

# Annual Report 2023-2024

Empower



Evolve



Champion



Foster



# LUMACARE'S BOARD OF DIRECTORS



Craig Anderson



Pati Greenwood



Manny Ma



Justin Saldanha



Samantha Glave



Linda Colman



Saif Khan



Ayesha Abbasi



Masooma Bhojani



Lorne Shapiro

# OUR SENIOR LEADERSHIP TEAM



Liveleen Singh  
CEO



Hamlet Nation  
Director, Programs  
and Services



Geraldine Kehoe  
Director, HR &  
Facilities



Meenakshi Hukko  
Director, Finance  
& IT



**Liveleen Singh,  
CEO**



**Pati Greenwood,  
Board Chair**

# LEADERSHIP MESSAGE

Dear Lumacare Community,

As we reflect on the past year, we are proud to share our journey and achievements in this annual report. The year has been marked by significant milestones, impactful initiatives, and a steadfast commitment to our vision and values. The commitment of our Board, staff, and the participation of community partners and volunteers further strengthened our impact.

The past year was the year of celebration and continued innovation. With the support of our Board, we proudly announced the successful establishment of our five-year strategic plan for 2024-2029, titled "Aging Well Together". In the evolving healthcare landscape, we aspire not only to be providers, but leaders committed to ensuring older adults age well in the community.

We successfully implemented comprehensive statistical software, AlayaCare, for client information and programs to enhance our data collection, analysis, and reporting capabilities.

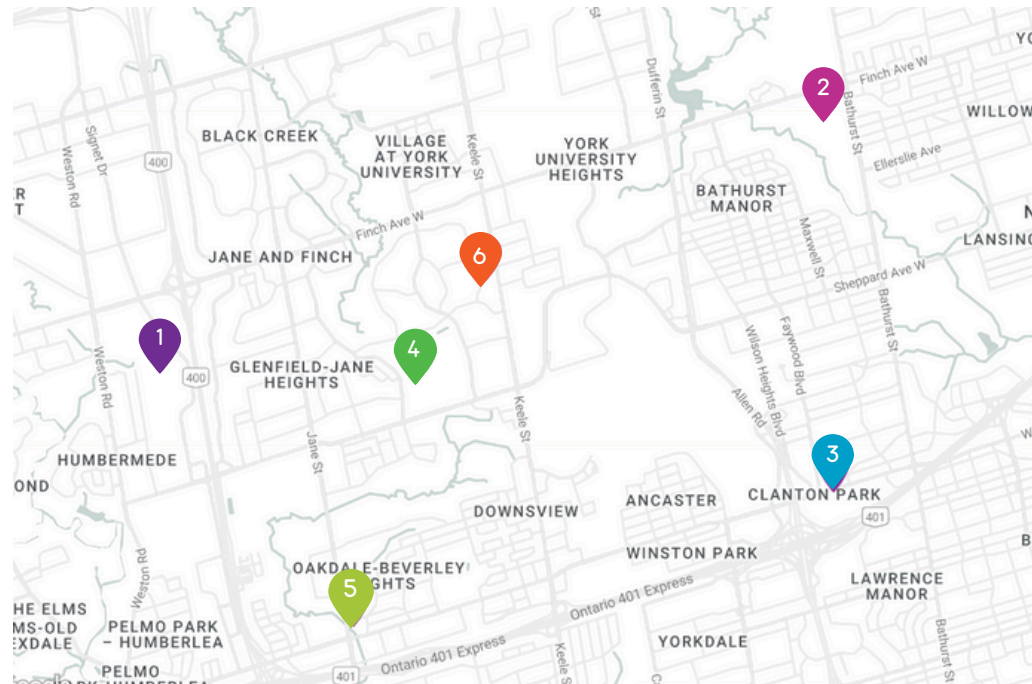
Our clients are at the heart of everything we do. We have received overwhelmingly positive feedback on our service delivery and significantly high overall client satisfaction scores. We have continued to expand and improve our service offerings. The introduction of new programs at our Healthier Living Centre, food security program and provision of hot meals has allowed us to meet the ever-changing needs of our clients. Our dedicated staff and volunteers have been the backbone of our success. We have placed a strong emphasis on employee development and well-being. Through various training programs, leadership development initiatives, and wellness campaigns, we have fostered a culture of continuous learning and support. We believe that an empowered workforce is key to achieving our organizational goals and maintaining a competitive edge.

