



lumacare 



# ANNUAL REPORT

## 2025/2026



# Board of Directors

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**Craig Anderson**  
Director-At-Large



**Linda Colman**  
Vice-Chair



**Manny Ma**  
Chair



**Zoheb Hussain**  
Treasurer



**Ayesha Abbasi**  
Member



**Chris Maragh**  
Member



**Eva Salicco**  
Member



**Justin Saldanha**  
Member



**Lorne Shapiro**  
Member



**Masooma Bhojani**  
Member

## Mission

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

## Vision

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

## Values

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Empathy



Respect



Inclusion



Innovation



Stewardship



Partnership

# Leadership Message

Dear Lumacare Community,

The year 2025-26 marked a period of exceptional achievement, growth, and organizational excellence for Lumacare. Together with our dedicated staff, volunteers, community partners, and clients and families, we strengthened our impact across the communities we serve while continuing to advance high-quality, compassionate care for older adults.

A landmark accomplishment was achieving Accreditation Canada's highest recognition, Accredited with Exemplary Standing, in November 2025. We met 100% of standards across all programs reflecting our unwavering commitment to excellence in care, organizational accountability, client safety, and continuous quality improvement. This recognition is a proud reflection of the professionalism, compassion, and dedication demonstrated across the organization every day.

Lumacare made significant progress in advancing Equity, Inclusion, Diversity, and Anti-Racism (EIDR) priorities through the launch of our organizational EIDR Framework. At the core of this work is our commitment to fostering an environment where everyone feels respected, valued, included, and that they truly belong.

Client satisfaction and service excellence remained at the center of our work. Results from the 2025 Annual Client Satisfaction Survey demonstrated outstanding outcomes, with more than 95% of clients expressing satisfaction with services received. All programs and services achieved their fiscal year performance targets through strong leadership, collaboration, and responsive service delivery.

Our Food Security Program distributed more than 4,200 food hampers to over 400 clients while launching a new farmers' market initiative to improve access to fresh produce for seniors. Our Meals on Wheels program delivered 48,705 meals exceeding our target by 15,006 units and raised awareness of the need of this critical service in the community to support seniors age safely at home.

This year included important investments in facility and accessibility improvements across our multiple sites, including upgrades to the Overnight Respite Program (ORP), accessibility renovations, modernization initiatives, and environmental sustainability enhancements.

Lumacare strengthened its role as a collaborative community partner through active participation at regional tables, Ontario Health Team initiatives, City of Toronto and Community Coordination tables focused on improving access and enhancing well-being for older adults.

We extend our sincere gratitude to our staff, volunteers, community partners, funders, donors, and clients and families for their continued trust and partnership.



**Liveleen Singh**  
CEO

As we look ahead, we remain committed to strengthening services, advancing innovation, deepening equity and inclusion, and continuing to deliver the highest standard of care and support to the communities we serve.



**Manny Ma**  
Board Chair

# 5 Locations 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

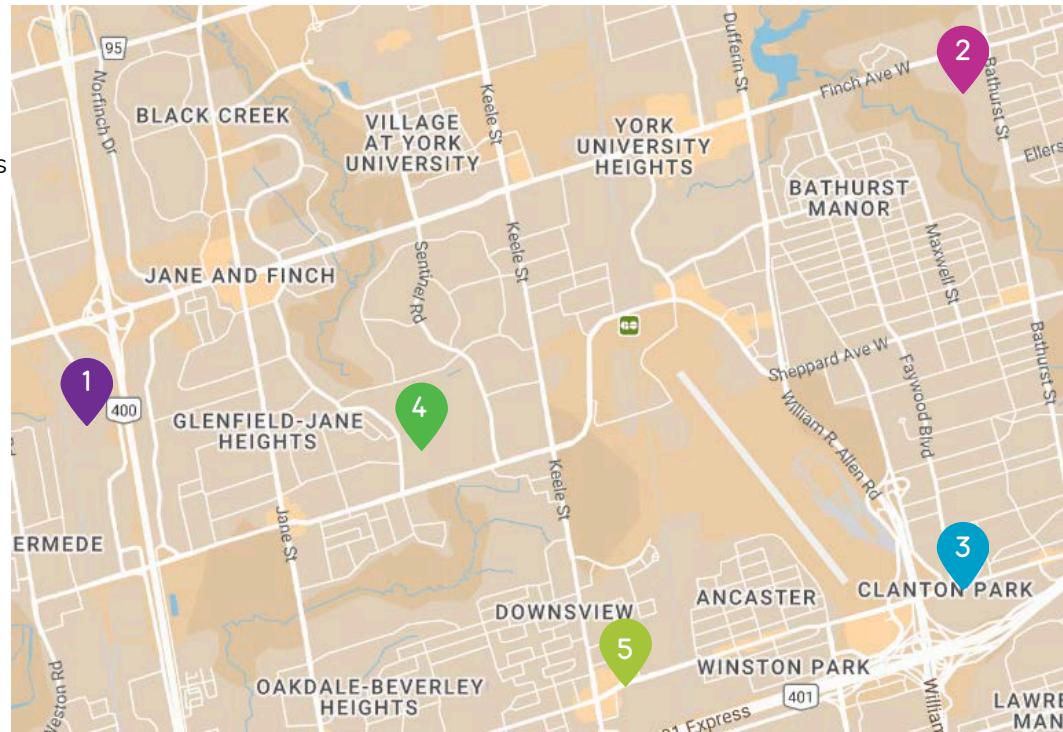
R.I.S.E. Adult Day Program  
(497 Wilson Avenue)

