



Aging Well Together
Est. 1974

ANNUAL REPORT 2024-2025



CELEBRATING 50 YEARS OF EXCELLENCE, INNOVATION, AND IMPACT

BOARD OF DIRECTORS



Craig Anderson



Manny Ma



Linda Colman



Justin Saldanha



Samantha Glave



Masooma Bhojani



Lorne Shapiro



Ayesha Abbasi



Chris Maragh



Eva Salicco



Zoheb Hussain

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

LEADERSHIP MESSAGE

Dear Lumacare Community,

As we reflect on the past year, we do so with profound gratitude, immense pride, and a deepened sense of purpose. The year 2024 marked a significant milestone in the history of our organization as we marked 50 years of dedicated service to older adults in our community. This golden anniversary was not only a recognition of our longevity but, more importantly, a tribute to the thousands of individuals whose lives have been enriched by our programs and services over five decades.

Throughout the year, we commemorated this milestone and hosted a series of events that brought together clients, staff, volunteers, community partners, and dignitaries. A highlight of these celebrations was our community wellness fair held in March, which welcomed hundreds of attendees, including our local Member of Parliament, Member of Provincial Parliament, and Mayor of City of Toronto.. We were equally proud to celebrate the unwavering dedication of our staff and volunteers through various appreciation events, recognizing their compassion, commitment, and invaluable contributions to Lumacare. To celebrate our clients, we commissioned and unveiled a commemorative mural at our Campus of Care, a vibrant symbol of our promise to serve with dignity and compassion. Additionally, we hosted educational initiatives focused on falls prevention and elder abuse awareness, equipping seniors with essential knowledge and tools to remain safe and empowered.

Over the course of the 2024–25 fiscal year, we continued to deliver vital services that uphold independence and enhance quality of life of our older adults. We provided over 83,000 hours of assisted living services, delivered more than 34,000 nutritious meals, and facilitated over 16,000 transportation rides ensuring that seniors in our community remained nourished, connected, and supported in their daily lives. Our community engagement programs reached thousands of individuals, fostering social connection and personal enrichment. A notable accomplishment this year was the launch of our Senior Resource Hub, made possible through the generous support of the Ontario Trillium Foundation. This initiative is designed to equip older adults with knowledge and resources to protect themselves from fraud, both online and offline, building confidence and digital literacy. To ensure we continue delivering the highest standard of care, we invested in staff development and enhanced our staff training programs and improved our client feedback systems to remain agile and responsive to the evolving needs of those we serve.

The progress we have achieved would not have been possible without the tireless efforts of our staff, the compassion of our volunteers, the leadership of our Board, and the invaluable contributions of our donors and partners. Together, we have built a legacy rooted in empathy, excellence, and community.

As we look ahead to the future, we remain steadfast in our commitment to innovation, inclusion, and continuous improvement. With the strength of our leadership, staff and community behind us, we are ready to deepen our impact, broaden our reach, and advocate more strongly than ever for the wellbeing and rights of older adults.

On behalf of our organization, thank you for your continued support and trust. With shared purpose and unity, we move forward into the year ahead—stronger together and inspired to empower our diverse older adult community through high-quality, integrated services.