As we look to the future, we are excited to continue our journey with renewed vigor and commitment. The launch of our strategic plan for 2024-2029 promises to bring innovative approaches and enhanced services that will further our mission and expand our impact.

We are incredibly grateful to our clients, their families, our partners, and funders for their trust and support. Thank you for being a part of our Lumacare community. Together, we will continue to make a difference in the lives of those we serve.

## 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)



## PROGRAMS AND SERVICES

Lumacare provides a diverse range of over 15 programs and services to help older adults age independently in the community. Our programs include services for those with Alzheimer's, dementia, frailty, mobility issues, and many more.

- 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

89,400+  
Hours of  
Personal Support  
Services

16,071  
Transportation  
Rides Provided

21,973  
Adult Day  
Program  
Attendances



5,996+  
Hours of Respite  
Care Provided

13,303  
Hours of  
Homemaking  
Support



15,392  
Wellness Class  
Attendances

40,700  
Meals Supplied

2,400  
Wellness  
Packages  
Delivered

# LUMACARE'S CLIENT TESTIMONY



"I love coming to the program for the exercises. All the instructors have a different way of leading the exercise and I really enjoy that. I like that everyone cooperates, and everything is nice and in order. I would recommend this program for anyone that wants to stay active and loves being around good people."

**Diogustus D'Sa, R.I.S.E. Client**

"I love coming to the program because the program makes me feel so happy with all the friendship that I find in everyone. The program makes me feel like myself, the self I was in my younger years. Now, I am able to express myself in a more assertive way. The staff is amazing, understanding, and helpful on every occasion. I love them more every day."



**Loredana Petosa, Hopewell Client**

"I have been attending the program for years now and I enjoy it here! They take good care of me, and it has always been like this ever since I first started the program. The staff here are lovely people and I enjoy sleeping here. I would recommend this sleeping service to anyone; it is like home away from home."



**Gail MacDonald, O.R.P. Client**

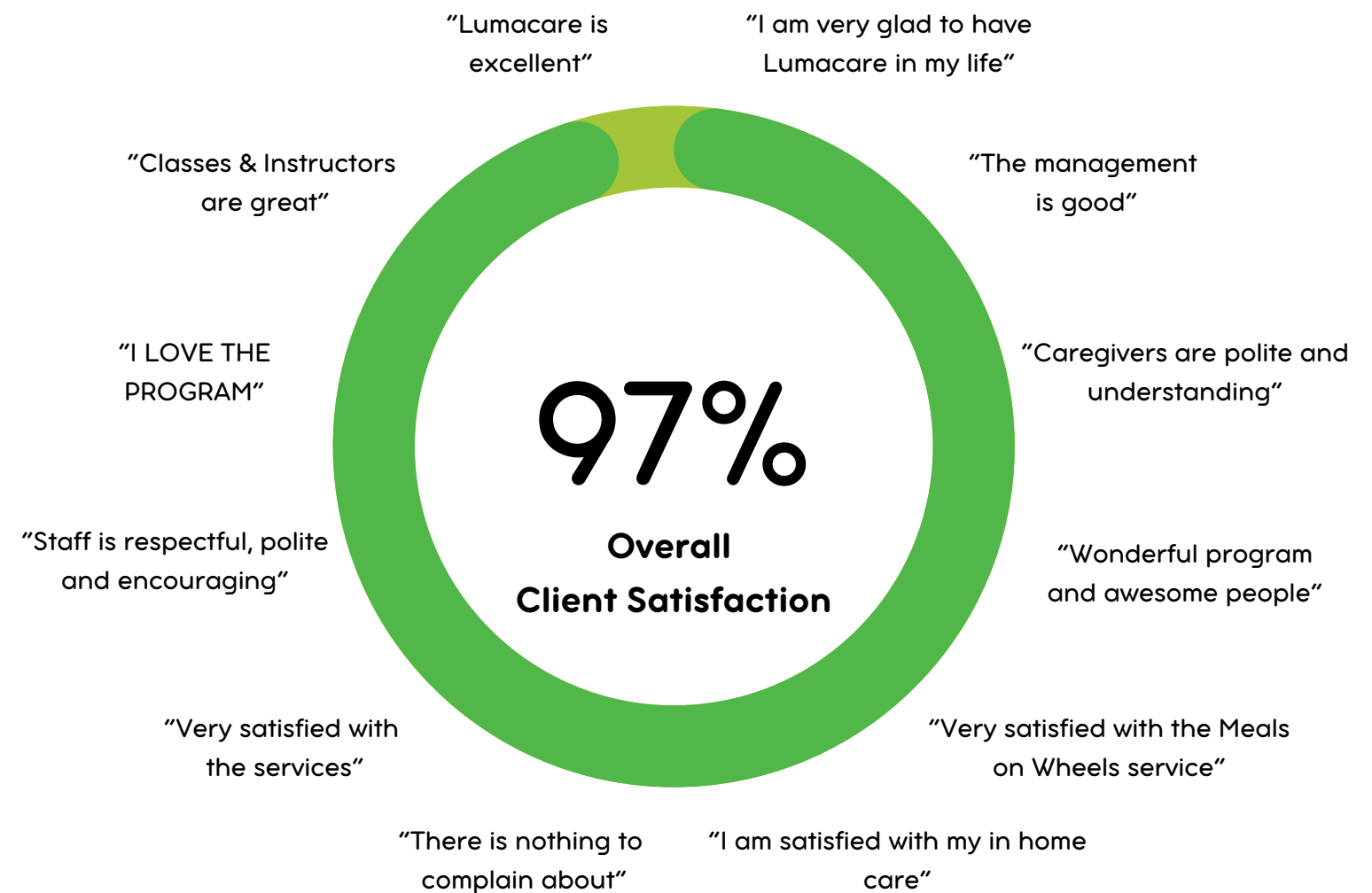
I live alone, and the program gives me purpose. I mingle and talk to other people, and I treat the program as my second family as the staff is always there to help me. I even recommend the program to my friends. I look forward to attending each day



