



People Helping People
Est. 1974



Annual Report

2022-2023



OUR MISSION

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

OUR VISION

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

OUR VALUES

Quality, Dignity, Compassion, Innovation, Inclusion, Partnerships, Leadership

LUMACARE'S BOARD OF DIRECTORS

Lumacare is governed by volunteers from the community who come together to form our board of directors. Their guidance, insight, and leadership is integral to the organization's mission, vision and values and for our clients' well-being.



Linda Colman
Director-At-Large



Filippa Consiglio
Treasurer



Antoinette De Jager
Director



Samantha Glave
Director



Pati Greenwood
Chair



Saif Khan
Director



Manny Ma
Vice-Chair



Justin Saldanha
Director



Lorne Shapiro
Director



Morgan Westgate
Director

LEADERSHIP MESSAGE

Dear Lumacare Community,

As we reflect on the past year, we are reminded of the resiliency and strength of our organization and the unwavering commitment of our staff, volunteers, and partners. Despite the challenges presented by the pandemic, Lumacare continued to serve our seniors and their families with dedication and compassion, adapting quickly to new circumstances and finding creative solutions to meet their evolving needs.

Our mission to support seniors to live independently and with dignity remains at the forefront of all that we do, and we are proud to have been able to serve the community in the face of unprecedented adversity. Through measures such as waiving our co-pay fees, and pandemic management, we have risen to the challenge and provided support and certainty to our clients. We are grateful for the support of our donors, funders, and partners who share our vision for a more compassionate and inclusive society.

We are grateful to our dedicated staff, volunteers, board members, agency members, clients, and families who have contributed to the incredible work that has taken place this year. Their passion and commitment have been instrumental in driving our success and ensuring that we continue to make a positive impact on the lives of seniors in our community.

As we move forward, we are excited to build on our achievements and continue to innovate and grow as an organization. Innovative programs like our new Virtual Hopewell Adult Day Program allow us to improve access to our services and better serve our community. We are committed to staying true to our mission, vision, and values and to ensuring that Lumacare remains a trusted and reliable source of support for seniors and their families.

Thank you for your ongoing support and partnership as we work together to build a more compassionate and inclusive society.



