



Annual Report

2020-21

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 Mississauga of the Credit, and the Williams Treaty signed with multiple Mississauga and Chippewa bands.

A Note from the Leadership at Lumacare

The 2020-2021 fiscal year was a long tunnel ride that demanded focus, agility, and resilience from all. We learned, adapted, and provided much-needed support for our community. As we start to live in a more stable environment and return to activities that were once commonplace, we are breathing a sigh of relief.

While we are not completely out of the woods related to the pandemic, we are filled with gratitude.

The Board of Directors would like to thank all our staff who stood by us this last year and continue to do so. We are happy to know that organizations like Lumacare exist to serve an important role in the community. COVID-19 brought increased food insecurity and social isolation but the commitment of our Personal Support Workers (PSWs) never wavered.

It is important to acknowledge that we are continuing to work in an ambiguous environment. This can be difficult but it makes us stronger by challenging us to dig deep and show greater compassion. I am confident that Lumacare will continue to provide valuable services to our clients and their families.

I would like to close with a short intention for our staff, clients, their families, the Lumacare Board and the community, from Thupten Jinpa’s inspirational book, A Fearless Heart.

May all beings attain happiness and its causes
May all beings be free from suffering and its causes
May all beings never be separated from joy that is free of misery
May all beings abide in equanimity, free from bias of attachment and aversion

This past year has been one of challenge, change, and opportunity for Lumacare. The response from staff, Board members and volunteers has both validated and highlighted the strengths and resilience of Lumacare.

The pandemic irrevocably changed the way in which we provide programs and services. Not only were new protocols implemented, Lumacare had to be innovative and responsive to the ever-changing needs of the community and our clients.

The pandemic, however, is not what stands out most when I consider what Lumacare experienced and accomplished this past year. Staff came together to overcome seemingly insurmountable challenges to deliver the best, client-based care. Exercise classes and congregate activities such as craft classes and food preparation groups were introduced in a virtual format to keep seniors healthy and socially connected. Our essential service employees created responsive activities to challenge our clients and keep them engaged and healthy while providing a safe and secure environment.

While the pandemic shaped much of our activity in 2020-2021, it did not redefine Lumacare. If anything, the events of this past year have further validated our core purpose and strategic direction to deliver equitable, accessible, high-quality services. We stayed true to the values that have driven our success for the last 47 years and positioned ourselves to continue to be a leader in service delivery.

COVID-19 also did not alter our fundamental caring culture. I am proud of our staff who went above and beyond in 2020-2021 to exemplify this. Teams across Lumacare worked diligently, transforming adversity into an opportunity for growth. They challenged themselves to do things differently and better as an organization moving forward.

I also want to thank our Board of Directors for their dedication to Lumacare and steadfast support for our continued growth.

Lumacare is ready to meet the challenges of the future, and to grow, transform and build an even stronger organization to deliver exemplary service to our clients.



“This can be difficult, but it makes us stronger by challenging us to dig deeper.”



“If anything, the events of this past year have further validated our core purpose.”