**Santina Lisi, B.O.O.S.T. Client**

# ANNUAL CLIENT SATISFACTION SURVEY

Lumacare received an overwhelmingly positive response from clients in our annual client satisfaction survey. Lumacare strives to continue providing the best possible care to all our clients.



# ADULT DAY PROGRAMS



## VALLEYVIEW Adult Day Program

Lumacare's VALLEYVIEW adult day program is a unique program serving the needs of **42** older adults who are living with dementia, or are frail, or have mobility issues. The program offers 24 hour care as it is integrated with Lumacare's SUNSET overnight program which provided respite care for **6539 hours** this year.

The program offers:

- Creative artistic opportunities for self-expression
- Comprehensive, Multilingual and Montessori approach
- Daily seated exercises to help promote healthy living and disease prevention
- Nutritious meals and snacks
- Medication assistance
- Organized special events supporting cultural backgrounds



"The program is well organized by Lumacare with a warm heart. The staff are caring and giving without a frown. When a client is distressed, they show their compassion for them and make the program a place you would always want to come. The program is the best place to be during the daytime to enjoy the fun activities, hot meal, entertainment, and bonding with everyone, I look forward to coming to the program every day."

**Retia McEnough, VALLEYVIEW Client**



# FOOD SERVICES



Lumacare started an innovative new program to serve hot meals to seniors in programs with our partner agencies. This year we served **over 8,000 hot meals** to seniors. The partner agencies include Delta Family Resource Centre, Jane/Finch Centre, the Jamaican Canadian Association, and the Centre for Spanish Speaking People.



Our Meals on Wheels and Food Programs support older adults and individuals who do not have access to nutritious food and meals. Our drivers and volunteers hand delivered **32, 664 meals and 2,400 food hampers** to our valued clients.

# HEALTHIER LIVING CENTRE

Lumacare's Healthier Living Centre (HLC) caters to senior adults in the community who wish to remain physically active, engage in social outings, and attend some recreational activities. The attendance for the physical and social events in the last fiscal year was a whopping total of 15,392. Lumacare's exercise classes include chair exercises, line dancing, Zumba, chair yoga, Latin dance, cardio, stretch and strengthen. We also started offering activities at two new locations, 4455 Bathurst Street and 3036 Bathurst Street.

We held numerous events through the year including: four holiday parties for our clients at various locations with over 200 total attendees, Zumba in the Park, 19 virtual concerts, and workshops including "Effective Googling" and "Mindful Meditation".

The Healthier Living Centre organized an excursion to Black Creek Pioneer Village in October, which was attended by 34 seniors. Our restaurant lunches held throughout the year were attended by 194 clients, providing a great social setting for our seniors.