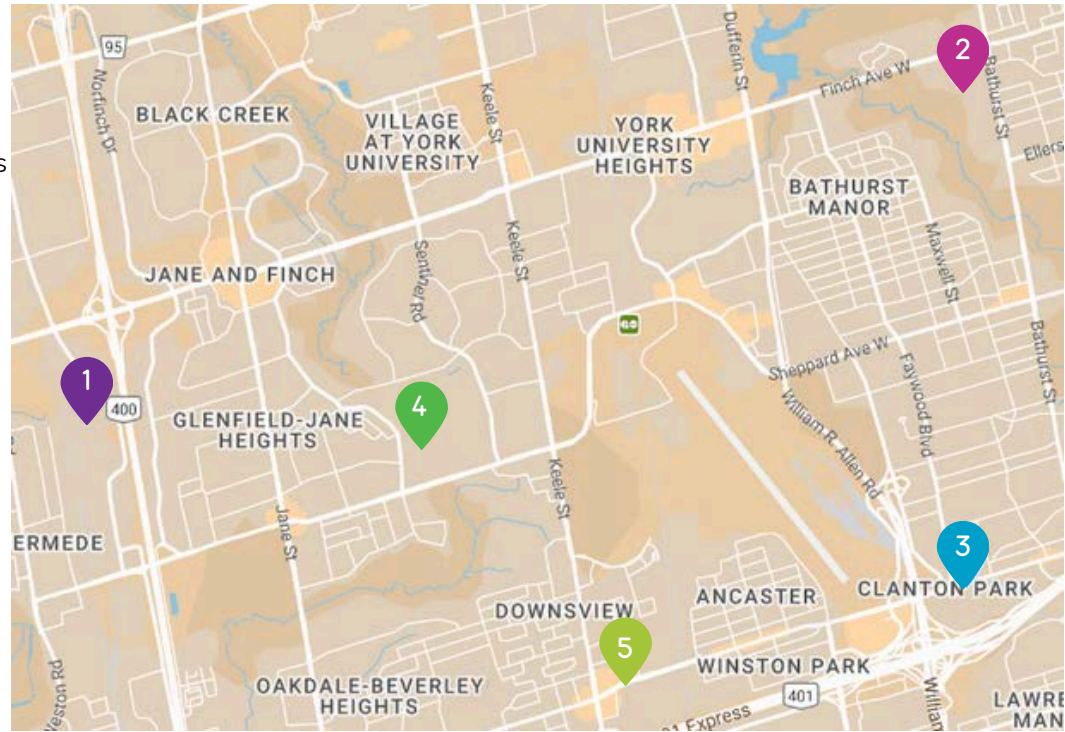
Manny Ma
Board Chair



Liveleen Singh
CEO

OUR LOCATIONS

- 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
(1056 Wilson Avenue)



