



2021-22

Annual Report



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155 Deerhide Cres. North York



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.

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

It has been my pleasure to be the Board Chair through this latest fiscal period. Lumacare, for 48 years has put our clients first and will continue to do so. This commitment has never wavered, and our 2021-2022 fiscal period was no exception.

It has continued to be challenging with the pandemic being longer than we had hoped. Like many other organizations, change has become common place. Lumacare has had to learn to pivot at a moment's notice. Leadership within the organization has also changed as a reflection of the external environment. Despite this, Lumacare staff and volunteers continued to deliver on our mission, to enhance, engage, and empower the members of our diverse community by providing equitable, accessible, and high-quality services.

Lumacare program leads were one of the first Senior care facilities to implement virtual programming. Providing the opportunity for clients to take part in day programs, while being safe in their own homes.

I would be remiss not to mention the tremendous effort and perseverance that our personal support staff (PSWs) displayed during this difficult period and contributed over 8800 hours of homemaking support and 5700 hours of respite care.

I cannot thank enough the rest of the Board of Directors and Lumacare Staff for their work with Accreditation Canada and ensuring Lumacare received Accreditation Status with Commendation. The Board thanks all the staff who put in the extra time and effort to make this possible.

The Board looks forward to Lumacare continuing to grow and work with our Partners, Community and Volunteers to focus on our clients as our number one priority.

– Filippa

**Filippa
Consiglio,**
Board Chair





“Volunteering at Lumacare has been a wonderful experience. The organization's drive to enhance and engage members of our community has been above everyone else, and it has been an honor to be a part of it.”

Our Volunteer Program was suspended due to the Covid-19 restrictions to eliminate risk to our clients and volunteers. The Program was resumed in April 2022.



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



Linda Colman



Lorne Shapiro



Antoinette De Jager

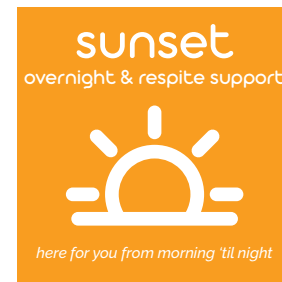


Morgan Westgate



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

Quality

The Quality department has been providing leadership to support an organizational culture of quality and safety. The Quality department also acts as the advisor for the accreditation process and leads subcommittees. This fiscal year was tremendously challenging in response to a global pandemic. The Quality team worked tirelessly to maintain a safe culture by ensuring that all safety measures were in place and adequate training was provided to our employees as they served our clients.



The quality team also championed a victorious win in achieving a 98% score with Accreditation Canada.

Healthier Living Centre (HLC)

The Healthier Living Centre provides daily activities to stay active, meet new friends and engage in recreational activities. The Program serves independent, older adults 55+ who wish to be physically active, meet new friends, engage in recreation activities and special events, and attend outings and/or day trips.

Vaccine Engagement Promotion in the Community

Lumacare is the leading agency for the vaccine engagement (VET) program for the Black Creek Humber Summit Consortium. In partnership with several community and health agencies, Lumacare provided support to diverse neighbourhoods and promoted COVID-19 testing and vaccination initiatives. About 20 vaccine clinics and testing centers were facilitated, and more than 2500 individuals were supported. A total of 6000 PPEs were distributed for free within the community, such as surgical masks, cloth masks, hand sanitizers and disinfectant wipes.

Lumacare Community and Client Support Programs

Lumacare stands as the lead agency of Home at Last program (HAL) within the south region of Steeles. The HAL program continued to help patients transition from hospital to home safely, smoothly, and comfortably. While the vulnerabilities and needs of older adults are increasing due to the pandemic, the HAL team remained committed and provided quality services to seniors promoting their well-being and positive health outcomes. The HAL program supported more than 150 seniors to safely transit from hospitals to their homes.



Our Impact

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 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.

140,906

Assisted Living
Service days

34,042

Meals
delivered

18,144

Wellness classes
attended

7,153

Transportation rides
delivered

10,042

Adult Day Program
attendances

8,833

Hours of homemaking
support

5,791

Hours of respite care
delivered

3,134

Congregate dining
attendances

Thank you from North York General Hospital

Dear Lumacare,

We at North York General Emergency Department are so grateful for the transportation service you provide for the seniors in the community. We cannot survive without your help! Thank you for ongoing support!