## Empower



Elevate the aging experience with personalized care, autonomy and inclusivity

## Evolve



Build a dynamic organizational environment through dedication to excellence and robust employee engagement

## Foster



Cultivate partnerships to advance and achieve sector goals

## Champion



Respond to the diverse needs of our community by leveraging innovation and engagement

## Mission

To enhance, engage, and empower our diverse older adult community through integrated, high-quality services.

## Vision

Leading with innovative excellence in community support services for older adults and their circle of support.

## Values

Empathy



Respect



Inclusion



Innovation



Stewardship



Partnership



# PROGRAMS AND SERVICES HIGHLIGHTS

## Homemaking

Lumacare Homemaking program is dedicated to supporting seniors who may face challenges performing certain tasks due to age-related limitations or health-related conditions. Our dedicated Personal Support Workers provide essential assistance with household tasks and chores, ensuring a safe, clean, and comfortable living environment for our clients. This year Lumacare has delivered **13,303 hours** of homemaking support, benefiting **851 clients**



## Transportation

In partnership with iRide Plus Toronto (Circle of Care), Lumacare provides easy and affordable transportation services to help older adults get around the neighborhood and across the city of Toronto, for Adult Day Programs, Medical Appointments, Supermarkets and Social Events. We launched a weekend pilot program which allowed us to support clients on the weekend with shopping and social excursions. In addition, we were able to offer transportation support to our external partners attending our newly launched Winter Programs. With our collaborative iRide led by Circle of Care we delivered **16,071** rides to individuals living in our community.

## In-Home

Lumacare Assisted Living remains committed to delivering high-quality care and support that enables our clients to maintain their independence and dignity while in the comfort of their own homes. Our hardworking Personal Support Workers encompassed **over 89,400+ hours** of personal care services helping **520 clients**. Additionally we conducted regular security checks and offered medication reminders to enhance our clients' safety and overall well-being.

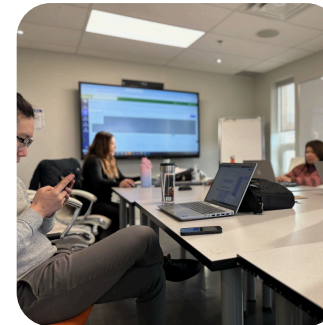


## Home At Last

Our Home at Last Program helps individuals transition back into the comfort of their own home after a brief or extended stay at a local hospital. Home at Last helps coordinate the support services individuals may need during this time of transition. This year we facilitated **6,450** settling in services for our clients, helping them back into the comfort of their homes after spending overnight time at a hospital.

# KEY INITIATIVES

## AlayaCare



Lumacare successfully implemented a statistical information system, AlayaCare, on April 1st, 2024. This significant milestone signifies our commitment to enhancing operational efficiency and improving service delivery. With the AlayaCare software now in place, Lumacare has streamlined several of its processes to benefit staff and clients, and to ensure compliance with the CSS sector standards for OH statistical reporting.

This accomplishment is a testament to the dedication and hard work of our team. It underscores Lumacare's commitment to leveraging innovative solutions to drive organizational excellence.

## Community Engagement

Over the past year, Lumacare has significantly expanded its community engagement initiatives, demonstrating our unwavering commitment to enhancing the well-being of seniors and their families. Our annual Wellness Fair brought together a diverse array of health organizations to offer resources, workshops, and screenings, promoting health awareness and community well-being.

Additionally, our Falls Prevention event focused on educating and equipping our community with strategies to reduce fall risks among seniors, featuring seminars and demonstrations by healthcare professionals. We also hosted several Elder Abuse Awareness events at accessible venues like the Jane Finch Mall, providing essential information on recognizing, preventing, and addressing elder abuse. These events offered crucial support resources and connected seniors and caregivers with law enforcement and community resources, emphasizing our dedication to safeguarding our community's most vulnerable members. Through these efforts, Lumacare continues to strengthen its role as a key advocate and resource for our seniors, ensuring every senior is supported, safe, and valued.



