



2018-2019 ANNUAL REPORT



Lambton Elderly Outreach
June 26, 2019

Message from the Board Chair

Greetings,

This past year has been an exciting year full of changes; from new Program development and expansion, Accreditation, board and staffing changes, as well as potential structural changes from the Ministry and LHIN perspective.

Our CEO, Bill Yurchuk, has been hard at work, networking and developing business plans to receive funding approval for new programs and expand our support within our local communities. This will help position LEO to be competitive and relevant throughout these transitional times. We are definitely becoming more widely recognized and respected among our peers and regulators. This is positioning us well in terms of collaboration and ensuring LEO has a voice at the table when decisions affecting our future are being discussed.



In addition to that, your Board is working to create a governance structure that will support future growth and ensure that we are meeting our compliance requirements in order to achieve Accreditation. Some of the items we are currently working on updating and/or creating are:

- Terms of Reference with Annual Workplans
- Recruitment/Nominating Processes
- Director Orientation
- Board Governance Training Program

As the new Chairperson of your Board, I would like to take this opportunity to thank everyone for their hard work and dedication. LEO has amazing employees and volunteers working diligently every day to provide much needed services to our local communities, and I feel very fortunate to be part of this agency.

April Williams, Board Chair

Board of Directors 2018-2019



April Williams,
Board Chair



Cathy Howes,
Finance Chair



David Noel,
Board Member



Lyn Sweet,
Fundraising Chair



Sarah Milner,
Board Member



Steve McNamara,
Board Member



Megan O'Neil
Board member

Retirement Announcements

In great appreciation of your outstanding and invaluable service to our community.

We are who we are because of great people like you.
Congratulations!

Rev Dr. Gord Simmons
January 2008 – June 2018

Anne VanDenBossche
June 2010 – June 2018

Fraser Perry
September 2015 – February 2019

Message from the Chief Executive Officer

Greetings:

To say that “change is constant” is quite an understatement in the health care industry. The changing Canadian demographic to an ageing population highlights the fact that the way we have done things in the past will no longer work for the future. Collaboration and seamless client/patient transitions between organizations are essential to improve the client/patient experience and even more importantly, deliver the care that they require and deserve.

LEO continues to collaborate with the LHIN by now providing Low Needs Patient Support (LNPS) to clients whose personal support care is funded by the LHIN Home and Community Care. This work, originally in just Lambton County is now being expanded into Chatham Kent as well. LEO’s Home Support Department continues to expand to provide essential and excellent care in SW Ontario.

My feelings of extreme gratitude and thanks go to the wonderful staff and volunteers of LEO. Change is not easy, although sometimes very necessary. I appreciate your resilience and dedication to your roles and to the clients in which we serve. You literally improve lives each day!



Bill Yurchuk, EPC, CPCA
Chief Executive Officer



Sarnia Sr. Cruise – Duc d'Orleans II



Lambton Elderly Outreach is running this year's cruise, set for June 25

By Tyler Kula, Sarnia Observer,
Monday, April 9, 2018

Running a free cruise for seniors isn't much of a stretch for an agency already focused on helping the demographic, and people with disabilities.

So says Bill Yurchuk, CEO of Lambton Elderly Outreach (LEO).

The Plympton-Wyoming-based not-for-profit announced earlier this month it's carrying on the annual Sarnia Seniors Cruise aboard the Duc d'Orleans II as long-time volunteer organizer Marni Thomas steps away for health reasons.

"I just thought it was something that needs to continue," said Yurchuk, who said he spoke with Thomas last week and received her blessing to do just that.

It'll be the 40th year for the cruise that typically carries about 1,000 people along the St. Clair River the last Monday in June.

This year's is set for June 25, Yurchuk said.

LEO, which offers transportation, home support and other services for seniors and people with disabilities, is connecting with past sponsors, he said, and starting to work on plans for the day.

"We want to make sure it's at least always what it used to be ... and if we can make enhancements, that's even better," he said.

Radio broadcaster Peter Henderson and former Duc owner Jacques Beauchamp started the cruise in 1978 with Sarnia residents Mary and Robert Mathers.

Yurchuk said LEO plans to keep the event free, and thanked Duc owner Ken Bracewell and his crew for donating the ship for the day.

"I'm sure it's providing a wonderful day for some people who normally may not be able to do it" because of cost, he said.

The cruise will be made its own not-for-profit entity, "to protect the future of the cruise and the spirit in which it was intended," a LEO information pamphlet about the cruise says.

Any excess funds from sponsors would stay in the not-for-profit entity for the next year's event, it says.