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

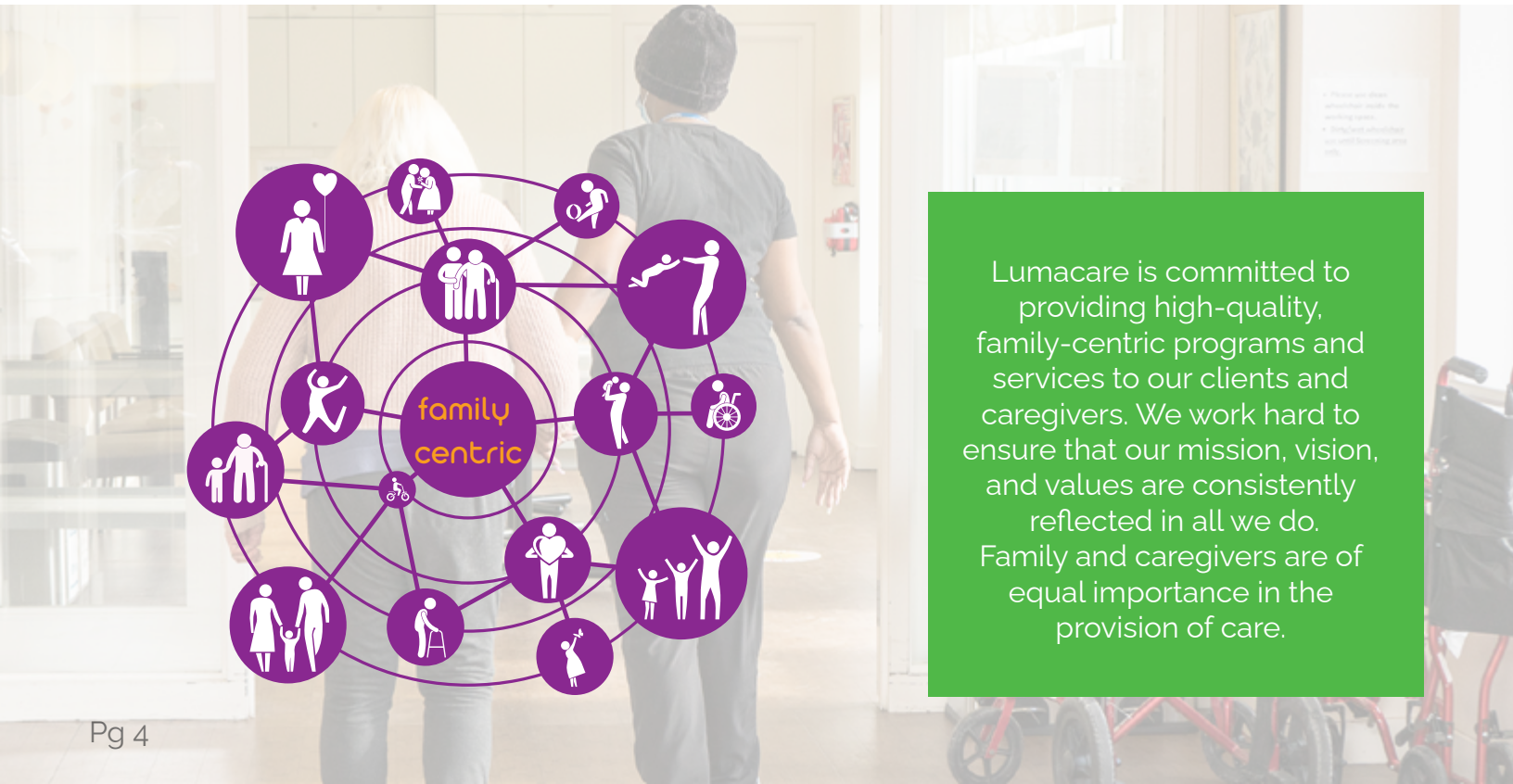
Mission:

To enhance, engage, and empower the members of our diverse community by providing equitable, accessible and high-quality services.

Vision:

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

Values:



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.



*“You make a living by what you get.
You make a life by what you give.”*

Our volunteer program was paused in 2020 due to COVID-19 restrictions but is back on track in 2021.



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



Filippa Consiglio
Board Chair



Jeff Butchereit
Vice-Chair



Manny Ma
Treasurer



Pati Greenwood
Director at Large



Linda Colman



Lorne Shapiro



Antoinette De
Jager



Morgan
Westgate



Programs & Services

Lumacare offers 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



Assisted Living Services

Program & Service Highlights

Heart @ Home

Lumacare is a leader in **HEART @ Home**, an integrated care program offered by the North Western Toronto Ontario Health Team (Humber River Hospital). We work closely with integrated health care teams to provide seven days of holistic, in-home support following hospital discharge.

Rainbow Space

This weekly educational programming is focused on creating a warm, interactive space and an opportunity for the 2SLGBTQ+ senior's community to engage.