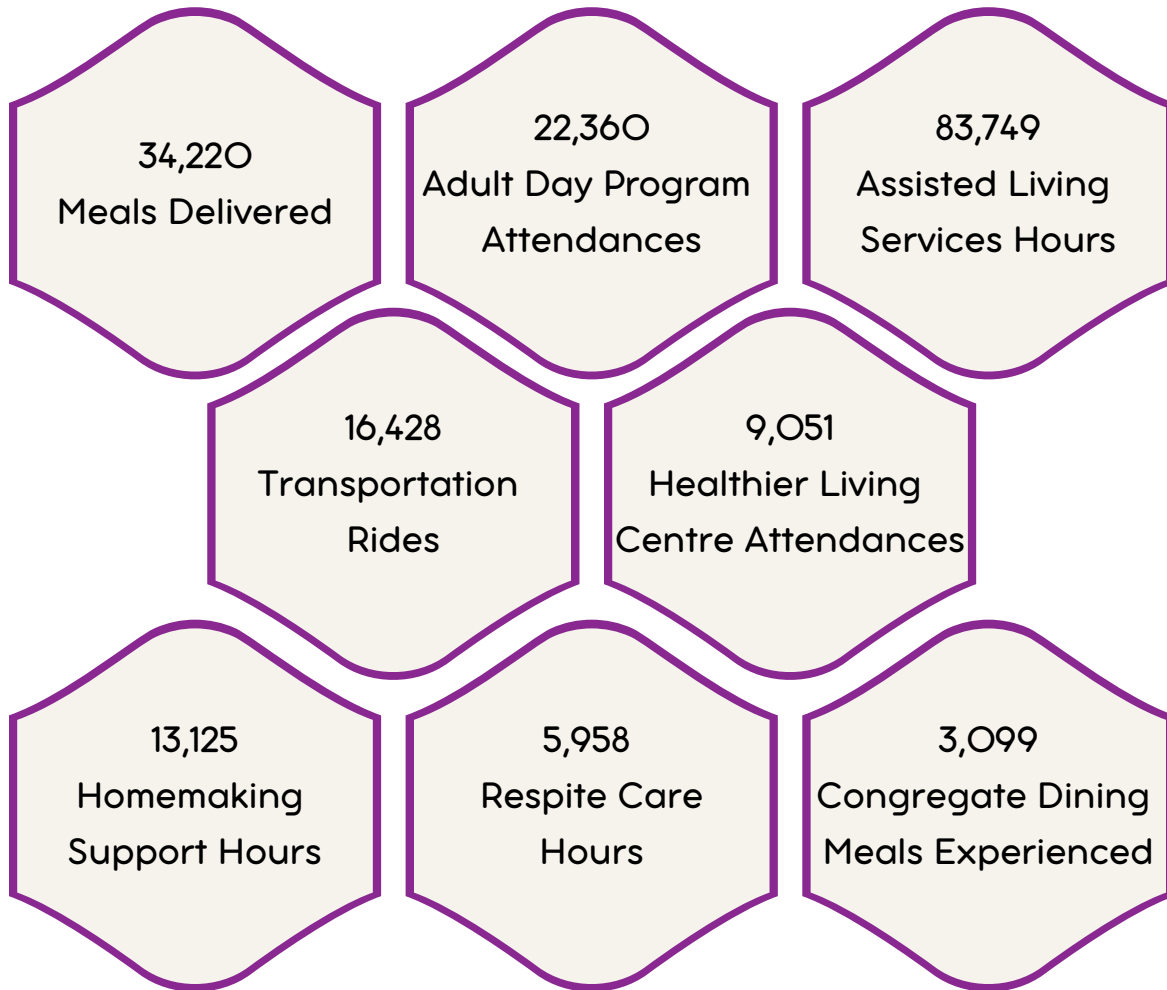
PROGRAMS AND SERVICES

Lumacare provides a diverse range of over 15 programs and services to help older adults age independently in the community. Our programs support seniors in the community, including those with Alzheimer's, dementia, frailty, mobility challenges, and more, so they can continue living independently in their homes in the community for as long as possible.

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

SERVICE HIGHLIGHTS

Since 1974, Lumacare has been a guiding light for our clients and caregivers, offering essential, compassionate support, innovative programs and meaningful connections. With a deep commitment to inclusion and well-being, Lumacare helps individuals stay independent and thrive through innovative programs and essential services.



STAFF TRAINING

We are committed to ensuring our staff's skills remain relevant and up to date. Our employees actively participated in hands-on training sessions in Falls Prevention & Transfer, Medication Assistance, First Aid, and Dementia Care. Staff were also trained in Infection Prevention and Control (IPAC) to minimize the likelihood of outbreaks and promote a safe, clean environment. The most significant benefit of this training is the enhancement of client safety, as properly trained staff are better equipped to identify risks and respond promptly and effectively to mitigate them.



HEALTHIER LIVING CENTRE

This year, the Healthier Living Centre (HLC) fostered connection and joy for our community members by offering vibrant fitness classes, social gatherings, including a virtual book club, and daily outings. A standout moment was the day trips to Toronto Island in August, where 113 older adults savored scenic waterfront views, fresh air, leisurely walks, and hearty picnic lunches. Another cherished tradition, the annual luncheons, brought together 161 older adults to share a bountiful buffet meal and warm companionship. The HLC remains a cherished hub of joy, connection, and well-being for older adults in our community.



HAZEL'S LEGACY SUBSIDY AWARD

With a gracious donation of the St. Pierre family and other funders, including the City of Toronto, Lumacare launched the **Hazel's Legacy Subsidy Award** to support increased access to programs and services. For the year, **13 clients** were awarded **\$9225** in support to enable access to essential programs and services including meals, respite care, and adult day programs. Lumacare will continue seeking additional funding opportunities to ensure the sustainability and longevity of the program.



ASSISTED LIVING SERVICES

Lumacare's Assisted Living Services has made a profound impact on the lives of high-risk seniors, supporting them in maintaining their independence, dignity, and quality of life. We remain steadfast in our commitment to providing high-quality, person-centered care that addresses the unique needs and goals of each client. Our dedicated Personal Support Workers (PSWs) have delivered **83,749 hours** of personalized assistance with daily living activities to **536 unique clients**, ensuring they received the care and support necessary to thrive in their own homes.

