



PEOPLE HELPING PEOPLE
EST. 1974

ANNUAL REPORT

2019-2020



Land Acknowledgement

Lumacare acknowledges that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples.

Lumacare also acknowledges that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaty signed with multiple Mississaugas and Chippewa bands.



From left to right: Danielle Dang, Interim Executive Director, Michael Morrison, Board Chair, Susan Doyle, Executive Director.

A Note from the Leadership at Lumacare

MICHAEL MORRISON, Board Chair

Looking back on the year we just wrapped up, I can say I am without a doubt proud of the strides Lumacare has taken in being innovative leaders in the community support sector. Expanding into a community campus model was no small undertaking, and the staff took on this additional responsibility all while managing increased client numbers. Whether it was moving around staff or working additional hours behind the scenes, Lumacare was able to launch its Deerhide campus with minimal service disruption. I am so humbled to lead this incredible team of health care heroes during a time of such change in our health care system.

This year, as a board, we also updated our bylaws and opened our registered member status. What does this mean to us? It means more members of the community can be directly involved and participate in governance matters, and help direct feedback to us so we can improve the quality of care at Lumacare.

I know the end of this year has brought about unanticipated change as COVID-19 hit our community hard. I am confident the Lumacare team will forge ahead while ensuring everyone's health and safety is our number one priority.

SUSAN DOYLE, Executive Director

2019-2020 has been a big year for everyone here at Lumacare. What started many years ago as a vision of coordinated care under one roof, turned into a reality for our team this year. At Lumacare, we are so much more than a service provider. We are a family of coordinated care that is here to help people age with dignity and ease. While we are an essential service and the lifeline for many older adults' independence, we're a community that truly cares for every person we serve, and I feel that every day.

I would like to take a moment and acknowledge and thank Danielle Dang, Senior Director, Planning and Care Initiatives, who stepped into my role while I was off on parental leave earlier this year. Knowing the organization was in good hands during a critical period in our history was much appreciated.

As we finish off our fiscal year, we are starting to work through the implications from the COVID-19 pandemic, and will be shifting our focus to deal with emergency response services.

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.



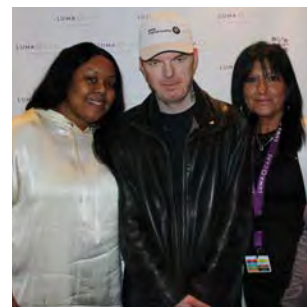
Family-Centric Philosophy:

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

Volunteers are at the heart of what we do here at Lumacare! This year, Lumacare saw **110 volunteers** come through our doors who gave their time in support of the health and wellbeing of older adults in their community. In total, these volunteers provided **14,555 hours** of service, which is surely something to celebrate and be thankful for. We couldn't do what we do without you!



Corporate Volunteering

A big thank you to all of our corporate volunteers who came out to make a difference. Meta Centre, Christian Horizon, and Kelly's Place: we are so grateful for your support and generosity to make sure our seniors got the best care and service possible.

Board of Directors

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



Michael Morrison
Chair



Sara Bartolomeo
Vice-Chair



Jeff Butchereit
Treasurer



Filippa
Consiglio



Linda
Colman



Manny
Ma



Morgan
Westgate



Pati
Greenwood



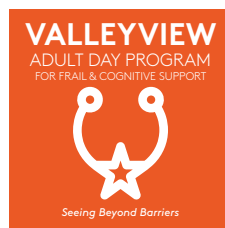
Deborah
Bakti



Lorne
Shapiro

Programs and Services

Lumacare offers an array of five adult day programs, a drop-in day program, and an overnight respite program to help older adults 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 want to express our appreciation towards the excellent service that your staff has provided. I believe these type of accomplishments require a great deal of both dedication and experience." - Paul Nguyen., Assisted Living Service Client Caregiver

"I absolutely love the B.O.O.S.T. Adult Day Program! I enjoy all the staff who run the program and they make me feel happy and comfortable. It is good that we get to exercise, and it is at our pace. I only do as much as I can tolerate. When I first started coming to the program I was in a wheelchair, and now I am walking with a walker. I leave the program very happy, and can't wait until the next time I can see my friends. I don't want to miss anything!" - Marjorie R., B.O.O.S.T. Adult Day Program Client

"I appreciate all of the personal support workers who have taken care of my mom during a critical time who continued on during a global pandemic. Each person has treated my mom with compassion and respect and it has made me feel at ease." - Theresa, M., Assisted Living Service Client Caregiver



143,690

Assisted Living
Service Days

26,150

Meals
Delivered

19,860

Wellness Classes
Attended

16,800

Transportation
Rides Delivered

16,530

Adult Day Program
Attendances

10,865

Hours of
Homemaking

4,980

Hours of
Respite Service

2,770

Congregate Dining
Attendances



Acknowledging Our History

It is with a sad heart that Lumacare announces the passing of our founding visionary, Inger Elisabeth Holm.

Inger lived to the age of 100 and will not be forgotten. She has left a mark on many lives through Downsview, North York and beyond!

We are grateful for her leadership and desire to make a difference in our community. We will continue to support seniors and their families to age with dignity from the comfort of their homes.

In Inger's honour, we have dedicated our boardroom at our brand new campus in her memory.



Embracing Opportunities

LEAD.



DISRUPT.



GROW.



TRANSFORM.



Strategic Plan 2019-2021

This year, we were able to start achieving the objectives we set out in our new three-year 2019-2022 strategic plan, *Embracing Opportunities*. Developed in partnership with our stakeholders, our new strategic plan is both bold and ambiguous, building on our existing strengths and preparing us for what is to come.

Our business strategy: to leverage and grow our knowledge, resources, and partnerships for the development and delivery of cost-effective, innovative, community services; to ensure community residents receive accessible, high-quality services that meet their unique needs.