Liveleen (Lynn) Singh
Chief Executive Officer



Patricia (Pati) Greenwood
Board Chair

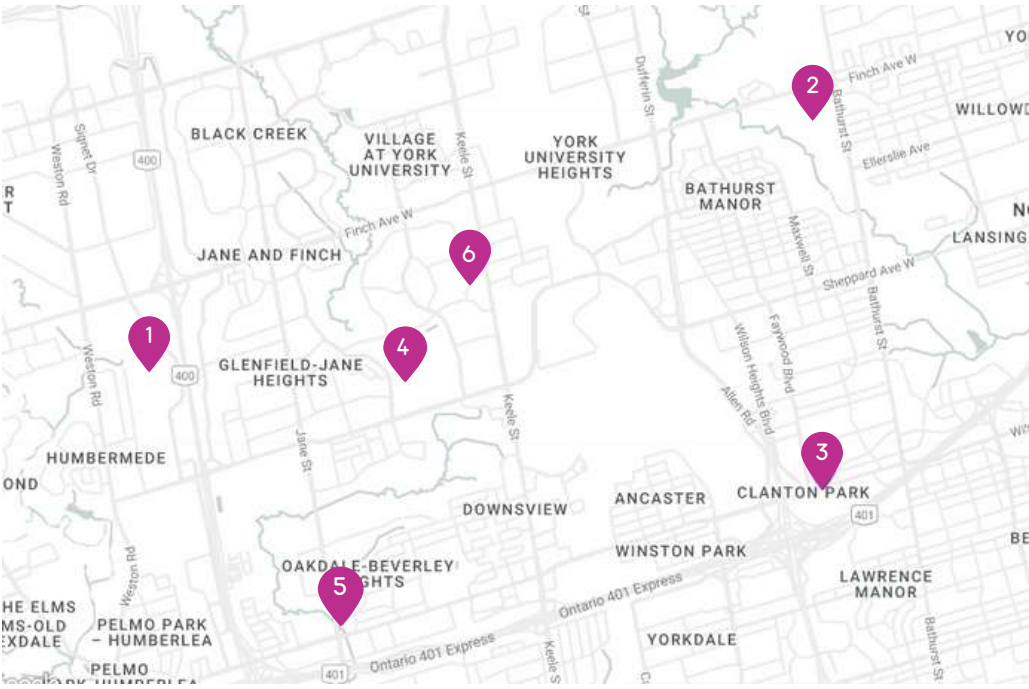
PROGRAMS AND SERVICES

- Assisted Living Services
- Adult Day Programs
- Care Navigation
- Case Management
- Companionship Calls
- Crisis Intervention
- Foot and Nail Care
- Healthier Living Centre
- Home At Last Program
- Home Support
- Homemaking Services
- Meals on Wheels (Food Services)
- Personal Care Services
- Physiotherapy Services
- Respite Care
- Sensory Lending Library
- Transportation Services



6 LOCATIONS ACROSS NORTH YORK TO SERVE YOU

- 1 Campus Of Care
B.O.O.S.T., G.L.O.W., & HOPEWELL
Adult Day Programs
(155 Deerhide Crescent)
- 2 VALLEYVIEW & SUNSET
Adult Day Program
(541 Finch Avenue West)
- 3 R.I.S.E. Adult Day Program
(497 Wilson Avenue)
- 4 Healthier Living Centre
(15 Clubhouse Court)
- 5 Assisted Living Services
(2195 Jane Street)
- 6 Assisted Living Services
3680 Keele Street)



OUR IMPACT



WHAT OUR CLIENTS SAY ABOUT US

"I enjoy coming to the program every day. The people working here, and all my colleagues, are very nice. I am always excited to see what's (going to happen) today. Meals are great, and I really like the setup in the facility. I never get bored here or sit free and do nothing."

Shirley Chantler-Lorraine, VALLEYVIEW Client



"We want to express our heartfelt thanks to all the staff ... at Lumacare. Our father ... has been a participant for close to a year, and the program has added so much to his life. The social aspects of getting out of the house, interacting with enthusiastic and caring staff and with other participants have given him a new focus ... The staff are accommodating, care for his unique needs and follow up with phone calls to check on his wellbeing. Thank you for all you do"

Family of Roy Kurita, B.O.O.S.T. Client

The program is very uplifting for me. It breaks the monotony of being at home alone ... When my son says that I am coming to the program, I get ready so fast. I enjoy the company of other clients and I enjoy playing the piano for them. It gives me great pleasure knowing that they enjoy it too ... I like everything about the program and I look forward to attending."

Frank Barretto, HOPEWELL Client



"I am grateful to Lumacare for the grocery and comfort packages that I receive every month. That's so generous, and it saves me from shopping, especially since I live alone."

Angela Rothel, B.O.O.S.T. Client



MESSAGES FROM OUR HOSPITAL PARTNERS

ST. JOHN'S REHAB

"I have referred patients to Home At Last (HAL) since the very beginning, and I would like to thank you for supporting our patients diligently, compassionately, efficiently, and professionally. HAL has been filling a huge gap by serving our patients who have no family support or financial resources to pay for transportation and PSWs to take them home and help them settle in."

Woody Baileyegn, Social Worker



NORTH YORK GENERAL HOSPITAL

"So grateful to the Home at Last crew for helping our frail seniors home after a long Emergency Department (ED) visit. Knowing that our clients are escorted right into their homes gives me peace of mind that they will get home safely. This service is so invaluable."

Diana Adams, Geriatric Emergency Management Nurse



HUMBER RIVER HOSPITAL

"I want to thank Lumacare for running such a great program in our community! The Home At Last (program) ... allows us to prevent prolonged ED stay and sometimes prevents unnecessary hospital admissions. Families who are at work or live (long) distances from their loved ones are very appreciative of this program. I hope this great service continues to expand as there is a great need in the community."

Giti Safaei-Fakhr, Clinical Nurse Specialist



ADULT DAY PROGRAMS

Our Adult Day Programs continue to provide holistic, therapeutic, and recreational programming to seniors in our community. Our team of friendly and caring staff **provided over 8000 hours of care to seniors.** We have introduced many new and innovative programs, including our multi-sensory lending library, tuck shop and virtual programming.