Vaccine Engagement Team

The Vaccine Engagement Team (VET) initiative is funded by the City of Toronto to address COVID-19 vaccine hesitancy and increase vaccinations across communities/ neighbourhoods in the city. In each cluster, individuals known as "VET Community Ambassadors" are onboarded to promote COVID-19 vaccine awareness and education and conduct outreach in the community.

Lumacare partnered with eight community agencies in the Black Creek Humber Summit (BCHS) cluster to implement the VET initiative. Lumacare also championed reaching out to and engaging faith leaders to promote VET in the community.

Pandemic Response

In response to the pandemic, several initiatives were launched by Lumacare to meet the rising needs of our clients and their families, including:

Food Services Program
The impacts of COVID-19 heightened food insecurity and worsened the health conditions of many seniors. Lumacare created a new department dedicated to providing healthy and culturally inclusive food at no cost to all our clients. Our committed team offered door-to-door service to promptly deliver meals and groceries to about 200 seniors weekly. Other services covered in the program included: provision of hygiene and incontinence products, household cleaning items and free weekly laundry services.

Free distribution of personal protective equipment (PPE) kits to clients and their families
Clients in our programs including Meals on Wheels and Food Services received free PPE items in large quantities (facial masks, hand sanitizer, wipes).





Since 1974, Lumacare has been 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 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.



Thank-you note from Humber River Hospital

Dear Lumacare Personal Support Worker,

I want to take the opportunity to let you know how appreciative I am of Home at Last Service, and the work that you all do. Yesterday we had a challenging case that started out as straightforward transport home from the hospital.

Together, with yourself and your team, we had brought this client back to safety. She called 911 and came back to the hospital.

I was impressed by your compassion, patience, professionalism, and dedication to our clients. Home at Last/Lumacare is truly all about client-centred care.



Making a Difference

"I am beyond grateful for all the support Lumacare has given me throughout these many years: most especially, this past sad, scary COVID-19 year. It has been when I needed help the most, and you helped me. And while it would be hard to list which of your outstanding services tops the list, certainly Meals on Wheels, my amazing PSW, and the two Assisted Living Coordinators just met my challenges of daily living superbly." - Lumacare Client

"I love the Sunset Overnight Respite Care Program as the staff is very receptive. I feel comfortable and relaxed at the program at all times and that's why I still attend the Respite Care Program. Their services are great, and my son loves it as well. The rooms are cozy and nice to stay in with a nice view of nature outside. It's a good place to be." - Lumacare Client



