



# 2021-22 ANNUAL REPORT



Lambton Elderly Outreach  
September 21, 2022

# Message from the CEO and Board Chair

In the 2021-22 fiscal year, our Lambton Elderly Outreach team like all our peers, adjusted continuously as we moved in and out of each COVID wave. Despite this, we continued to deliver quality services and worked diligently to address our health human resource challenges.

In light of the HHR challenges, LEO's leadership team, with the Board's endorsement proceeded to reprioritize our commitments.

We determined that it was best for LEO to refocus on the needs of Sarnia Lambton home care and support services. In Dec 2021 we began the work with Home and Community Care Support Services Erie St. Clair and the March of Dimes in Chatham Kent, to transition the Chatham Kent Low Needs services. This transition was completed by March 31, 2022 and LEO and MOD were applauded by Ontario Health for an extremely smooth and collaborative transfer of care.

LEO remains the sponsor of the Age Friendly Sarnia designation. LEO team members helped to influence the final content of the Age-Friendly Best Practice for Businesses and Service Providers E-Learning Certificate Course (<https://lambtonpublichealth.ca/events/classes/age-friendly/>). This course has since been rolled out to the community at large in an effort to improve our space and services, addressing barriers that individuals face when they are out and about in our community.

Sarnia Lambton Ontario Health Team (OHT) planning has been somewhat stalled through the COVID waves, however, LEO has maintained a close connection, and we are prepared to engage in innovative planning to support transitions of care that result in independent living with the proper wrap around supports necessary to ensure individuals are safe and have the support they require. There is lots of work ahead of us, and LEO remains committed to building trusting relationships that will result in a new and better healthcare and social service model for our Sarnia Lambton community.

The Finance team, met their own challenges of staff turnover, and despite this, they addressed process improvements, and streamlined workflow. As a result, the audit process that took less time to conduct due to improved procedures implemented throughout the year.

The LEO Board of Directors would once again, like to thank each of our clients, staff members, volunteers, and partners. We recognize the additional strain this prolonged pandemic has put on our team and our community and the heavy lifting ahead as we recovery from what seemed at times as a paralyzing period of progress. We are extremely proud of the services LEO provides to our valued clients each and every day. We appreciate the demand for supporting transitions of care through reliable and quality home care and support services, and will make every effort to do our part to support independent living for the individuals in Sarnia Lambton.



*Paula Reaume-Zimmer, CEO*



*Anita Trusler, Board Chair*

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Anita Trusler  
Board Chair

Handwritten signature of Paula Reaume-Zimmer in black ink.