New Hopewell Virtual Program

Since the onset of the pandemic, there has been a significant increase in depression and anxiety caused by social isolation. In addition, social restrictions that were put in place severely impacted seniors' mental health. We identified a growing need to develop programs that support seniors unable to attend the Hopewell Adult Day Programs in person.

Lumacare now offers an onsite Hopewell Adult Day Program (ADP) that provides psychogeriatric support to seniors diagnosed with depression, anxiety, or bipolar disorder. In February 2023, the Hopewell Virtual Program, an expansion of Hopewell ADP, was launched and has been offered to clients in the community as well as current Hopewell ADP clients.

"I feel happy coming to the program, which is the main thing in life. Even though the other clients are from different backgrounds, it is a pleasure to be here to talk and be in their company. I like the exercise; it gets you engaged and moving in ways you will not do when you are alone at home. The program makes me regain enthusiasm for life and makes you look forward to attending."

Bruce Surtees, HOPEWELL Client (In-Person)



MEALS ON WHEELS

Meals On Wheels provides food delivery services and economically friendly and healthy frozen meals to clients in need. The program has seen exponential growth as the need for secure access to food rises.



Together we delivered over 35,000 meals and 2255 Grocery Baskets/Comfort Kits



HEALTHIER LIVING CENTRE

The Healthier Living Centre (HLC) hosted various workshops and activities throughout the year to keep clients physically active and socially engaged. There were workshops with the Toronto Pearson Airport about Falcons and animals around the airport, aircraft identification and how runways work. There were also educational sessions on topics such as the importance of sleep, internet and other types of scams, and utilizing technology to hold virtual events.

In March 2023, there were two social outings to the Mandarin restaurant with **114 clients.** For many clients, this was their first opportunity to connect in person with friends they had made through virtual programming. Our clients were overjoyed to have a chance to engage with each other and begin to return to normalcy after a long hiatus from in-person programming.



VACCINE ENGAGEMENT TEAMS

The Vaccine Engagement Teams (VET) operated across the City of Toronto in 17 geographic and population-based consortiums comprising more than 150 health, community and faith-based organizations. This included more than 720 community ambassadors who reflect the diversity of Toronto's equity-deserving groups and have roots in the communities where they worked to build trust and help residents learn about the importance of COVID-19 and flu vaccination.

Since the program's launch in March 2021, the Vaccine Engagement Teams have spent more than **136,000 hours building vaccine confidence**. VETs have **engaged with Torontonians more than 4.4 million times** in more than **40 languages**. VETs helped people navigate the COVID-19 vaccine registration system and find a vaccine clinic in their neighbourhood with door-to-door visits, community events, phone calls, online social media campaigns and virtual events.



Our culminating **Wellness Fair**, held on March 25th, connected the community with valuable resources, health education, and accessible programs and services in our community, including those provided by community agencies.



Lumacare's leadership in the Black Creek-Humber Summit Consortium and Faith-Based Collaborative resulted in numerous successful events for our communities, ranging from health forums and vaccine and wellness clinics to comprehensive community outreach and education programs.

We are proud of the work accomplished and the positive impact made on the community through this vital program.

Together, we have helped to dispel myths and misinformation surrounding the COVID-19 vaccine and encouraged people to get vaccinated to protect themselves and their loved ones.

In Toronto, more than **7.8 million doses** of the COVID-19 vaccine and boosters have been administered to eligible residents. More than **90 percent of people aged 12 and older have received two doses** of the vaccine.

SERVICES

In-Home

Lumacare supported **550 clients** through the provision of the care they needed to stay home independently as long as possible. **Over 82,500 hours of personal support services** such as showering, bathroom assistance, meal preparation, medication support, light housekeeping services such as laundry, mopping, vacuuming, and dusting; security checks and medication reminders were provided to foster client's safety and well-being.

CRISIS INTERVENTION

Lumacare provides short-term support to clients in critical situations to manage risk. In 2022-2023, we made **1,079 crisis response visits** to our clients.

RESPIRE CARE

The Respite Care program offers structured relief for caregivers at the client's homes based on the client's/caregivers' needs. Our dedicated and passionate Personal Support Workers relieve caregivers from their daily responsibilities and help clients manage their day-to-day activities. **Over 6,800 hours of respite care support** were provided, and **55 clients were served**.

