



# 2020-2021 ANNUAL REPORT



Lambton Elderly Outreach  
April 20, 2022

# Message from the CEO and Board Chair

In the 2020-2021 fiscal year, our Lambton Elderly Outreach team worked hard to “steady the ship” after experiencing a significant growth spurt, the previous year. We are proud of our accomplishments, especially during such unpredictable times as we constantly adapted to the ever changing environment that each round of COVID presented us with.

We began the New Year, with an immediate expansion. In March 2020, we partnered with a fifth retirement home to continue providing essential care to residents while the home was in a COVID-19 outbreak. We have worked closely with our retirement home partners to pull together human resources during very trying times, always keeping the client care needs top of mind and in our hearts, to reduce any further burden or isolation they were exposed to during COVID. We are proud of our Home Support Services for going above and beyond in many circumstances to meet these needs.

We also continued to provide transportation to local residents for medical needs, sometimes as the only local provider during active outbreaks. We tooled up our vehicles to create a fleet that has COVID safety precautions for staff and clients. Our Meals on Wheels grew exponentially as LEO partnered with The County of Lambton to provide nutritious meals to their Housing Program’s tenants and clients. Hats off to our Community Support Services who took great pride in delivering a critical community service during these uncertain times.

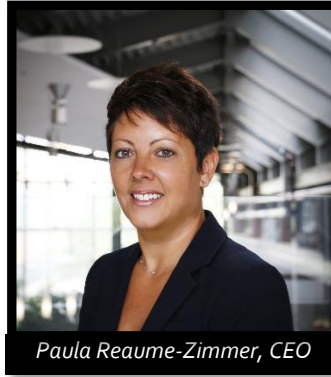
In March 2021, LEO updated our Organizational Structure, in response to changes related to Sr. leadership departures. The 4 existing Directors were reduced to 3 Directors, and the Retirement Home Support Program, Crisis Intervention program as well as the Acquired Brain Injury program were aligned under one Director of Clinical Services.

LEO has been faced with the challenge of getting our fiscal year reporting back on track and this year, we expect will be the last delayed AGM. This has been time well spent to update important practices and processes to put LEO in good stead for the future years.

LEO is the sponsor of the Age Friendly Sarnia designation, and are working closely with the community partners on further enhancing our community’s environment and services to meet a standard set out by the World Health Organization. We are also working closely with partners, specifically Lambton Public Health and Lambton College, to create Age-Friendly Best Practices for Business and Service Providers E-Learning Certificate Course.

Sarnia Lambton Ontario Health Team (OHT) is now down a path that we are beginning to collaborate and make collective decisions for the betterment of our entire community vs agency specific. There is so much opportunity ahead, and LEO has a vital role as a SL OHT member, for both Home and Community Support Services. There is lots of work ahead of us, and LEO is committed to building trusting relationships that will result in a new and better healthcare and social service model for our Sarnia Lambton community.

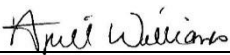
The LEO Board of Directors would like to thank each of our clients, staff members, volunteers, and partners for working together to ensure LEO’s success through such a prolonged, world health crisis. We are extremely proud of the services LEO provides to our valued clients each and every day. We will continue to make strides to ensure LEO remains relevant and present to service our communities well into the future.




Paula Reaume-Zimmer, CEO



April Williams, Board Chair

  
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April Williams  
Board Chair

  
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Paula Reaume-Zimmer  
Chief Executive Officer

# Board of Directors 2020-2021



April Williams,  
Board Chair



Cathy Howes,  
Finance Chair



David Noel,  
Vice Chair, Nominating Chair



Lyn Sweet,  
Fundraising Chair



Sharon McKay,  
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Sarah Milner,  
Board Member