Garden of Giving



LEO Employees Create Vegetable Garden at Office

Group plans to donate harvest to local food banks

By Editorial Staff, LAMBTON SHIELD. June 6, 2018

Employees at Lambton Elderly Outreach, located in Reeces Corners (corner of London Line and Oil Heritage Road), have taken the initiative in planting a garden on the property.

The employees, who have done the planting and will work on the project on their own time, plan to donate the harvest to local food banks.

Bill Yurchuk, CEO of the organization, says the group welcomes any offers of support for the initiative. "It's not too late," he said in a note to Lambton Shield.

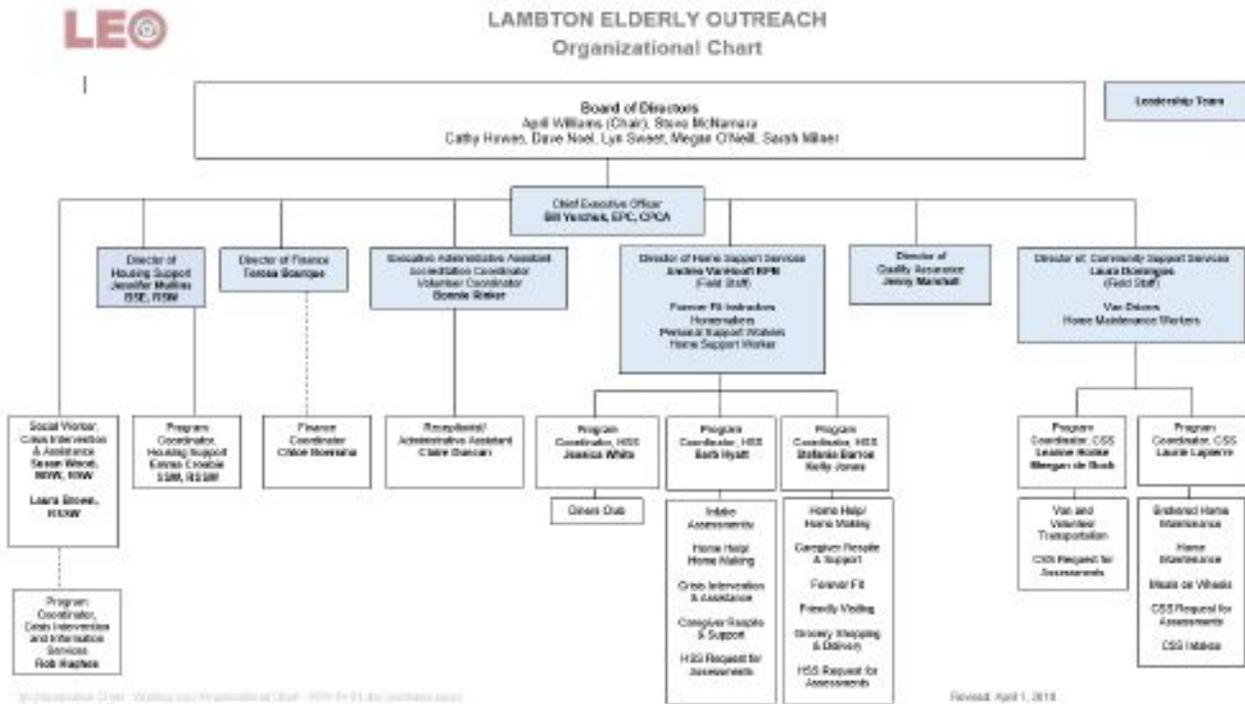


We're growing!!! Literally...