## LUMACARE'S EMPLOYEES



**Ramon Montano, PSW**

"It was September 2, 2011, (when) I became an employee of Downsview Services for Seniors - now Lumacare. It feels like home to me, and I have always worked with ease and comfort. The company cares for our growth, both professionally and personally. Professionally, because it gave me an understanding on how to take care of clients, not just their medical and personal needs but a broad spectrum of how caregiving is applied, not only to a client, but also to its family member. I will be with Lumacare until my retirement. The management has acknowledged and gave praise to me and my other coworkers when it is due and I'm loving it!

"Putting a smile on someone's face gives me a high and this is why I love to work at Lumacare because it gives me the unique opportunity to put smiles on all my client's faces. Secondly, I love to work at Lumacare because I have a great leadership team, starting from the CEO to my team lead, who truly cares and makes me feel like I'm family. Thirdly, I have great colleagues who make work seem more like fun than work."



**Uyoyoumena Ezaga, Program Worker**

"I have been working with Lumacare for over eight years. I enjoy coming into work because it brings joy to my heart when I work with my clients, whether it is assisting with an activity, feeding or personal care; I always ensure that the client feels that they are loved and accepted regardless of what is happening in their lives. I like the diversity at Lumacare. Over the year, I have picked up some Russian and Italian words. I have worked with some amazing people at Lumacare which I feel like are a part of my family. Lumacare has provided ample opportunities to grow. I would recommend Lumacare as it continues to serve the vulnerable senior population promoting quality, dignity, compassion, inclusion, and innovation."



**Bridget Matthew, Program Worker**

## LUMACARE'S VOLUNTEERS

This year Lumacare's 34 volunteers put in a whopping 7,100+ hours doing their part in giving back to our community. Our volunteers help with our meals on wheels program, adult day programs, and administrative duties.

### Tax Clinic

Lumacare held a tax clinic this year made up of three volunteers from the Community Volunteer Income Tax Program (CVITP). 130 hours were put in by these volunteers in helping over 80 individuals file their taxes this year.



## VOLUNTEER HIGHLIGHT

### Meet Louella Rogers

Louella has been a volunteer with Lumacare since 2023 and spends two days a week helping at our R.I.S.E adult day program. She is a hardworking individual and loves to spend time with clients and staff.

"It has been an awesome experience working with wonderful colleagues like Miriam, Melynda, Mena, Mustafa, and others. Working as a Program Worker has been so interesting. It has helped me to be creative and is a great opportunity to share my talents of art, music, dance, and organizing games, quizzes, etc. Interacting with the seniors is just pure joy. I am so grateful to Lumacare for the opportunity to volunteer and spread happiness!"