Accomplishments

What a foundational year 2019-2020 has been for Lumacare. In order to prepare us for what is to come, the organization has invested in expanding our program and services, and operating under a campus model to best serve our community.

45 YEARS OF HISTORY AND A NEW BEGINNING Introducing Lumacare's Campus of Care!



This has been a long-awaited announcement: Lumacare has officially secured and moved into a larger space that allows us to operate the majority of our programs and services under one roof.

As the first of its kind, Lumacare's Campus of Care is where we operate integrated programs including four specialized adult day programs that support individuals with cognitive impairment, frailty, neurological disorders, and mental health issues. With an onsite client café, gym, multi-sensory room, meditation lounge, and greenhouse for indoor gardening, Lumacare's Campus of Care is a place where older adults can thrive and enjoy their day.

The campus has fully accessible washrooms, shower facilities, and offers an array of care such as foot care, physiotherapy, and navigation support to help older adults through the continuum of care as they age. As a one-stop shop, we are excited to offer seamless care and better serve our community.



PROGRAM AND SERVICE HIGHLIGHTS



R.I.S.E. Adult Day Program Opens at 495 Wilson Ave.

In December 2019, we were able to secure funding to open a brand new adult day program for older adults wishing to participate in social programming and connect with their peers. This adult day program is a great fit for seniors who are requiring just the extra bit of support throughout the day.



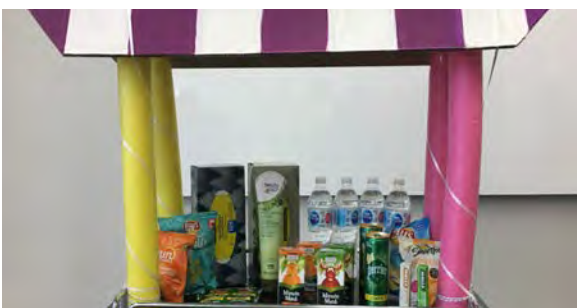
Adult Day Program for Frail Seniors

In 2019, we expanded one of our adult day programs that focuses on frail seniors. Offered at our Campus of Care, this program is geared towards moderately frail seniors living with mild cognitive impairment. The program provides both recreational programming and structured social engagement.



Sensory Lending Library

This year, we launched our brand new Sensory Lending Library! This specialized “library” offers various tactile experiences that help to stimulate all senses, whether visual, auditory, or tactile. Older adults have really enjoyed taking activities home and working on their fine motor skills, coordination, spatial awareness, and visual tracking.



Tuck Shop

With the launch of our Campus of Care, we have introduced a tuck shop service for program participants. A tuck cart is available throughout the day, allowing clients to purchase an assortment of items, including personal care or basic groceries needed at home. The tuck shop has been shown to promote independence. Did you know juice was our number one seller this year?



Foot Care Services

Lumacare's foot care clinic provides preventative care and support for existing issues - so our clients' feet never hold them back! Each month, the clinic provides a trained foot care nurse to our adult day program clients. Services include nail trimming, as well as care for: ingrown, fungal and thickened toenails; corns; calluses; and diabetic feet.

REVENUE	2020	2019
Government grant (Province of Ontario)	\$ 8,262,446	\$ 8,227,900
Fees for services	\$ 730,663	\$ 677,157
Fees and grants from other agencies	\$ 689,025	\$ 629,062
United Way Greater Toronto	\$ 100,564	\$ 100,564
Interest and miscellaneous	\$ 43,230	\$ 50,942
Government grant - City of Toronto Community Service Partnership	\$ 89,345	\$ 87,505
Property and equipment funding recognized	\$ 24,005	\$ 36,758
Donations and fundraising	\$ 17,875	\$ 42,328
Gifts-in-kind	\$ 30,000	\$ 30,000
Total Revenue:	\$ 9,987,153	\$ 9,882,216

EXPENDITURES	2020	2019
Salaries and benefits	\$ 8,024,787	\$ 8,021,725
Building	\$ 701,479	\$ 432,684
Office	\$ 437,577	\$ 560,877
Program food	\$ 206,401	\$ 266,886
Transportation	\$ 188,336	\$ 181,265
Other programs	\$ 201,611	\$ 148,474
Amortization	\$ 64,946	\$ 76,229
Professional services	\$ 124,164	\$ 110,073
Training and education	\$ 7,990	\$ 64,916
National and provincial fees	\$ 12,618	\$ 13,702
Advertising and promotion	\$ 13,451	\$ 2,443
Total Expenses:	\$ 9,983,360	\$ 9,879,27
Excess of revenue over expenditures:	\$ 3,793	\$ 2,942

Thank You

Over the last few years, we have invested additional energy into building out our fund development portfolio so that we can continue to invest in new innovative programs and services to support our aging population.

We are so appreciative of you, our community for investing in us and trusting us to provide intimate care to your loved ones. We would not be able to do the breadth of what we do without the support of our funders, volunteers, and supporters who cheer us on along the way.

This year, we would like to specifically acknowledge a few large gifts that were made. Thank you to our corporate supporters, Scotiabank and M.J. Lawson Real Estate Ltd. for your contributions. We would also like to make a special mention two individuals, Mr. Martin Saint Pierre and Mary J. Lawson, who sponsored some of our innovative murals and room dedications in honour of past loved ones. As always, the steadfast support of our funders allows us to continue operating and providing this essential care.

Lumacare has also started to receive emergency support from the community since the onset of the pandemic. We are deeply grateful for the significant number of online donations we have received from caring individuals. Thanks to you, we have been able to quickly mobilize and deliver much-needed support to our most vulnerable population.

Interested 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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#Lumacare1974
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