Sincerely,
ED staff



**NORTH
YORK
GENERAL**

Making a Difference

"We come to BOOST Adult Day Program because we are isolated at home. When we attend the program, my husband is socially, physically, and cognitively stimulated. I am hopeful for his recovery and for me, the program helps a lot, and I am happy for it" - Lumacare Client

"First of all, I am so grateful to have you to work with. Your work ethics and commitment to elder care is a balm to my soul. Please keep on doing what you're doing, keeping elderly in their home, so they don't go to long-term care." - Lumacare Client



"GLOW Adult Day Program touches me personally. My mother and my grandmother both had Dementia and have passed because of it. I was not able to help them and working for Lumacare, I am able to help the clients at the program and I am both thrilled and fulfilled because of it. Lumacare demonstrates centric care and not only the clients are cared for but the caregivers and the whole family"



Sandra Esievo,
Program Worker

COVID-19 Response

Lumacare's Quality department fosters an organization-wide culture of quality and safety. This past year continued to be challenging. Responding to the global pandemic, all safety measures remained intact, and training was provided to our employees to ensure appropriate protocols were followed as they served our clients.

The following highlights some of our achievements this year:

- In partnership with the Canadian Red Cross, Lumacare procured Antigen Rapid Test kits which allowed our staff to be tested hassle-free. This also allowed Lumacare to provide Rapid Antigen Test kits to our clients in the community. This collaboration with the Canadian Red Cross was of great assistance for our clients as they are not able to travel to a testing site, relieving stress and providing them with peace of mind.
- Lumacare increased vaccine availability in the community through the Vaccine Engagement Initiative (VET) in partnership with the City of Toronto.
- Community outreach programs were planned and executed to create awareness on the efficacy of the vaccine.
- Vaccine clinics were held on the Lumacare main campus giving easy and convenient vaccination access to our clients and staff.

Lumacare continues to promote a safe work environment and maintain support to the diverse community we serve.

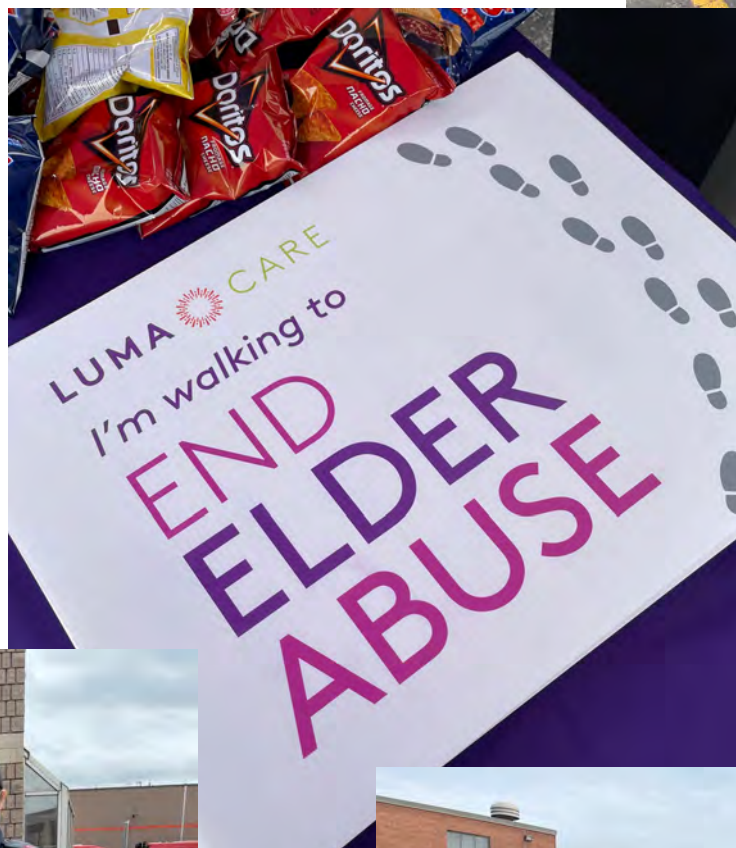


Elder Abuse Awareness





The Elder Abuse Committee is dedicated to supporting staff, clients, and families in elder abuse situations and raising awareness of the issue throughout the organization and the community. We are very proud of our recent Elder Abuse Walk. Staff and clients marched around the Deerhide campus with beautiful signs made in the adult day programs. The walk was an excellent opportunity to come together and engage with an issue that is so important to us all.