Megan O'Neil,  
Board Member



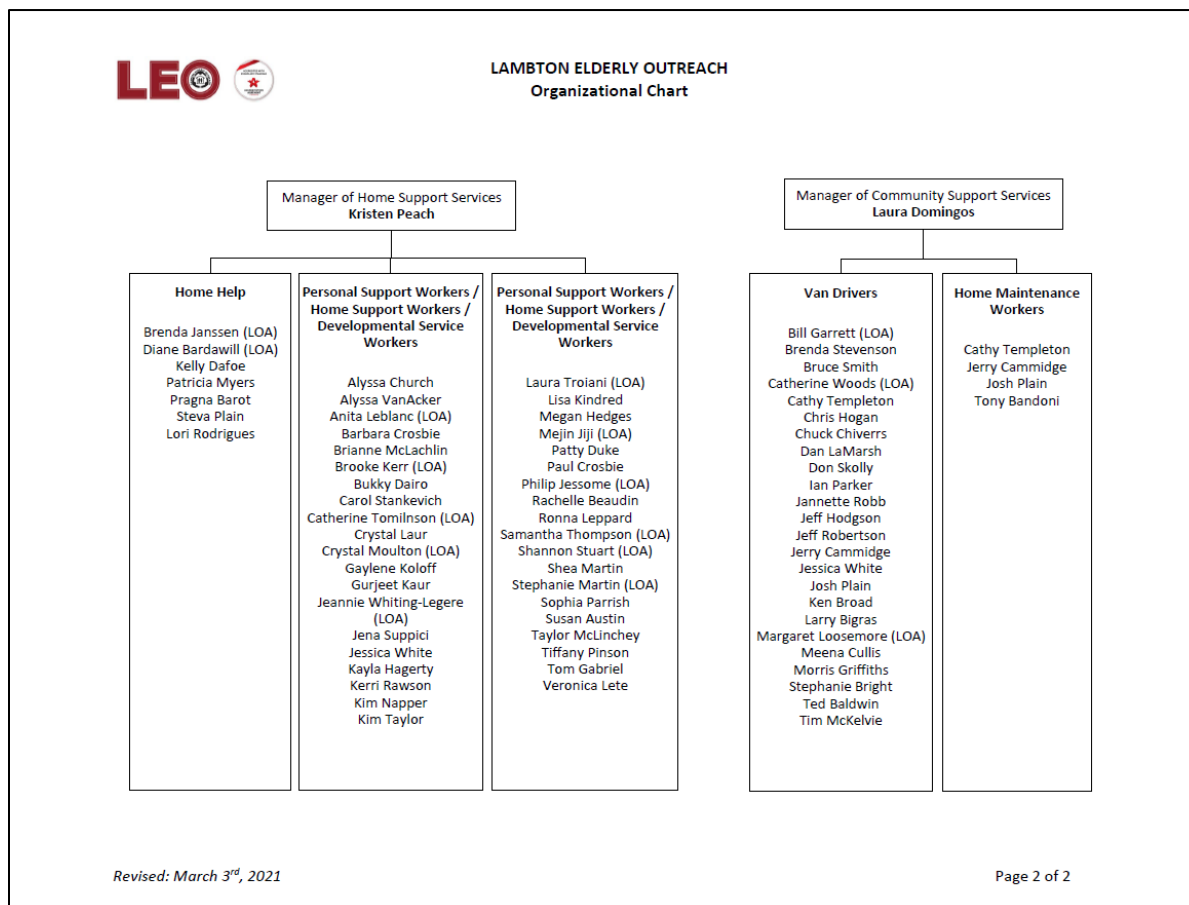