TRANSPORTATION

Lumacare offers scheduled rides to medical appointments and day programs. We provided over **10,221 rides** for the fiscal year 2022-2023!

CASE MANAGEMENT

Lumacare offers Case Management to assist community clients in developing attainable goals to achieve wellness and improve their quality of life. In 2022-2023, Lumacare made **over 1170 visits to 345 clients** in the community.

Key Initiatives



Pandemic Management

Lumacare continued to take preventative measures against COVID-19 and observed all protocols identified by the Infection Prevention And Control Guidelines in conjunction with Public Health authorities. As a result of our efforts Lumacare had no outbreaks within our programs.

Staff Training & Development

Lumacare continues to train our staff to the highest standards to ensure excellent service to our clients and the community. This fiscal year we conducted training on transfers and safe moves, compassion fatigue, intercultural communication, falls prevention, first aid/CPR, infection prevention and control, and mental health first aid.

Co-Pay Relief

Lumacare took the initiative to waive the co-payment amounts for all of our clients for the months of February and March 2023. This provided financial relief to over 300 of our clients amidst inflation.



Food Security Program

Lumacare conducted a program which ensured that seniors affected by homelessness and individuals experiencing mental health challenges were supported with the provision of food and essential supplies in the challenging climate exacerbated by the COVID19 pandemic. With funding from the Ontario Community Support Program, we provided **over 7,400 hot meals, over 3600 frozen meals, and 4200 Grocery baskets/ Comfort kits to 645 individuals**.

AODA

Lumacare remains committed to ensuring accessible access for everyone. This fiscal year we have followed through on this commitment by updating our website with more Accessibility for Ontarians with Disabilities Act (AODA) information, auditing our sites to ensure they are accessible, and provided training to our employees to ensure Lumacare remains a warm and welcoming environment that is accessible for all.

82,500+

Hours of Personal
Support Services

6,800+

Hours of Respite
Care

1,079

Crisis Response
Visits

10,200+

Transportation
Rides

OUR EMPLOYEES



Vanita Karmody, Personal Support Worker

"Lumacare is a well-known company within the healthcare industry that provides compassionate care for others. Not just for Clients but also for employees. Lumacare gives us stability in our life to provide for our family. I enjoy serving the community and advocating for Lumacare."

Susan Scacchi, BOOST Program Worker

"I am here because I love to help people, and I do it with all my heart ... When a client is about to start (in one of our programs), caregivers express that their loved ones do not want to attend. After the first day or so, when the same clients ask when they can return, I feel fulfillment as I know that they enjoyed their day ... I chose to be a Program Worker as I love my interactions with the clients. Seeing their smiles, hearing them say that they had a fun and a productive day means a lot to me."



Susan pictured on left



Daniel Deanzas, VALLEYVIEW Program Worker

"VALLEYVIEW is the best working environment. It is just delightful. The staff is friendly, and working with the clients is great. It is an all around wonderful (place) to work and grow individually"

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



OUR VOLUNTEERS

Over this past year, we successfully relaunched our Volunteer Program after its suspension due to Covid-19. We welcomed 68 students and volunteers who generously contributed their time. Our success wouldn't be possible without their commitment – whether assisting with programs, delivering meals, or executing special events & fundraisers.



VOLUNTEER SUCCESS STORY

Meet Justin Saldanha

Justin started volunteering with the agency in 1993, when it was known as Downsview Services to Seniors, delivering meals to clients. Throughout the years, he has assisted as a driver for the Adult Day Programs, Transportation, and Home at Last programs.