Financial Statement

Revenue

2022
2021

Government grant (Province of Ontario)	\$ 9,085,868	\$ 8,545,417
Interest and miscellaneous	\$ 598,963	\$ 529,845
Fees and grants from other agencies	\$ 524,964	\$ 457,095
Fees for services	\$ 573,838	\$ 287,162
Government grant (City of Toronto Community Service)		
Partnerships	\$ 520,084	\$ 93,195
United Way Toronto & York Region	\$ 65,508	\$ 60,857
Gifts in kind	\$ 30,000	\$ 30,000
Property and equipment funding recognized	\$ 1,595	\$ 8,284
Total Revenue:	\$ 11,400,820	\$ 10,011,855

Expenses

Salaries and benefits	\$ 8,093,327	\$ 6,966,106
Program fees (COVID-19 and other programs)	\$ 788,572	\$ 792,630
Building	\$ 781,169	\$ 751,822
Office	\$ 540,628	\$ 629,185
Program food	\$ 318,067	\$ 290,405
Professional services	\$ 574,107	\$ 321,222
Transportation	\$ 130,496	\$ 96,613
Amortization	\$ 73,365	\$ 79,274
Training and Education	\$ 41,550	\$ 36,818
Advertising and promotion	\$ 41,463	\$ 28,997
National and provincial fees	\$ 11,371	\$ 13,287
Total revenue:	\$ 11,394,115	\$ 10,006,359
Excess Revenue over Expenditure:	\$ 6,705	\$ 5,496

Statement of Financial Position

Balance Sheet

2022

2021

Current

Cash	\$ 2,669,429	\$ 2,458,814
Short-term investments		\$ 103,171
Fees, grants and HST receivable	\$ 210,734	\$ 264,418
Prepaid expenses	\$ 106,336	\$ 132,400
	\$ 2,986,499	\$ 2,958,803
Long-term investments	\$ 200,162	\$ 200,079
Property and equipment	\$ 694,728	\$ 660,653
	\$ 3,881,389	\$ 3,819,535

Liabilities

Current

Accounts payable and accrued liabilities	\$ 1,671,097	\$ 1,812,048
Deferred revenue - grants	\$ 599,717	\$ 442,425
Deferred contributions	\$ 20,000	\$ 20,000
	\$ 2,290,814	\$ 2,274,473
Deferred revenue - property and equipment	\$ 39,410	\$ 602
	\$ 2,330,224	\$ 2,275,075

Net Assets

Current

Invested in property and equipment	\$ 655,318	\$ 660,051
Unrestricted	\$ 895,847	\$ 884,409
	\$ 1,551,165	\$ 1,544,460
	\$ 3,881,389	\$ 3,819,535

Statement of Cash Flow

Operating

	2022	2021
Excess of revenue over expenditures	\$ 6,705	\$ 5,496
Items not affecting cash		
Amortization of property and equipment	\$ 73,365	\$ 79,274
Amortization of deferred revenue - property and equipment	-\$ 1,595	-\$ 8,283
Accrued interest income	-\$ 28	-\$ 7,275
	\$ 78,447	\$ 69,212
Change in non-cash working capital items		
Fees, grants and HST receivable	\$ 53,684	\$ 78,113
Prepaid expenses	\$ 26,064	\$ 7,709
Accounts payable and accrued liabilities	-\$ 140,951	\$ 1,235,369
Deferred revenue - grants	\$ 157,292	\$ 357,208
	\$ 174,536	\$ 1,747,611

Investing

Purchase of property and equipment	-\$ 67,037	
Purchase of investments		-\$ 200,000
Proceeds on disposal of investments	\$ 103,116	\$ 695,387
	\$ 36,079	\$ 495,387
Increase in cash:		
Cash	\$ 210,615	\$ 2,242,998
Beginning of year	\$ 2,458,814	\$ 215,816
End of year	\$ 2,669,429	\$ 2,458,814



Thank You!

Take a look at all 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

Interested in donating?
 Email us at:
Donate@lumacare.ca

Provide
Feedback

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

Connect with
us on social
media and
help us grow

Interested in following us?
 Find us **@Lumacare1974** or
@Lumacare for Tik Tok

Join our
organization

Interested in Joining our team?
 Email us at:
HR@lumacare.ca

Become a
Lumacare
corporate
partner

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

Join our
network of
passionate
volunteers

Interested in volunteering
with Lumacare?
 Email us at:
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#PeopleHelpingPeople

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