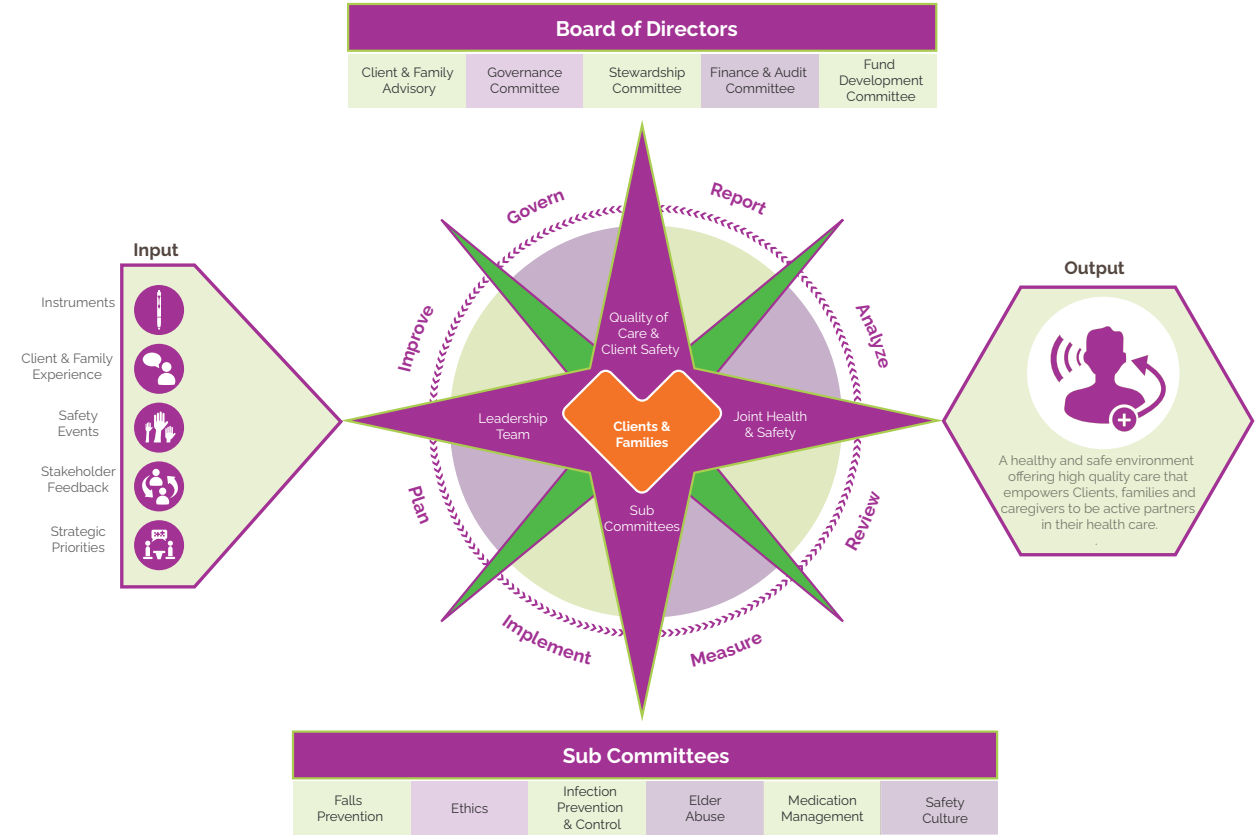
"Working at the Sunset Program continues to be an outstanding experience for me. Since the reopening of the Overnight Respite Care Program after the lockdown due to the pandemic, recommendations for services have increased tremendously. Families and caregivers are impressed with the exceptional care provided to their aged parents and loved ones thereby giving them a break for the weekend. I say a great job well done to all our team members and Sunset Program staff."



Tracy Odion,
Care Navigator

Quality at Lumacare

With our Quality Compass, the intended output is a healthy and safe environment offering high-quality care that empowers clients, families, and caregivers to be active partners in their health care.



Strategic Plan 2019-2021

In the third year of our strategic plan, Lumacare is nearing completion of the goals we set for ourselves.



Through the right infrastructure, we will unleash the potential of passionate people to strengthen the lives of clients, their families and our community. We will establish this by having the right person in the right role, delivering the right care at the right time.



We will provide excellent client services by delivering innovative, collaborative and high-quality care for the people we serve. We will fulfill this by achieving the highest quality standards of care which will contribute to exceptional client experience.



We will continually seek opportunities to expand our reach by extending service offerings and responding to the unique needs of our community. We will achieve this by responding to the diverse needs of our client population and expanding our scope.



We will live and breathe a culture of philanthropy to diversify revenue, expand our reach with purpose, and develop resources.

COVID-19 Response



On March 11, 2020, the World Health Organization declared COVID-19 a global pandemic. Lumacare's main priority remains to keep our clients, caregivers, staff, volunteers, and all stakeholders safe and supported during this challenging time.

As the needs of the community continued to change during the pandemic, Lumacare was proud to:

- Work with the community to support our seniors by offering vital services such as laundry, shopping, transportation, and in-home services
- Set up a Community Response Centre to support the distribution of essential food, supplies and resources to seniors in need
- Make comfort packages of essential products available through our donation centre
- Work with the Black Creek Humber Valley Summit Cluster to engage our partners in a coordinated response to our community
- Continue the in-home support program to keep seniors healthy at home

Most importantly, Lumacare worked with the City of Toronto to support vaccine compliance. In a coordinated effort with their partners and Lumacare's culturally diverse staff, the City was able to reach more individuals in isolated and marginalized populations in their own language and faith circle.