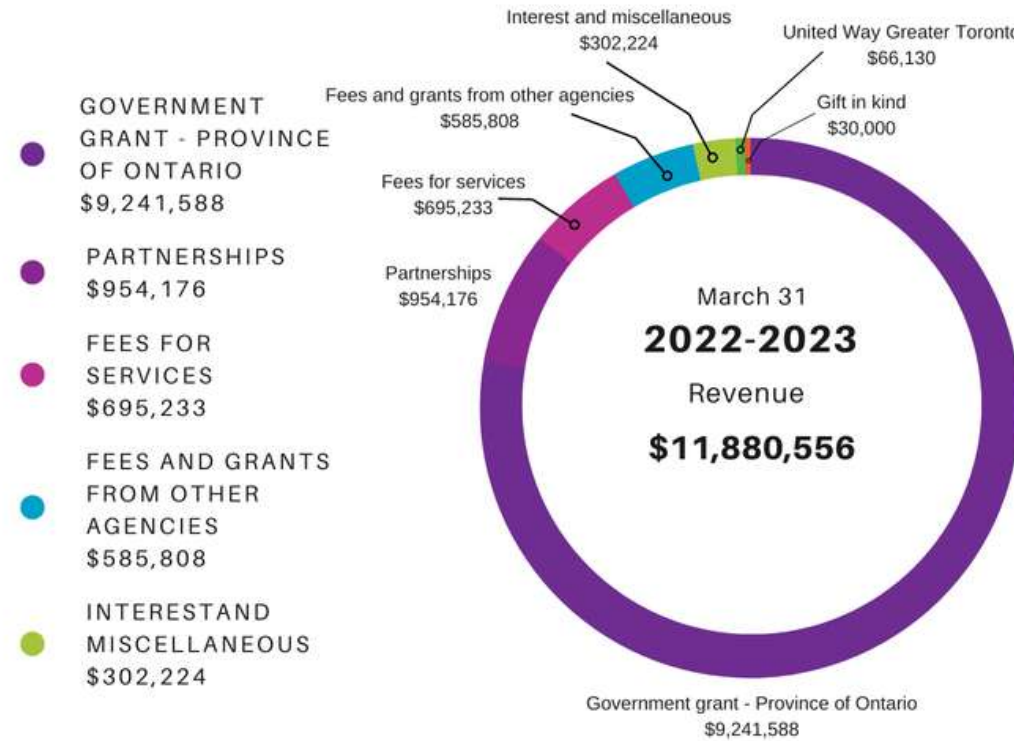
In 2019, Justin became an Agency member and has since volunteered on the Client and Family Advisory and the Quality and Stewardship sub-committees. In 2022, he became a member of Lumacare's Board of Directors and continues to serve on several of our sub-committees.

Justin's passion for helping seniors in the community and the clients of Lumacare is evident in his interactions with them. When he delivers meals, he takes the time to stop and engage in friendly conversations with clients. Justin's caring nature and eagerness to assist those in need have made a meaningful impact on the lives of our clients and the broader community.