4

Healthier Living Centre  
(15 Clubhouse Court)

5

Assisted Living Services  
(1056 Wilson Avenue)



## Our Programs & 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



48,705

Meals  
Delivered



4,292

Food Hampers  
Delivered



12,240

Healthier Living  
Centre  
Attendances

9,140  
Volunteer  
Hours



577  
Clients  
Transitioned with  
Home at Last



15,874

Transportation  
Rides

3129  
Congregate  
Dining Meals  
Experienced

# Client Testimonials

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**Enid Follet**

“I am very appreciative of the Glow Program at Lumacare— my mom is truly happy there. The two words she consistently uses to describe her experience are *respected* and *included*, which means everything to our family. We are incredibly grateful for the staff at Lumacare. It's clear they genuinely love what they do and care deeply for their clients.”

“I would like to take a moment to express my heartfelt gratitude for the care and support I have received over the past two years. Being part of the assisted living program has truly made a meaningful difference in my daily life, and I feel very fortunate to have access to such compassionate and reliable services. The personal support workers have been exceptional.”



**Yvette Quee**

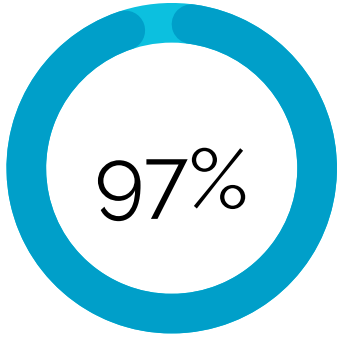


**Emilio Mammone**

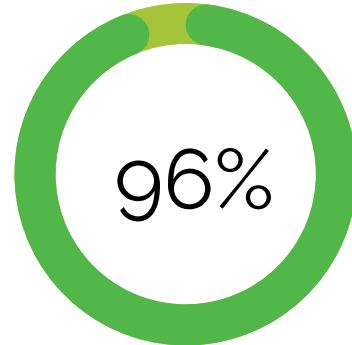
“I, on behalf of my whole family, would like to sincerely say THANK YOU to the whole Lumacare Team for the extraordinary level of care that you all provide our loved ones, while we are busy with this crazy rat race of a life we are living... I personally want to thank you for this passion you have in caring for my father and all the people who walk through your doors daily.”

# Annual Satisfaction Survey

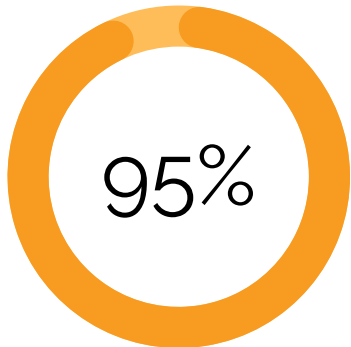
The results of this year's Client Satisfaction Survey were overwhelmingly positive, reflecting the strong relationships, quality care, and meaningful support experienced by clients and caregivers across our programs and services. Feedback highlighted high levels of satisfaction with the compassion, professionalism, and responsiveness of staff, demonstrating the impact of our continued commitment to excellence in service delivery and client care.