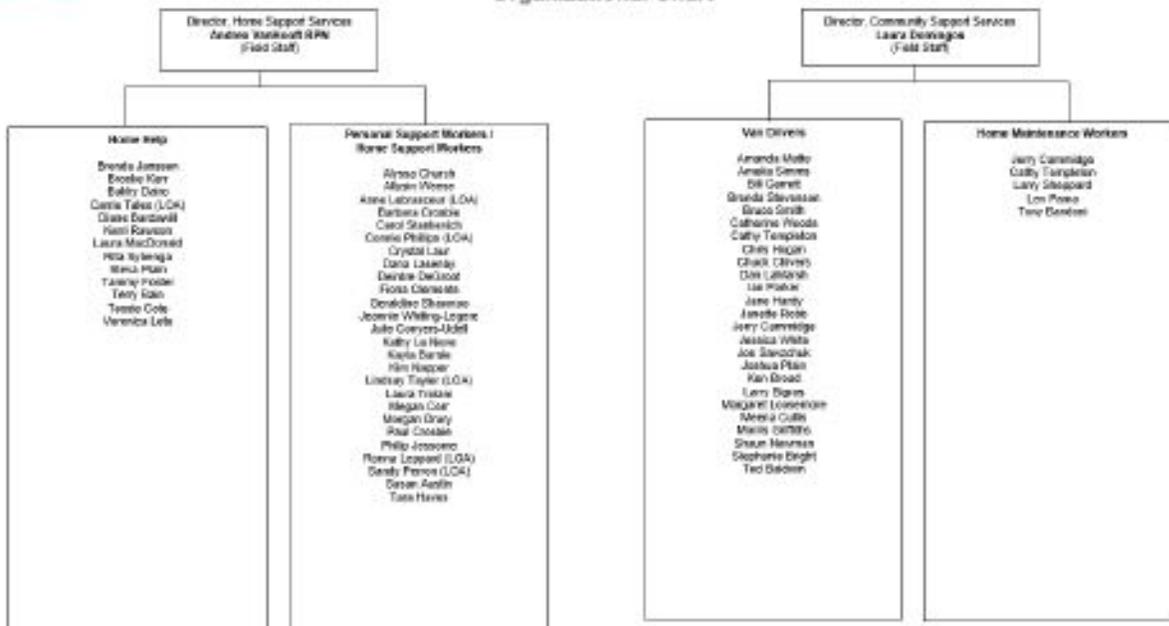
LEO employees have volunteered to plant and maintain a garden at our office with plans to donate our harvest to local food banks to help provide healthy balanced meals to those in need! Thanks to our planting team we got all the veggies in the ground before the rain today! (Unfortunately, not all our volunteers are pictured)

Last year, LEO provided approximately 140 salad kits- enough fresh veggies for 60 clients and rural food banks!

Staff Members as of March 31, 2019



LAMBTON ELDERLY OUTREACH Organizational Chart



Christmas Gift Campaigns - Client Testimonials



"I am very grateful for the parcel I received today. I wish all the staff of LEO a very Merry Christmas and a Happy New Year." **Lawrence P.**

"This is the first Christmas I am spending without my husband since he passed away and I'm very grateful. I feel blessed to be receiving this thoughtful present. I am saving it to open on Christmas Day". **Diana F.**

"I've had a hard year. I am sincerely appreciative of all these gifts. I've never had a Christmas like this before!" **Ken L.**

"I am very happy to receive this gift and very thankful for the wonderful service I receive from my Leo workers! I have no complaints whatsoever and I am very grateful". **Jean M.**

"I am flabbergasted to receive this gift and touched that somebody thought about me to make this Christmas better. I will save my gift to open on Christmas Day. I am very appreciative of Meals on Wheels; by time I drives up to Grand Bend to get groceries oh, it's just the same as buying them from Leo and they're tailored for diabetics and it's good food so I can't beat that! **James B.**

"I would like the put forth a Great Big THANKS to the person(s) who put together the lovely gift for me. I have a wonderful person to clean my apt, Kerri, do not get rid of her. Just a lovely young lady. May God Shower you with health and Happiness and A MERRY XMAS AND HAPPY NEW YEAR!", **Hugs & Love Orv**

"I truly appreciate all the LEO people he has dealt with, and the experience with LEO has been Top Notch. I'm grateful to all the drivers and Meals on Wheels volunteers! **David H.**

LEO in Lights



It was worth the wait!

LEO had been waiting for quite some time to be able to erect a new lighted sign and in January 2019 the official unveiling took place. With the generosity of donations from both the Rotary Club and St. Clair Township, LEO proudly lights up the sky and catches the eye of passersby.

Displayed beneath the sign are LEO's sponsors: The United Way of Sarnia-Lambton, the Rotary Clubs of Sarnia-Lambton, The County of Lambton, and the Erie St. Clair LHIN.



Service

Service – Individuals Served	2018	2019
Service Coordination (Brokered Home Maintenance)	105	70
Meals on Wheels	116	108
Social & Congregate Dining / SMART/Forever Fit	376	608
Transportation	1,212	905
Client Intervention and Support	235	195
Home Help	517	364
Personal Care	163	135
Home Maintenance	291	196
Paid Respite	75	31
Caregiver Support	106	190
Friendly Visiting / Grocery	27	18
Stretcher Van	-	19
Retirement Housing Support	86	104
Total Unique Individual Clients	2,614	2,263
Service – Units of Service	2018	2018
Service Coordination (Brokered Home Maintenance)	130	139
Meals on Wheels	6,173	5,869
Social & Congregate Dining / SMART	13,673	11,713
Transportation	33,426	30,225
Client Intervention and Support	1,220	1,177
Homemaking/Home Help	14,459	12,156
Personal Care	5,056	4,218
Home Maintenance	2,260	4,341
Paid Respite	3,401	2,902
Caregiver Support	106	190
Friendly Visiting / Grocery	719	628
Stretcher Van	7	143
Retirement Housing Support	548	833
Total Services Provided	81,178	80,622

