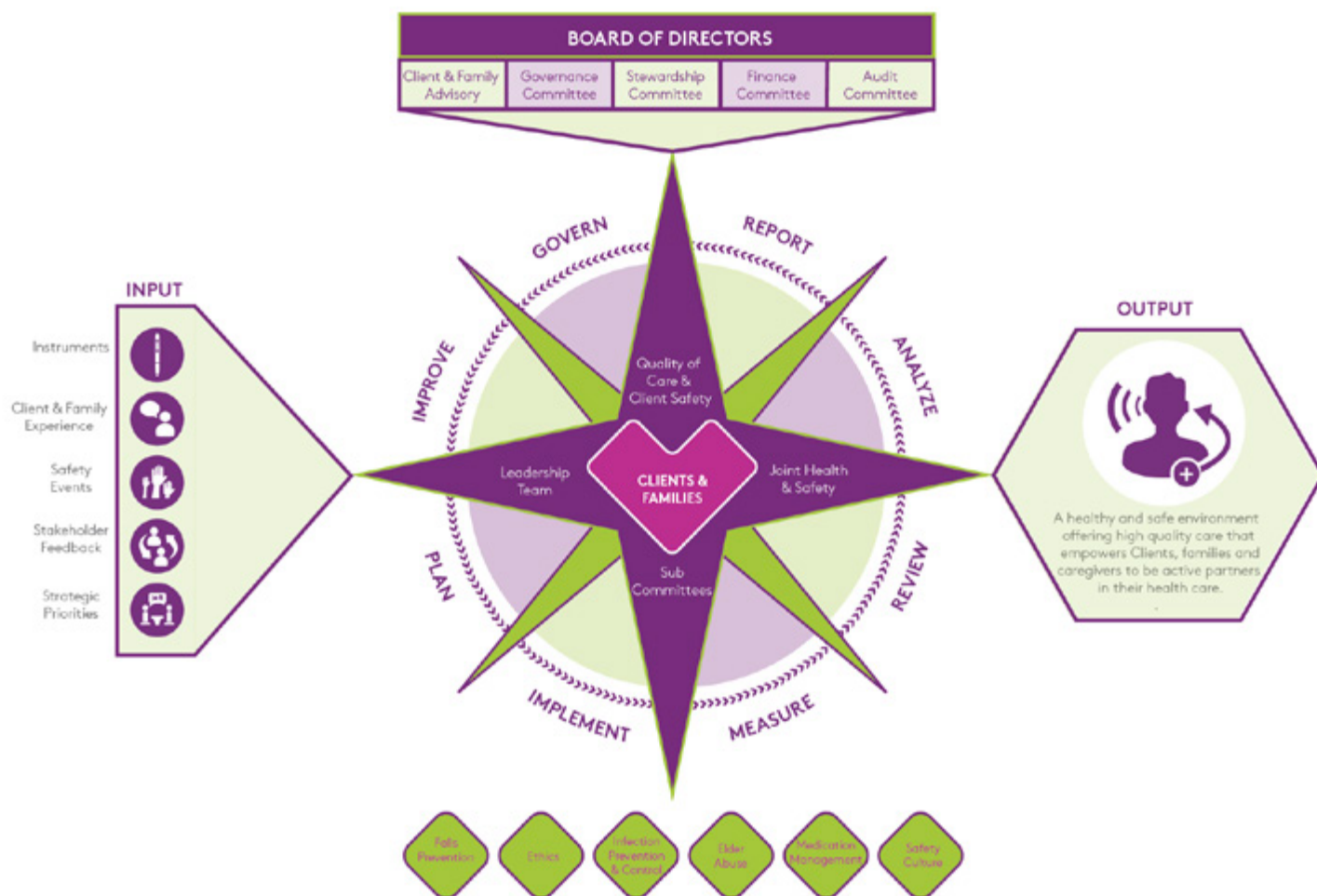
IPAC

MEDICATION

LEADERSHIP

HOME SUPPORT

Lumacare's Quality Compass



Lumacare's Quality Compass is a depiction of Lumacare's quality program which articulates various inputs, processes, and outputs of the organization as part of our continuous quality improvement journey. At the heart of everything are our clients and families. As a result of processing the input through our quality program, we obtain outputs that support a healthy and safe environment offering high-quality care that empowers clients, families and caregivers to be active partners in their care.

Lumacare has been awarded Exemplary Status, receiving 100% on our first QMentum Accreditation Survey with Accreditation Canada!

Accreditation Canada Surveyors shared what they felt were our organizational strengths:

- Reputation for Excellence
- Our mission, vision, and values were embraced and demonstrated by all
- Our care planning process
- **Client and Family-Centric Care** was adopted across the organization at all levels



The benefits of being Accredited with Accreditation Canada:

- **Leadership:** Accreditation adds credibility for quality improvement, supports changes in policies and procedures, minimizes risk and helps provide consistency of services
- **Staff:** Accreditation engages staff in continuous quality improvement, improves safety, and streamlines onboarding through access to clear policies and procedures
- **Clients & Families:** A good accreditation program fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members
- **Tax Payers, Funders, and Government:** Accreditation shows accountability and a commitment to the continual process of quality improvement
- **Suppliers and Partners:** Accreditation adds to the credibility and visibility of an organization

Want more information about Accreditation Canada? Visit their website at: www.accreditation.ca

In early 2016 Lumacare undertook a major planning process to lead the organization through an exciting and 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 HAVE 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

- 95% of client’s reported good to excellent satisfaction
- Client & family focus embedded across all programs
- 100% of our community engagement plan executed