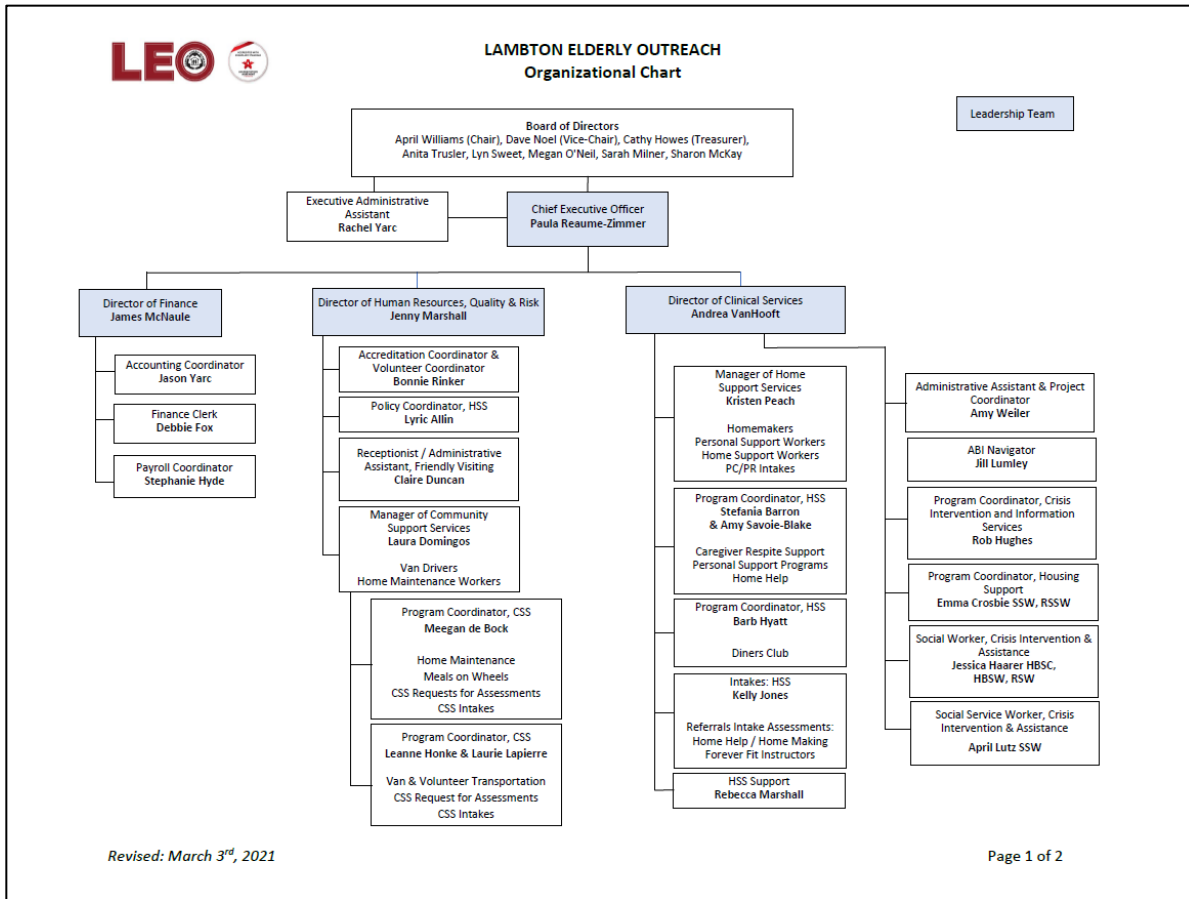
Anita Trusler,  
Board Member