Fast Facts During Fiscal Year 2018-2019

139	Service Coordination (Brokered Home Maintenance) units were provided to 70 Clients
5,869	Nutritious Meals on Wheels were delivered to 108 clients
755	Diners Club meals were served to 169 clients
5,391	Wellness Clinic units (Exercise Classes) were provide to 255 clients
5,567	Seniors Maintaining Active Roles Together (SMART) units were provided to 208 clients
26,698	Accessible Van trips were provided to 816 clients - 942,347 kms driven by our vans
3,557	Volunteer Transportation trips were provided to 234 clients
1,177	Client Intervention and Support units were provided to 195 clients
12,155.75	Home Help units were provided to 364 clients
4,217.75	Personal Care units were provided to 135 clients
4,341	Home Maintenance and Repair units were provided to 196 clients
2,901.75	Caregiver Paid Respite units were provided to 31 clients
190	Caregiver Training units were provided to 190 clients
628	Friendly Visiting units were provided to 18 clients
143	Stretcher Van trips were provided to 19 clients
833	Retirement Housing Support units provided to 104 clients
6,543	Volunteer hours were provided by 92 volunteers
80,622	Total Units of Service were delivered to 2,263 clients

Financial Report 2018-2019

Service Expenditures 2018/19		
Service Coordination (Brokered Home Maintenance)	\$7,077	0.28%
Meals on Wheels	\$82,992	3.28%
Diners Club	\$49,392	1.95%
Transportation	\$1,016,458	40.21%
Client Intervention and Support	\$107,724	4.26%
Homemaking/Home Help	\$448,861	17.75%
Home Maintenance	\$145,519	5.76%
Personal Care	\$144,281	5.71%
Paid Respite	\$129,849	5.14%
Caregiver Support	\$5,239	0.21%
Friendly Visiting	\$3,751	0.15%
Housing & Homelessness	\$377,401	14.93%
Stretcher Van	\$9,402	0.37%
Total	\$2,527,946	100%

Revenue 2018/19		
Ministry of Health and Long-Term Care and other funding	\$1,859,022	53.81%
SMART	\$18,758	0.54%
Housing & Homeless Initiative	\$384,185	11.12%
Client Fees	\$879,244	25.45%
Fundraising (net)	\$10,188	0.30%
Bingo	\$12,577	0.37%
United Way	\$53,000	1.53%
Donations	\$18,901	0.55%
Interest	\$20,694	0.60%
Health & Well-Being Grant	\$15,890	0.46%
Other (Sale of Assets, Miscellaneous)	\$14,554	0.42%
Amortization of Capital Grants	\$167,720	4.85%
Total	\$3,454,733	100%

Mission Statement

Our support services enable clients to live with dignity and independence.

Vision Statement

To provide excellent support services to the community we serve.



Lambton Elderly Outreach Accreditation Phase 2 Qmentum



ACCREDITATION
CANADA

Accreditation Canada is a Canadian program with a local focus. It has a philosophy of quality improvement based on the involvement of an entire organization and has pinpoints areas of strength and opportunity for Lambton Elderly Outreach. With all the improvement criteria identified during the Primer phase, LEO continues to focus on Quality Improvement processes to provide exceptional client care.

The Qmentum Accreditation program is built upon over 100 globally influenced and jurisdictionally tailored standards, developed by their affiliate organization HSO (Health Standards Organization). In February 2017, Accreditation Canada separated standards development from the delivery of accreditation services and created Health Standards Organization (HSO). This separation allows Accreditation Canada to focus on delivering the best accreditation services possible.

The Qmentum phase will focus on Leadership Standards for small community-based organizations as well as Governance standards. *Leadership Standards* will assist LEO to achieve excellence in leadership, effective operational and performance management supports, decision-making structures and the infrastructure needed to drive Quality Improvement within the organization with the primary focus being on creating a culture focused on client-and-family-centered-care. *Governance Standards* help health organizations meet demands for excellence in governance practice; they are a response to system-wide changes in health care delivery structures and an increasing need for public accountability. Accreditation Canada recognizes LEO's limitations regarding specific health care processes and takes this into consideration throughout the Qmentum phase.

LEO highly encourages its staff members to continue to look for improvements in all areas of operations and we look forward to continuing to focus on quality services for the elderly.

Lambton Elderly Outreach
4486 London Line R.R. #1
Wyoming, ON N0N 1T0
(519) 845-1353 or 1-800-265-0203
www.lambtonelderlyoutreach.org