ENHANCE QUALITY AND RISK MANAGEMENT

- Achieving 100% Exemplary Status on our QMentum Survey
- 100% compliance on Ministry of Labour & OHS requirements
- 100% client safety plan executed

DEVELOP A STRONG BRAND IDENTITY AND BUILD AWARENESS

- Creation of a centre of excellence for adult day programs
- 100% plan executed for elder abuse advocacy
- 100% of digital-first online strategy executed

ACHIEVE SUSTAINABILITY THROUGH FUND DEVELOPMENT

- 100% alignment on unique program/service targets
- Achieving our fund development goal of \$40,000
- Innovation Centre fundraising program launched

BUILD OPERATIONAL CAPACITY

- 100% talent management strategy completed
- Introduction of new compensation model
- 85.7% employee engagement score

We are excited to head into the last year of our 3-year strategic plan and assemble our 2019-2022 strategic planning team. We look forward to sharing these exciting updates with all of you. Join our mailing list and stay in touch!

LUMACARE SERVICES

STATEMENT OF REVENUE AND EXPENDITURES (Year ending March 31)

REVENUE	2018	2017
Government Grant (Province of Ontario)	\$7,719,922	\$7,034,927
Fees for services	\$711,088	\$687,041
Fees and grants from other agencies	\$638,280	\$742,743
United Way Toronto & York Region	\$100,564	\$102,824
Interest and miscellaneous	\$92,715	\$134,927
Government grant - City of Toronto Community Service Partnership	\$87,504	\$86,975
Property and equipment funding recognized	\$68,592	\$106,353
Donations and fundraising	\$40,485	\$28,945
Gifts-in-kind	\$30,000	\$30,000
Government grant - City of Toronto Bathurst Finch Network	\$13,761	\$81,990
Total Revenue:	\$9,502,911	\$9,036,725
EXPENDITURES	2018	2017
Salaries and benefits	\$7,743,816	\$7,092,852
Building	\$441,457	\$472,923
Office	\$425,310	\$503,548
Program food	\$252,330	\$228,990
Transportation	\$213,392	\$220,169
Other program	\$127,328	\$145,586
Amortization	\$107,459	\$99,175
Professional services	\$73,793	\$107,871
Training and Education	\$56,469	\$42,297
National and provincial fees	\$12,624	\$16,582
Advertising and promotion	\$3,064	\$11,006
Total Expenses:	\$9,457,042	\$8,940,999
Excess of revenue over expenditures:	\$45,869	\$95,726





INNOVATION CENTRE PROGRAM LAUNCH

Lumacare officially opened our revitalized program space at 497 Wilson Avenue. Over 30 guests attended, including media, community members, and local Councillor James Pasternak. During the event we heard from Lumacare’s Board Chair, David Mousavi who highlighted our key initiatives for the Innovation Centre this year:

LGBTQ+ FOCUS: In 2017, Lumacare’s focus on addressing inequalities and supporting individual senior needs initiated the development of a cross-agency LGBTQ+ inclusivity toolkit. This toolkit provides Toronto-based Community Support Services with the tools to identify discrepancies in LGBTQ+ inclusivity affecting the day-to-day lives of LGBTQ+ older adults. Moving forward into next year, we have secured 3-year funding through United Way Greater Toronto to focus and expand our LGBTQ+ efforts.

KINDRED CARE INTERGENERATIONAL PROGRAM: On July 10 - July 14, 2017, Lumacare hosted its fourth Kindred Care Intergenerational Day Camp Program. Our Kindred Care Camp is one of our Innovation Centre initiatives that we are piloting in an effort to run a full Intergenerational Program in the future. A big thank you to First Book Canada for donating 300 educational books to the initiative which allowed our campers to take home a book each day based on the day’s theme.

HOPEWELL PSYCHOGERIATRIC ADULT DAY PROGRAM: On September 18, 2017, Lumacare, along with **MPP Monte Kwinter** hosted a Grand Opening & Ribbon Cutting Ceremony for its HOPEWELL Psychogeriatric Adult Day Program. As the newest adult day program, HOPEWELL is a community step down program for individuals diagnosed with anxiety, depression, or bipolar disorder. The organization has piloted the program two days per week, and we have seen the direct impact it is making for our families. We hope to expand this program in the future to serve more clients as they transition back into their communities.

ELDER ABUSE AWARENESS: On June 15, 2017, Lumacare celebrated World Elder Abuse Awareness Day with its Annual World Elder Abuse Awareness Walk. The day was a great success with over 100 participants, including Lumacare clients, staff, Board Members, local businesses and community partners, volunteers, and the public attending. This year’s walk had a direct impact on our community and went as far as supporting an individual in crisis, who had the courage to step forward thanks to our public presence and report abuse at the event.

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 history of 44 years and would not be able to deliver programs and services to the 3,500+ older adults and their families each year without your support.

Our sincerest thanks go out to all the individuals, corporations, foundations, funders, and organizations that contributed to our success in 2017/2018. As always, we are invested in maintaining relationships with all of our 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 offering, we need your support more than ever. As we embark on the final year of our strategic plan, we are looking to diversify our revenue streams to be able to pave the way for community support services and the diverse population we serve in North York West.

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.

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



PEOPLE HELPING PEOPLE

EST. 1974

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.

f /lumacare1974

t /lumacare1974

i /lumacare1974

#Lumacare1974 #PeopleHelpingPeople



CHARITABLE REGISTRATION NUMBER:
10703 4134 RR0001