Financial Statement

Revenue	2021	2020
Government grant (Province of Ontario)	\$ 8,545,417	\$ 8,262,446
Interest and miscellaneous	\$ 529,845	\$ 43,230
Fees and grants from other agencies	\$ 457,095	\$ 689,025
Fees for services	\$ 287,162	\$ 730,663
Government grant (City of Toronto Community Service)	\$ 93,195	\$ 89,345
Donations and fundraising	-	\$ 17,875
United Way Toronto & York Region	\$ 60,857	\$ 100,564
Gifts in kind	\$ 30,000	\$ 30,000
Property and equipment funding recognized	\$ 8,284	\$ 24,005
Total Revenue:	\$ 10,011,855	\$ 9,987,153

Expenses

Salaries and benefits	\$ 6,986,285	\$ 8,024,787
Program fees (COVID-19 and other programs)	\$ 792,630	\$ 201,611
Building	\$ 751,822	\$ 701,479
Office	\$ 629,185	\$ 437,577
Program food	\$ 290,405	\$ 206,401
Professional services	\$ 301,043	\$ 124,164
Transportation	\$ 96,613	\$ 188,336
Amortization	\$ 79,274	\$ 64,946
Training and education	\$ 36,818	\$ 7,990
Advertising and promotion	\$ 28,997	\$ 13,451
National and provincial fees	\$ 13,287	\$ 12,618
Total Expenses:	\$ 10,006,359	\$ 9,983,360
Excess of Revenue over Expenditure:	\$ 5,496	\$ 3,793

Statement of Financial Position

March 31

Assets	2021	2020
Current		
Cash	\$ 215,816	\$ 321,548
Short-term investments	\$ 688,808	\$ 1,262,357
Fees, grants and HST receivable	\$ 342,531	\$ 262,468
Prepaid expenses	\$ 140,109	\$ 175,443
	\$ 1,387,264	\$ 2,021,816
Long-term investments	\$ 102,554	\$ 201,942
Property and equipment	\$ 739,927	\$ 44,445
	\$ 2,229,745	\$ 2,268,203

Liabilities

Current		
Accounts payable and accrued liabilities	\$ 576,679	\$ 652,200
Deferred revenue - grants	\$ 85,217	\$ 47,942
Deferred contributions	\$ 20,000	-
	\$ 681,896	\$ 700,142
Deferred revenue - property and equipment	\$ 8,885	\$ 32,890
	\$ 690,781	\$ 733,032

Net Assets

Current		
Invested in property and equipment	\$ 731,040	\$ 11,554
Unrestricted	\$ 807,924	\$ 1,523,617
	\$ 1,538,964	\$ 1,535,171
	\$ 2,229,745	\$ 2,268,203

Statement of Cash Flow

Year ended March 31

Increase (decrease) in cash

Operating	2021	2020
Excess of revenue over expenditures	\$ 3,793	\$ 2,942
Items not affecting cash		
Amortization of property and equipment	\$ 64,946	\$ 76,229
Deferred revenue - recognized	(\$ 24,005)	(\$ 73,786)
Accrued interest income	(\$ 8,751)	(\$ 18,008)
	\$ 35,983	(\$ 12,623)
Change in non-cash working capital items		
Fees, grants and HST receivable	(\$ 80,063)	(\$ 20,094)
Prepaid expenses	\$ 35,334	(\$ 83,684)
Accounts payable and accrued liabilities	(\$ 75,521)	(\$ 24,115)
Deferred revenue - grants	\$ 37,275	\$ 37,800
Deferred contributions	\$ 20,000	-
	(\$ 26,992)	(\$ 102,716)
Investing		
Purchase of property and equipment	(\$ 760,427)	\$ 321,548
Purchase of investments	(\$ 582,000)	\$ 1,262,357
Proceeds on disposal of investments	\$ 1,263,687	\$ 262,468
	(\$ 78,740)	\$ 175,443
Decrease in cash:	(\$ 105,732)	(\$ 1,247,190)
Cash		
Beginning of year	\$ 321,548	\$ 1,568,738
End of year	\$ 215,816	\$ 321,548



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

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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