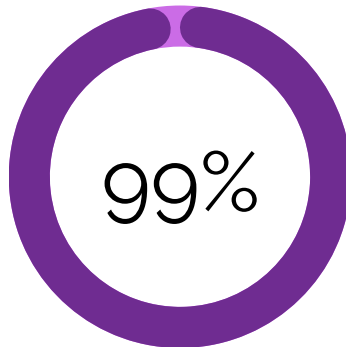
Are Satisfied with Lumacare's Services



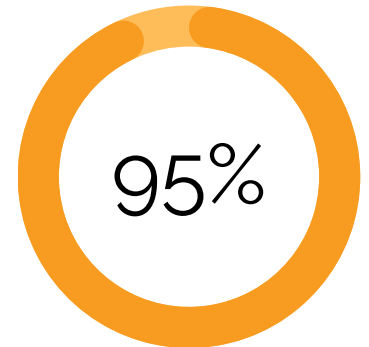
Consider Lumacare staff knowledgeable and competent/qualified



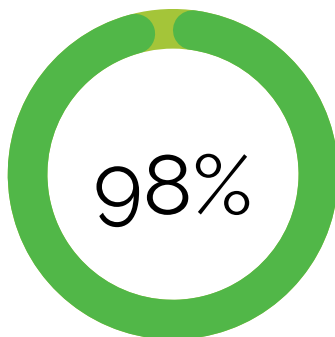
Agree that Lumacare services are of high quality



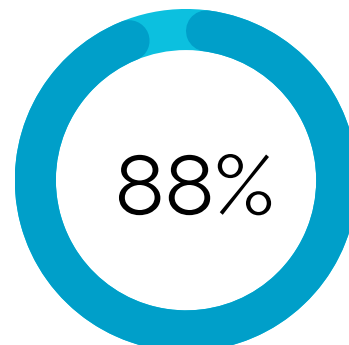
Would recommend Lumacare to friends and family



Consider activities/services provided by Lumacare beneficial to them



Caregivers feel supported because of Lumacare's services



Caregivers believe Lumacare helps them focus on their needs



**Accredited  
with  
*Exemplary Standing***



# What This Recognition Means

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National standards fully achieved



Excellence in quality & safety



Strong governance and leadership



Client and family centered services



Continuous improvement mindset

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## THE HIGHEST LEVEL OF ACCREDITATION AWARDED BY ACCREDITATION CANADA

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Accreditation Canada has awarded our organization “**Accredited with Exemplary Standing**”, the highest level of recognition within its national Qmentum accreditation program. This achievement confirms that Lumacare has met all accreditation standards during a rigorous external review, demonstrating full compliance across key areas including governance, quality improvement, client safety, leadership, and service delivery.

This distinction affirms that quality, safety, and continuous improvement are deeply embedded across all Lumacare programs and services, from in-home supports and caregiver respite to community wellness and social engagement initiatives.

Achieving Exemplary Standing places Lumacare among the highest-performing service providers in Canada and reinforces our ongoing commitment to excellence in community care.

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## 100% OF REQUIRED ORGANIZATIONAL PRACTICES & STANDARDS MET

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Home Support



Infection Prevention



Governance



Leadership



Service Excellence



Medication Management

# Programs & Services

## Healthier Living Centre

This year, HLC programs continued to help older adults stay active, connected, and engaged. A total of **418 unique clients** participated in our recreational activities. A strong focus on safety and education was maintained through 18 fraud prevention workshops, attended by 301 participants. These sessions helped seniors build awareness of common scams and strengthened their confidence in navigating financial and digital risks.



## Adult Day Programs

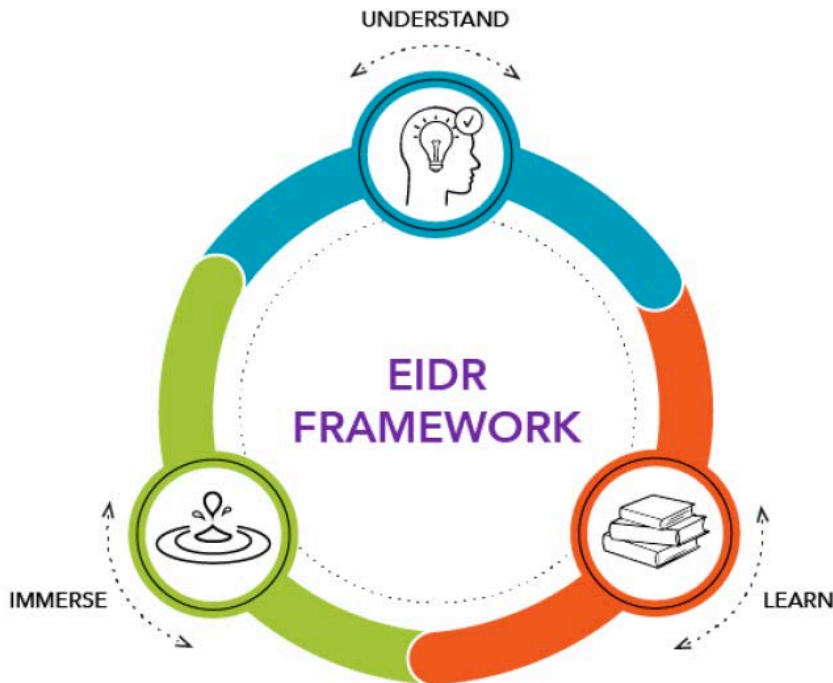
The Adult Day Programs continued to support older adults in maintaining their independence, well-being, and community connection through structured and personalized programming. This year, the programs recorded **21,705 attendances**, reflecting strong engagement and consistent participation. The programs remain an important service that helps individuals stay active, socially connected, and supported in a safe and welcoming environment.