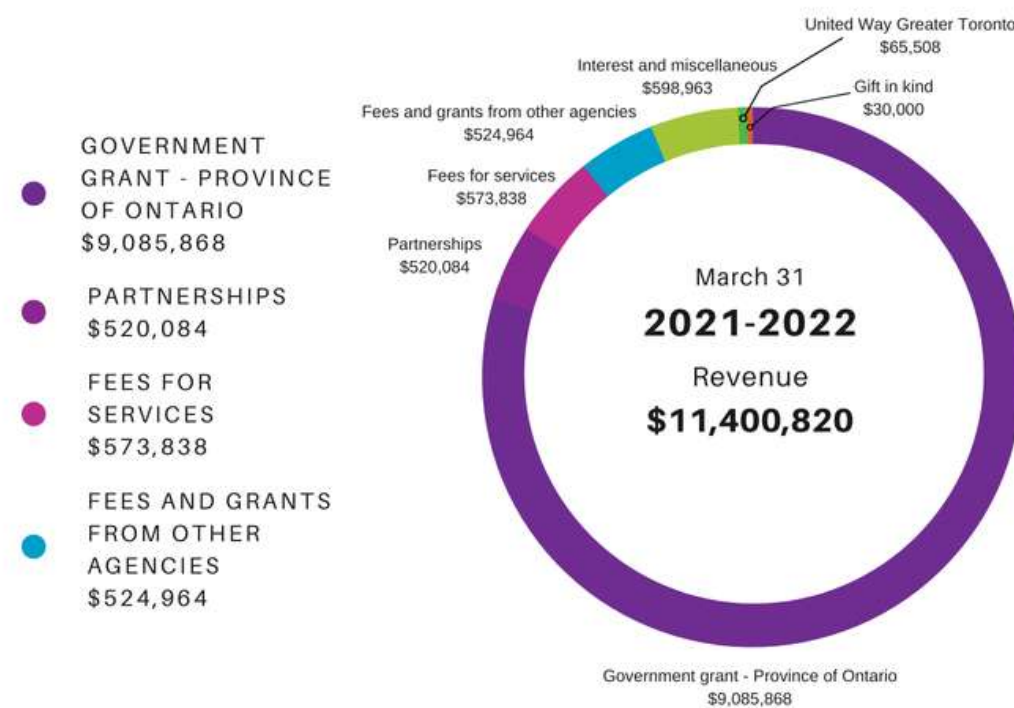


Interested in joining our volunteer team? Email us at volunteer@lumacare.ca

Financials

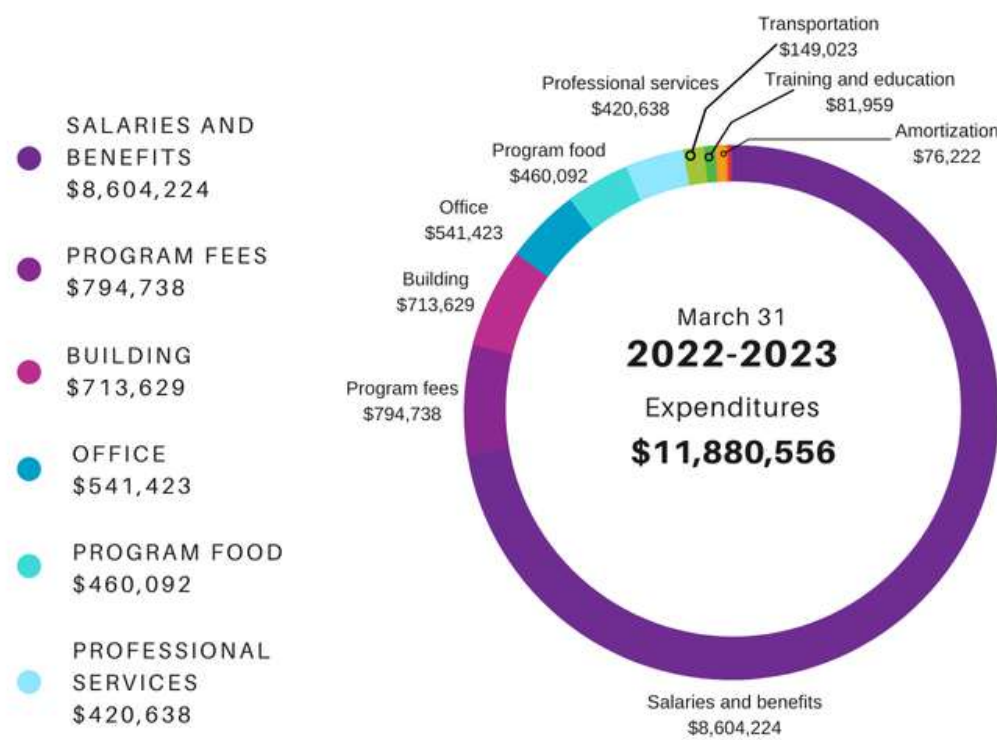


- UNITED WAY GREATER TORONTO \$66,130
- GIFT IN KIND \$30,000
- PROPERTY AND EQUIPMENT FUNDING RECOGNIZED \$2,734
- DONATIONS AND FUNDRAISING \$2,663