HOMEMAKING

Our passionate PSWs make a meaningful difference by assisting with household tasks, fostering a safe, clean, and comfortable environment that promotes our clients overall well-being. This year, Lumacare Homemaking has delivered **13,125 support hours to 748 clients**.

CRISIS INTERVENTION

Our crisis intervention program works to support clients during their most vulnerable moments by providing essential support to mitigate risk, promote stability, and effectively manage critical challenges clients may be facing. This year our care navigators did **1,083 home visits** to provide crisis intervention.

CASE MANAGEMENT

Our dedicated Care Navigators conduct comprehensive assessments, develop personalized plans, and assist in accessing other essential services to empower our clients to set and achieve attainable goals, leading to improved wellness, and an enhanced quality of life. This year, this program provided **1,188 home visits** and follow ups.

RESPIRE CARE

Through our respite care program, we provide caregivers with a well-deserved break to prioritize their self-care. Our program provides essential breaks and support to caregivers, mitigating the risk of burnout while ensuring clients receive the care they require. This year, we have provided a total of **5,958 hours** of respite care support.



CELEBRATING 50 YEARS



This year we proudly hosted the **Frontline Heroes Appreciation Event**, a heartfelt celebration dedicated to those who continue to serve with compassion, resilience, and unwavering dedication. The program included award presentations, personal tributes, musical performances, and a catered lunch, all designed to honor the critical role PSWs and frontline workers play in delivering high-quality, person-centered care.



To mark our 50th anniversary, we unveiled a stunning **commemorative mural** at our main office, an artistic tribute that celebrates our enduring commitment to seniors and the vibrant legacy of care, connection, and community we've built together over five decades. The artwork incorporates symbols of nurturing and resilience, reflecting our organization's journey and the vital role Lumacare plays in assisting seniors in our community.



As part of our ongoing commitment to advocacy and education, we proudly hosted the **Elder Abuse Awareness Event**. The event featured a range of impactful activities, including a keynote speaker, educational workshops and information from Toronto Police on what to do if you suspect someone is the victim of elder abuse. This initiative not only raised awareness but also strengthened partnerships across the community.



Downsview Services to Seniors began as a Meals-on-Wheels Program, founded by Inger Holm

1981

Signed agreement with Metro Toronto Home Care program to provide Assisted Living Services

2002

1974

Acquired program space to start Adult Day Programs at Northwood Community Center

1994

Launched the Healthier Living Center

ARS OF LUMACARE

To recognize the incredible dedication and hard work of our team, we hosted a **Staff Appreciation BBQ** in the summer, bringing colleagues together for an afternoon of good food, laughter, and well-deserved celebration. The BBQ created space for connection and camaraderie beyond the workplace, reminding everyone that they are not only valued professionals but also an essential part of our community.



As a gesture of gratitude to our clients for their continued trust over the years, we **waived co-pay fees for all clients** during February and March 2025. This effort aimed to ease financial pressures and ensure uninterrupted access to essential services. The response from clients and families was overwhelmingly positive. Many expressed gratitude for the gesture, noting the tangible relief it provided during a time of rising living costs.



To cap off a remarkable milestone year, we hosted a **50th Anniversary Holiday Party** with a festive **1970s theme**, bringing together staff, volunteers, partners, and supporters to celebrate five decades of service in true retro fashion. The evening featured a lively mix of themed décor, classic tunes from the era, a fashion show, a retro photo booth, and even a silent disco! It perfectly blended fun, gratitude, and reflection, reminding us that while much has changed since the 1970s, our mission and values remain as strong as ever.



Launched the Home At Last Program to safely transition clients from the hospital to their homes

2004

Started expanding catchment area, launched additional Adult Day Programs, and incorporated the physiotherapy program

2013

Received a Primer Certification in from Accreditation Canada

2015

In response to COVID, launched virtual Adult Day Programs and a virtual Healthier Living Centre

2020

WHO WE SERVE

Since 1974, Lumacare has been dedicated to brightening the lives of our clients and caregivers. Every day, we have the honor of engaging with diverse seniors and community members, assisting them in accessing resources, living independently, and enhancing their quality of life.