## Assisted Living Services

The Assisted Living Services program continued to provide reliable support to individuals living in their own homes, helping them maintain independence, safety, and quality of life. Our programming focuses on dignity, choice, and responsive care tailored to individual needs. This year we achieved **145,059 resident days**, reflecting the continued need for supportive services within the community. These services play a key role in supporting quality of life and helping clients maintain their independence within the community.



# Key Initiatives



This year Lumacare proudly launched its Equity, Inclusion, Diversity, and Anti-Racism (EIDR) framework—marking a significant milestone in embedding equity and belonging across all aspects of the organization. More than a guiding document, the EIDR Framework reflects Lumacare’s ongoing commitment to fostering an inclusive environment where diverse perspectives are valued, and all individuals feel respected, supported, and empowered.

## ORP EXPANSION

This year, the Overnight Respite Program (ORP) expansion marked an important investment in resident comfort, safety, and quality of care. Additional capacity was added to help meet growing community needs and increase capacity. Renovations were carried out to refresh worn and outdated areas, creating a more modern and welcoming environment for residents, families, and staff. Accessibility improvements and better use of existing space further enhanced the functionality of the program and supported the delivery of high-quality care.

## FOOD SERVICES

This year, the program was able to distribute 4,292 food hampers and essential personal hygiene products to individuals and families experiencing food shortages due to financial strain. In addition, the program has taken a proactive approach to reaching out to seniors in the community who have both mobility and financial constraints in getting nutritious meals. The introduction of a pilot farmers market initiative has provided 50 seniors with access to fresh fruits and vegetables every other week.

## OUTREACH EVENTS

Over the past year, the Care Navigation and Human Resources teams actively engaged in community outreach events aimed at reducing barriers to service access, and recruitment efforts for summer jobs and volunteer positions. Through these initiatives, we shared information and resources, as well as facilitated connections to a range of community services to better support clients and families.

## EMPLOYEE ENGAGEMENT

This year, employee engagement remained a key focus, with initiatives designed to strengthen connection, recognition, and collaboration across the organization. Team-building activities and internal communication enhancements supported a more connected and inclusive work environment. Recognition efforts were strengthened to celebrate staff contributions and reinforce a culture of appreciation and shared purpose.

# Staff Recognition

Every day, our staff work tirelessly to deliver high-quality care and support, guided by professionalism, compassion, and teamwork. This year's Staff Recognition Awards celebrate the dedication, compassion, and professionalism demonstrated across our teams. These awards honour individuals who consistently go above and beyond in their roles, embodying our values and making a meaningful difference in the lives of the clients and communities we serve. We are proud to recognize their outstanding contributions and express our sincere appreciation for their commitment throughout the year.

## Innovator Award



**Bukola Sosan**



**Ravinder Sidhu**

## Service Champion Award



**Gurjot Kaur**



**Twinkle Gandhi**

## Resilience Ambassador Award



**Bridget Matthew**



**Denise Donkoh**

## Guiding Light Award



**Joselyn Juliano**



**Brigida  
Estandian**

## Collaboration Ambassador Award



**Remilekun  
Abayomi-  
Adebanjo**



**Mercy Opuoro**

## Diversity Award



**Uyoyoumena  
Ezaga**

# Staff Testimonials

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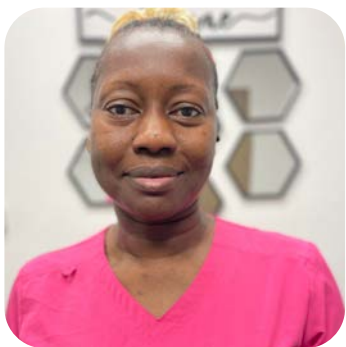
**Lorna Samuel**  
Assisted Living PSW

"As a PSW, I enjoy going into the clients home to help them each day to do what they cannot do for themselves... I enjoy listening to their stories as they share their life experiences with me. Working in this environment taught me how to have a lot of patience, as well as how to be kind and loving to others. I look forward going to work every day knowing that I am helping the elderly, physically, mentally and emotionally. This job is very rewarding, because I am putting a smile on their face, and joy in their hearts."