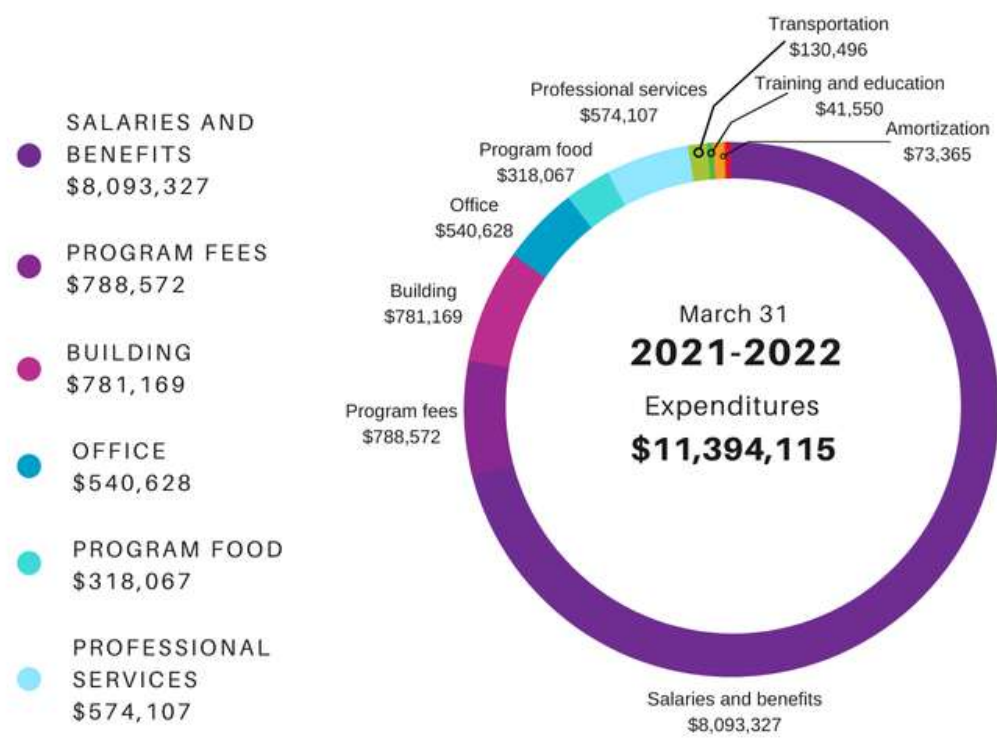


- INTEREST AND MISCELLANEOUS \$598,963
- UNITED WAY GREATER TORONTO \$65,508
- GIFT IN KIND \$30,000
- PROPERTY AND EQUIPMENT FUNDING RECOGNIZED \$1,595

Financials



- TRANSPORTATION \$149,023
- TRAINING AND EDUCATION \$81,959
- AMORTIZATION \$76,222
- NATIONAL AND PROVINCIAL FEES \$19,781
- ADVERTISING AND PROMOTION \$16,308
- BAD DEBTS \$2,519



- TRANSPORTATION \$130,496
- TRAINING AND EDUCATION \$41,550
- AMORTIZATION \$73,365
- NATIONAL AND PROVINCIAL FEES \$11,371
- ADVERTISING AND PROMOTION \$41,463

Statement of Financial Position

Assets	2023	2022
March 31		
Cash	\$ 1,997,453	\$ 2,669,429
Short term investment	\$ 200,804	
Fees, grants and HST receivable	\$ 124,152	\$ 210,734
Prepaid expenses	\$ 121,793	\$ 106,336
	\$ 2,444,202	\$ 2,986,499
Long-term investments		\$ 200,162
Property and equipment	\$ 618,506	\$ 694,728
	\$ 3,062,708	\$ 3,881,389

Liabilities	2023	2022
March 31		
Accounts payable and accrued liabilities	\$ 1,130,346	\$ 1,671,097
Deferred revenue - grants	\$ 290,285	\$ 599,717
Deferred contributions	\$ 20,000	\$ 20,000
	\$ 1,440,631	\$ 2,290,814
Deferred rent liability	\$ 34,235	
Deferred revenue - property and equipment	\$ 36,677	\$ 39,410
	\$ 1,511,543	\$ 2,330,224

Net assets	2023	2022
March 31		
Invested in property and equipment	\$ 581,830	\$ 655,318
Unrestricted	\$ 969,335	\$ 895,847
	\$ 1,551,165	\$ 1,551,165
	\$ 3,062,708	\$ 3,881,389

Thank You

Lumacare recognizes that our accomplishments over the years would not be possible without the support and generosity from community members like you. As we reflect on the year we have just completed, we would like to thank everyone who contributed to our success this year. Our sincerest thanks go out to all of the individuals, corporations, foundations, organizations, founders and funders that supported us throughout 2022-2023.

Take a look at the ways you can help us grow and show your support

Interested in getting involved?
Email us at info@lumacare.ca

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

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

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

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

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



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