CLIENT TESTIMONIALS



Angiolina Pirruccio

"The BOOST program has transformed me, bringing back my smile and allowing me to forget my worries. It's more than just a program; it's a source of joy and relief that has made a real difference in my life. From the moment I walked in, I felt a sense of comfort and warmth, and that's largely due to the incredibly welcoming and supportive staff... It's a space where I can focus on myself, and feel uplifted, all while being surrounded by people who genuinely care."

"Lumacare assists me with my personal care, light housekeeping and laundry, as well as monthly care packages, filled with delicious food items... This generous package has been a huge help in reducing my monthly grocery costs and has made a significant difference in my household. I deeply appreciate the support and kindness that Lumacare has shown me. Thank you for making such a positive impact on my life."



Gwendolyn Smith

"The RISE program has become a place of joy and support for me. I feel genuinely happy to be part of the program, knowing I am well cared for... What stands out most to me, however, is the kindness, warmth and dedication of the Lumacare staff. Their warmth makes me feel safe, respected, and truly valued. I recommend this program to everyone who feels alone."



Pierina Da Ros

"I wanted to take a moment to thank Lumacare, for taking care of my dad and our family for the past 10 years. It's comforting and such reassuring knowing that we can always count on Lumacare to assist us. Lumacare has and will always be guardian angels for our family. From the bottom of my heart, thank you so much for always going above and beyond ... especially during crisis situations."



Dieu Ngo

OUR STAFF

At the heart of our organization's success are the dedicated individuals who have committed decades of service to our mission. This year, we proudly acknowledge the invaluable contributions of our long-serving staff members. Their loyalty, consistent excellence have been instrumental in shaping who we are today.

OVER
30
YEARS

- Maria Sulieman
- Arlyne Tungol
- Susan Scacchi
- Gabriella Pinchera

OVER
20
YEARS

- Ravinder Sidhu
- Aurora De La Pena
- Chona Austria
- Alicia Estrella

OVER
15
YEARS

- Zewdi Hagos
- Bridgette Lewis
- Amoy Scott
- Adedayo Adenola
- Petros Damitew
- Andres Guerrero
- Aminata Sesay
- Jackelin Caburnay
- Elizabeth Garcia
- Azizullah Ostalwaz
- Diana Bolanos
- Maxine Forbes
- Adele (Dolly) Dagher
- Jesusa De La Pena
- Jacinto Lazaga
- Nelda Recio



Jesusa De La Pena

"I have been working with Lumacare for more that 18 years. I am dedicated to creating an environment that fosters both physical and mental stimulation, incorporating activities like hand exercises, arts and crafts, and engaging tasks that promote overall wellness...

My goal is to empower seniors to realize their full potential, encouraging them to embrace their abilities and discover that they are capable of achieving much more than they might believe."

"Working with elderly people in a community setting is truly a rewarding and fulfilling experience. I truly believe that these people need our attention, support and care and they shouldn't be neglected. I would say that as a PSW, I played a great role as for their total wellbeing especially those without relatives/friends to care for them. Being there everyday to support them physically, mentally and emotionally have been a huge impact on their daily lives. I am grateful to be part of it through Lumacare."



Annie Laurente

OUR VOLUNTEERS

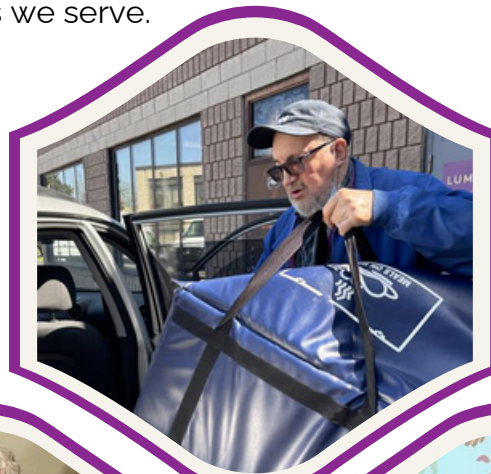
Featuring Khushi Rathod, Student Volunteer Placement