"Working at Lumacare has changed a lot in my life. It's not just a job, it's where I've found passion, connection, and a second family. As a PSW, the moments I share with our clients, all the laughter, the trust, even the quiet understanding, stay with me long after the day ends. They remind me every day what truly matters. Being part of their lives, and creating a space where they feel seen, valued, and loved, is something I carry in my heart. I don't just love what I do, I love who I do it for!"



**Kyla MacInnis**  
BOOST Program Worker



**Akosua Obeng-Dei**  
Assisted Living PSW

"Lumacare is a very diversified organization, which employ a melting pot of people from not just different countries, but also has clients from different countries and all walks of life. Working at Lumacare you feel right at home... We are a bunch of employees who are passionate and dedicated to servicing seniors in our communities. I have met wonderful people, colleagues and clients who I would never forget and would always cherish."

# Financials

## LUMACARE SERVICE'S STATEMENT OF REVENUE AND EXPENDITURES MARCH 31, 2026

REVENUE	2026	2025
Government Grant - Province of Ontario	\$ 10,699,497	\$ 10,430,763
Partnerships	\$ 128,799	\$ 167,892
Fees for Services	\$ 1,165,504	\$ 939,569
Fees and Grant from Other Agencies	\$ 642,692	\$ 616,803
Interest and Miscellaneous	\$ 60,535	\$ 136,034
Gift in Kind	\$ 30,000	\$ 30,000
Property and Equipment Funding Recognized	\$ 2,734	\$ 2,734
Donations and Fund Raising	\$ 14,936	\$ 4,800
<b>TOTAL</b>	<b>\$ 12,744,697</b>	<b>\$ 12,328,595</b>

EXPENDITURES	2026	2025
Salaries and Benefits	\$ 9,698,788	\$ 9,446,921
Program Fees	\$ 171,233	\$ 218,119
Building	\$ 846,683	\$ 811,810
Office	\$ 792,097	\$ 667,370
Program Food	\$ 671,718	\$ 607,249
Professional Services	\$ 255,255	\$ 184,024
Transportation	\$ 192,784	\$ 202,083
Training and Education	\$ 16,906	\$ 53,930
Amortization	\$ 56,567	\$ 79,210
National and Provincial Fees	\$ 25,575	\$ 24,976
Advertising and Promotion	\$ 17,091	\$ 22,903
Bad Debts	-	\$ 10,000
<b>TOTAL</b>	<b>\$ 12,744,697</b>	<b>\$ 12,328,595</b>

# Financials

AUDITED BY DOANE GRANT THORNTON

Assets	2026	2025
March 31		
Cash	\$ 488,109	\$ 637,814
Short Term Investment	\$ 1,655,773	\$ 1,608,601
Fees, Grants and HST Receivable	\$ 454,458	\$ 287,227
Prepaid Expenses	\$ 155,957	\$ 170,151
	<b>\$ 2,754,297</b>	<b>\$ 2,703,793</b>
Property and Equipment	\$ 635,850	\$ 539,427
	<b>\$ 3,390,147</b>	<b>\$ 3,243,220</b>

Liabilities	2026	2025
March 31		
Accounts Payable and Accrued Liabilities	\$ 1,276,773	\$ 1,240,697
Deferred Contributions	\$ 309,213	\$ 350,903
	<b>\$ 1,585,986</b>	<b>\$ 1,591,600</b>
Deferred Rent Liability	\$ 68,470	\$ 68,470
Deferred Contributions - Property and Equipment	\$ 183,750	\$ 31,209
	<b>\$ 1,838,206</b>	<b>\$ 1,691,279</b>

Net Assets	2026	2025
March 31		
Invested in Property and Equipment	\$ 452,100	\$ 508,218
Unrestricted	\$ 1,099,841	\$ 1,043,723
	<b>\$ 1,551,941</b>	<b>\$ 1,551,941</b>
	<b>\$ 3,390,147</b>	<b>\$ 3,243,220</b>

AUDITED FINANCIAL STATEMENTS ARE AVAILABLE UPON REQUEST



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10703 4134 RR0001