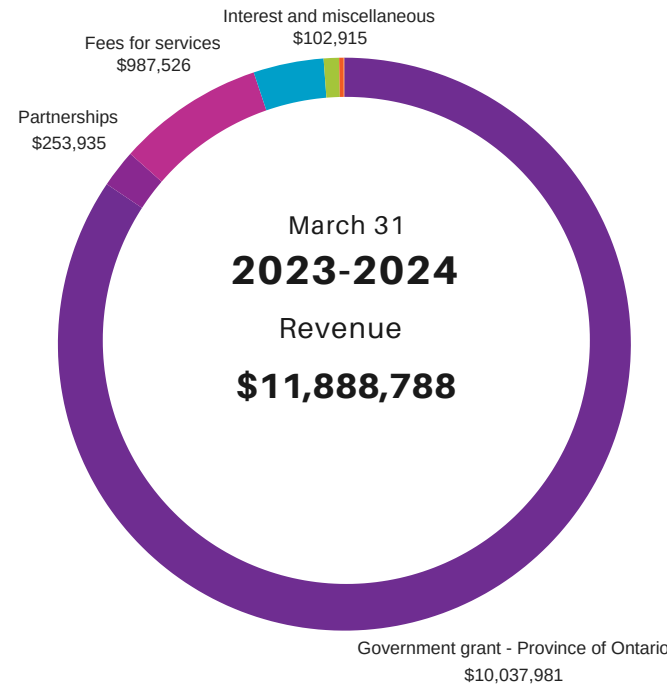




# FINANCIALS

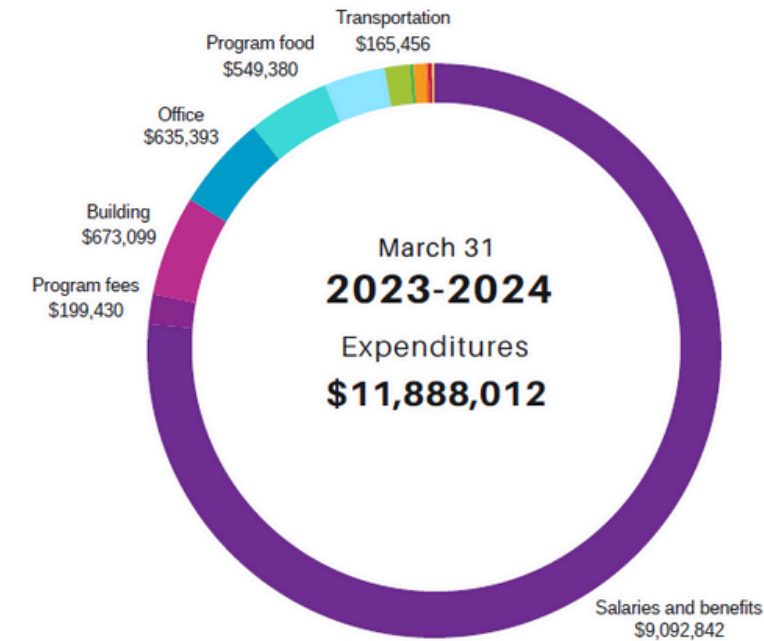
# FINANCIALS

- GOVERNMENT GRANT - PROVINCE OF ONTARIO \$10,037,981
- PARTNERSHIPS \$253,935
- FEES FOR SERVICES \$987,526
- FEES AND GRANTS FROM OTHER AGENCIES \$471,730
- INTEREST AND MISCELLANEOUS \$102,915



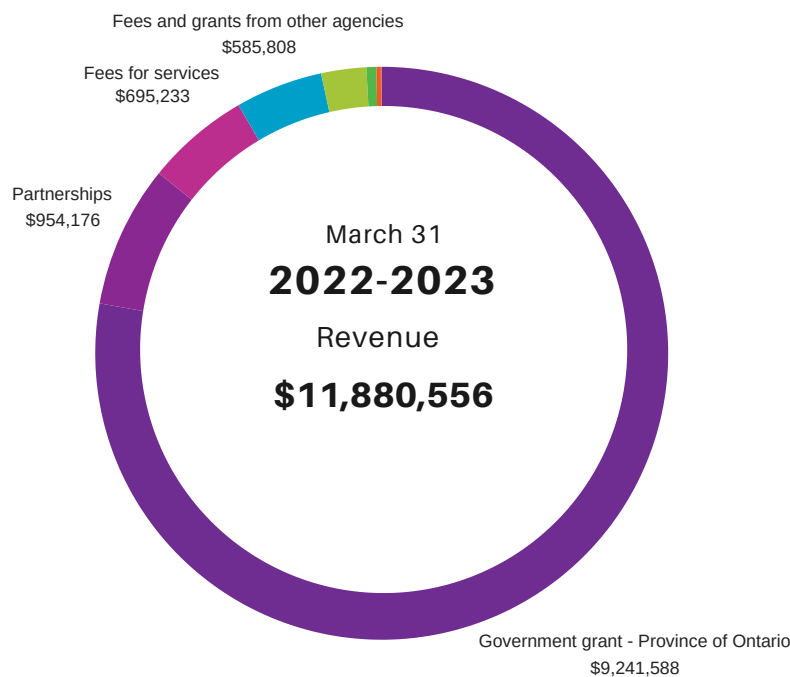
- GIFT IN KIND \$30,000
- PROPERTY AND EQUIPMENT FUNDING RECOGNIZED \$2,734
- DONATIONS AND FUNDRAISING \$1,967

- SALARIES AND BENEFITS \$9,092,842
- PROGRAM FEES \$199,430
- BUILDING \$673,099
- OFFICE \$635,393
- PROGRAM FOOD \$549,380
- PROFESSIONAL SERVICES \$409,563