"During my placement at Lumacare, I had the incredible opportunity to gain hands-on experience in a professional environment that truly valued both the development of its employees and the well-being of its clients. As a placement student, I was welcomed into a collaborative and supportive team that provided mentorship and guidance throughout my time there. My tasks varied from assisting with client assessments, helping to coordinate care plans, and supporting administrative functions.... I truly enjoy the connection I make with the clients and seeing how much a difference our care makes in their lives. Overall, my time at Lumacare was a truly enriching experience."

We are so grateful to have long term volunteers with us who support our mission and vision with unwavering dedication. Whether they're helping behind the scenes or working directly with the seniors we support, our volunteers embody the spirit of generosity and service that drives our mission forward.

Their dedication, time, and energy make a significant difference in our organization and the communities we serve.



FINANCIALS - DRAFT

LUMACARE SERVICE'S STATEMENT OF REVENUE AND EXPENDITURES | MARCH 31, 2025

REVENUE	2025	2024
Government Grant - Province of Ontario	\$ 10,430,763	\$ 10,037,981
Partnerships	\$ 167,892	\$ 253,935
Fees for Services	\$ 939,569	\$ 987,526
Fees and Grant from Other Agencies	\$ 616,803	\$ 471,730
Interest and Miscellaneous	\$ 136,034	\$ 102,915
Gift in Kind	\$ 30,000	\$ 30,000
Property and Equipment Funding Recognized	\$ 2,734	\$ 2,734
Donations and Fund Raising	\$ 4,800	\$ 1,967
TOTAL	\$ 12,328,595	\$ 11,888,788

EXPENDITURES	2025	2024
Salaries and Benefits	\$ 9,446,921	\$ 9,092,842
Program Fees	\$ 218,119	\$ 199,430
Building	\$ 811,810	\$ 673,099
Office	\$ 667,370	\$ 635,393
Program Food	\$ 607,249	\$ 549,380
Professional Services	\$ 184,024	\$ 409,563
Transportation	\$ 202,083	\$ 165,456
Training and Education	\$ 53,930	\$ 25,120
Amortization	\$ 79,210	\$ 86,009
National and Provincial Fees	\$ 24,976	\$ 14,906
Advertising and Promotion	\$ 22,903	\$ 24,786
Bad Debts	\$ 10,000	\$ 12,028
TOTAL	\$ 12,328,595	\$ 11,888,012

FINANCIALS - DRAFT

AUDITED BY DOANE GRANT THORNTON LLP

Assets	2025	2024
March 31		
Cash	\$ 637,814	\$ 889,443
Short Term Investment	\$ 1,608,601	\$ 1,340,878
Fees, Grants and HST Receivable	\$ 287,227	\$ 293,763
Prepaid Expenses	\$ 170,151	\$ 153,615
	\$ 2,703,793	\$ 2,677,699
Property and Equipment	\$ 539,427	\$ 571,243
	\$ 3,243,220	\$ 3,248,942

Liabilities	2025	2024
March 31		
Accounts Payable and Accrued Liabilities	\$ 1,240,697	\$ 1,207,913
Deferred Contributions	\$ 350,903	\$ 386,675
	\$ 1,591,600	\$ 1,594,588
Deferred Rent Liability	\$ 68,470	\$ 68,470
Deferred Contributions - Property and Equipment	\$ 31,209	\$ 33,943
	\$ 1,691,279	\$ 1,697,001

Net Assets	2025	2024
March 31		
Invested in Property and Equipment	\$ 508,218	\$ 537,300
Unrestricted	\$ 1,043,723	\$ 1,014,641
	\$ 1,551,941	\$ 1,551,941
	\$ 3,243,220	\$ 3,248,942

AUDITED FINANCIAL STATEMENTS ARE AVAILABLE UPON REQUEST

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CELEBRATING 50 YEARS OF EXCELLENCE, INNOVATION, AND IMPACT

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