## 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!

Steve McNamara  
*September 2006 – January 2021*

# Staff Members as of March 31, 2021



# Service

<b>Service – Individuals Served</b>	<b>2020</b>	<b>2021</b>
Service Coordination (Brokered Home Maintenance)	3	0
Meals on Wheels	110	153
Social & Congregate Dining / Forever Fit	80	0
Transportation	828	804
Client Intervention and Support	195	201
Home Help	325	222
Personal Care / Low Needs	185	150
Home Maintenance	296	136
Paid Respite	31	27
Caregiver Support	172	276
Friendly Visiting / Grocery Shopping	16	97
Stretcher Van	10	13
Retirement Housing Support	34	106
Intense Hospital to Home	5	30
Retirement Home Personal Care	67	133
Alternative Level of Care Community Transitions	0	18
Acquired Brain Injury Support	0	16
<b>Total Clients Served</b>	<b>2,357</b>	<b>2,382</b>
<b>Service – Units of Service</b>	<b>2020</b>	<b>2021</b>
Service Coordination (Brokered Home Maintenance)	3	0
Meals on Wheels	6,629	35,328.50
Social & Congregate Dining / Forever Fit	6,472	0
Transportation	29,183	12,458
Client Intervention and Support	2,271	2,297
Homemaking/Home Help	10,311.25	5,638
Personal Care / Low Needs	8,146	7,541.25
Home Maintenance	3,470.50	3,592
Paid Respite	4,125	1,527.50
Caregiver Support	172	276
Friendly Visiting / Grocery Shopping	393	301
Stretcher Van	30	60
Retirement Housing Support	422	835
Intense Hospital to Home	196.25	1,926.50
Retirement Home Personal Care	1,873.25	9,808.50
Alternative Level of Care Community Transitions	0	100
Acquired Brain Injury Support	0	782.75
<b>Total Services Provided</b>	<b>73,697.25</b>	<b>82,472</b>

## Fast Facts During Fiscal Year 2020-2021

35,328.50	Nutritious <b>Meals on Wheels</b> were delivered to 153 clients
12,458	<b>Accessible Van</b> trips were provided to 804 clients - 645,949 kms driven by our vans
2,297	<b>Crisis Intervention and Support</b> units were provided to 201 clients
5,638	<b>Home Help</b> units were provided to 222 clients
2,930.75	<b>Personal Care</b> units were provided to 92 clients
3,592	<b>Home Maintenance and Repair</b> units were provided to 136 clients
1,527.50	<b>Caregiver Paid Respite</b> units were provided to 27 clients
276	<b>Caregiver Training</b> units were provided to 276 clients
219	<b>Friendly Visiting</b> units were provided to 87clients
60	<b>Stretcher Van</b> trips were provided to 13 clients
835	<b>Retirement Housing Support</b> units provided to 106 clients
4,844	<b>Volunteer</b> hours were provided by 121 volunteers
4,610.50	<b>Low Needs Patient Support</b> units provided to 58 clients
1,926.50	<b>Intense Hospital to Home</b> units provided to 30 clients
9,808.50	<b>Retirement Home Personal Care</b> units provided to 133 clients
<b>82,472</b>	<b>Total Units of Service were delivered to 2,382 clients</b>



# Financial Report 2020-2021

Revenue 2020 - 2021	Amount	Percentage
Ministry of Health and Long Term Care	2,337,633	49.23%
ABI	43,490	0.92%
ACOMT	167,059	3.52%
SMART	-	0.00%
Housing and Homeless Initiative	446,339	9.40%
Client Fees	1,173,495	24.71%
Fundraising	19,190	0.40%
Bingo	9,962	0.21%
United Way	79,600	1.68%
Donations	22,500	0.47%
Interst	17,316	0.36%
Health and Well Being Grant	36,667	0.77%
Other	212,500	4.48%
Amortization of Capital Grants	182,774	3.85%
<b>Total</b>	<b>4,748,525</b>	<b>100%</b>

Expenses 2020 - 2021	Amount	Percentage
Amortization	215,232	4.77%
ABI	34,290	0.76%
ACOMT	165,389	3.66%
Administration	699,538	15.49%
Brokered Maintenance	9,713	0.22%
Caregiver Training	14,256	0.32%
Crisis Intervention	134,492	2.98%
Diners Club	19,482	0.43%
Friendly Visiting	5,493	0.12%
Fundraising & donations	97,175	2.15%
Home Help	434,288	9.62%
Homelessness & Housing	446,339	9.88%
Maintenance	174,394	3.86%
Meals on Wheels	255,065	5.65%
Personal Care	387,041	8.57%
Projects/Grants	95,070	2.10%
Respite	144,861	3.21%
Retirement Home Personal Care	377,067	8.35%
Stretcher Van	7,623	0.17%
Transportation	799,805	17.71%
<b>Grand Total</b>	<b>4,516,613</b>	<b>100%</b>