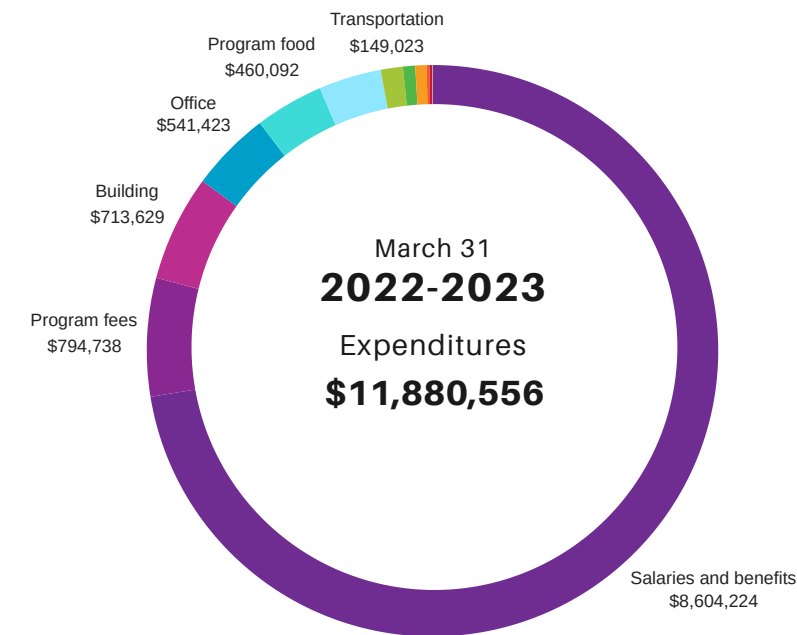
- TRANSPORTATION \$165,456
- TRAINING AND EDUCATION \$25,120
- AMORTIZATION \$86,009
- NATIONAL AND PROVINCIAL FEES \$14,906
- ADVERTISING AND PROMOTION \$24,786
- BAD DEBTS \$12,028

- GOVERNMENT GRANT - PROVINCE OF ONTARIO \$9,241,588
- PARTNERSHIPS \$954,176
- FEES FOR SERVICES \$695,233
- FEES AND GRANTS FROM OTHER AGENCIES \$585,808
- INTEREST AND MISCELLANEOUS \$302,224



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

- SALARIES AND BENEFITS \$8,604,224
- PROGRAM FEES \$794,738
- BUILDING \$713,629
- OFFICE \$541,423
- PROGRAM FOOD \$460,092
- PROFESSIONAL SERVICES \$420,638



- 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

# FINANCIALS

Assets	2024	2023
March 31		
Cash	\$ 889,443	\$ 1,997,453
Short term investment	\$ 1,340,878	\$ 200,804
Fees, grants and HST receivable	\$ 293,763	\$ 124,152
Prepaid expenses	\$ 153,615	\$ 161,142
	<b>\$ 2,677,699</b>	<b>\$ 2,483,551</b>
Property and equipment	\$ 571,243	\$ 618,506
	<b>\$ 3,248,942</b>	<b>\$ 3,102,057</b>

Liabilities	2024	2023
March 31		
Accounts payable and accrued liabilities	\$ 1,207,8913	\$ 1,169,695
Deferred revenue - grants	\$ 366,675	\$ 290,285
Deferred contributions	\$ 20,000	\$ 20,000
	<b>\$ 1,594,588</b>	<b>\$ 1,479,980</b>
Deferred rent liability	\$ 68,470	\$ 34,235
Deferred revenue - property and equipment	\$ 33,943	\$ 36,677
	<b>\$ 1,697,001</b>	<b>\$ 1,550,892</b>

Net assets	2024	2023
March 31		
Invested in property and equipment	\$ 498,555	\$ 655,318
Unrestricted	\$ 1,053,386	\$ 895,847
	<b>\$ 1,551,941</b>	<b>\$ 1,551,165</b>
	<b>\$ 3,248,942</b>	<b>\$ 3,102,057</b>

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, and funders that supported us throughout 2023-2024.

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](mailto:info@lumacare.ca)

Interested in donating?

Email us at [donate@lumacare.ca](mailto:donate@lumacare.ca)

Interested in joining our team?

Email us at [hr@lumacare.ca](mailto:hr@lumacare.ca)

Interested in joining our Board of Directors?

Email us at [board@lumacare.ca](mailto:board@lumacare.ca)

Interested in volunteering with us?

Email us at [volunteer@lumacare.ca](mailto:volunteer@lumacare.ca)

Would you like to provide feedback?

Email us at [feedback@lumacare.ca](mailto:feedback@lumacare.ca)

## People Helping People

Est. 1974

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#Lumacare1974      #PeopleHelpingPeople

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Charitable Registration Number:  
**10703 4134 RR0001**

Designed and Produced by: Daniel Froom & Simoni Vani