Paula Reaume-Zimmer  
Chief Executive Officer

# Board of Directors 2021-2022



Anita Trusler,  
Board Chair



Cathy Howes,  
Finance Chair



Bob DeRaad,  
Board Member



Lyn Sweet,  
Fundraising Chair



Sharon McKay,  
Governance Chair



Sarah Milner,  
Board Member



Megan O'Neil,  
Board Member

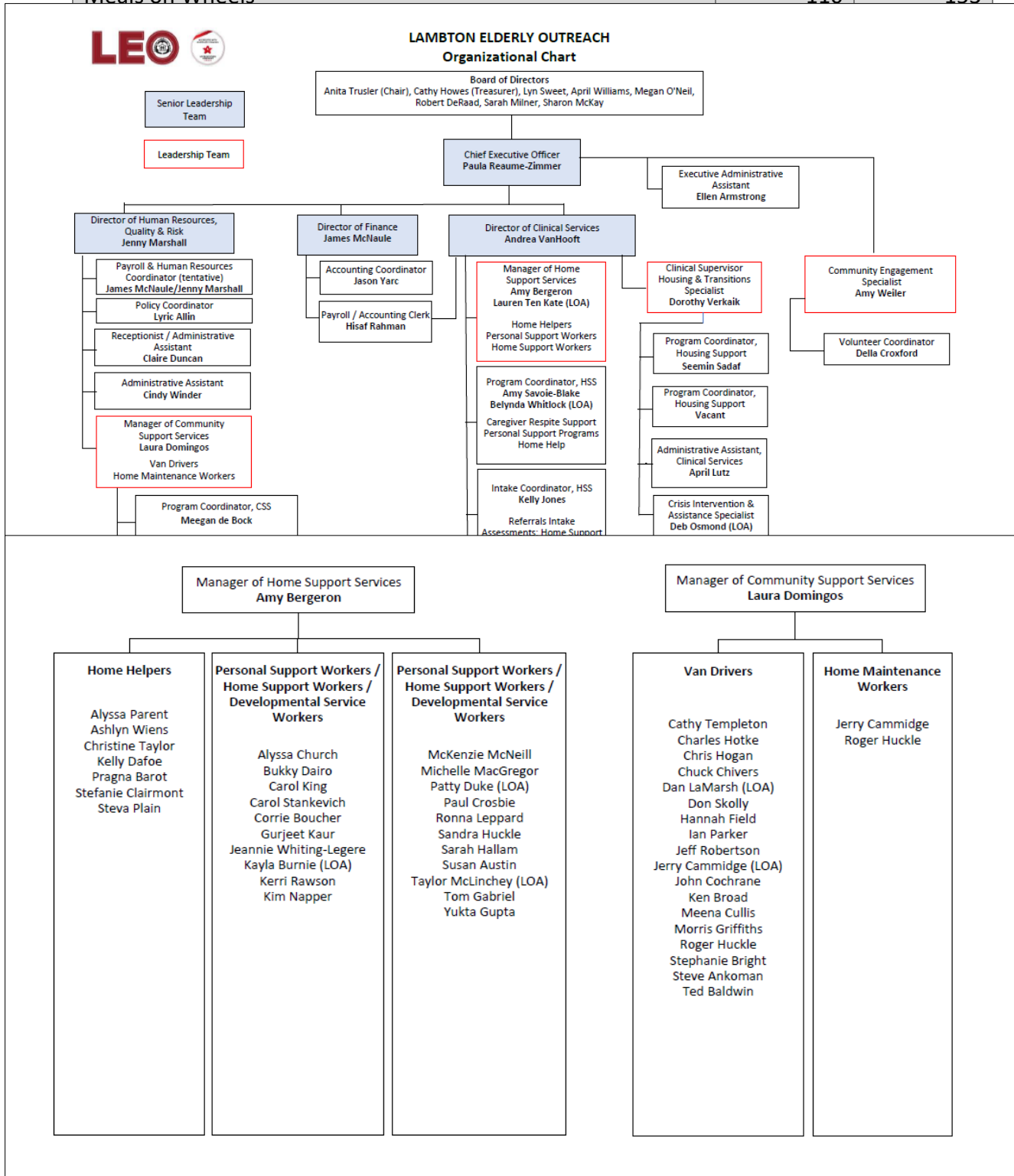


April Williams,  
Board Member

## Retirement Announcements

# Staff Members as of August 2022

Service – Individuals Served	2020	2021
Service Coordination (Brokered Home Maintenance)	3	0
Meals on Wheels	110	153



# Service

<b>Service – Individuals Served</b>	<b>2021</b>	<b>2022</b>
Service Coordination (Brokered Home Maintenance)	0	0
Meals on Wheels	153	169
Social & Congregate Dining / Forever Fit	0	0
Transportation	804	938
Client Intervention and Support	201	124
Home Help	222	204
Personal Care / Low Needs	150	160
Home Maintenance	136	138
Paid Respite	27	31
Caregiver Support	276	205
Friendly Visiting / Grocery Shopping	97	12
Stretcher Van	13	22
Retirement Housing Support	*52	52
Intense Hospital to Home	30	37
Retirement Home Personal Care	133	106
Alternative Level of Care Community Transitions	18	13
Acquired Brain Injury Support	16	17
<b>Total Clients Served</b>	<b>2,328</b>	<b>2,228</b>
<b>Service – Units of Service</b>	<b>2021</b>	<b>2022</b>
Service Coordination (Brokered Home Maintenance)	0	0
Meals on Wheels	35,329	15,926
Social & Congregate Dining / Forever Fit	0	0
Transportation	12,458	14,476
Client Intervention and Support	2,297	1,540
Homemaking / Home Help	5,638	5,656
Personal Care / Low Needs	7,541	5,823
Home Maintenance	*1,792	1,832
Paid Respite	1,528	1,965
Caregiver Support	276	205
Friendly Visiting / Grocery Shopping	301	90
Stretcher Van	60	110
Retirement Housing Support	**2,125	**2,080
Intense Hospital to Home	1,927	1,433
Retirement Home Personal Care	9,809	7,105
Alternative Level of Care Community Transitions	**735	**520
Acquired Brain Injury Support	783	1,400
<b>Total Services Provided</b>	<b>82,599</b>	<b>60,161</b>

\* Prior year figures revised to actual

\*\* Figures are estimated for units of service provided

# Fast Facts During Fiscal Year 2021-22

15,926	Nutritious <b>Meals on Wheels</b> were delivered to 169 clients
14,476	<b>Accessible Van</b> trips were provided to 938 clients - 617,454 kms driven by our vans
1,540	<b>Crisis Intervention and Support</b> units were provided to 124 clients
5,656	<b>Home Help</b> units were provided to 204 clients
2,084	<b>Personal Care</b> units were provided to 113 clients
1,832	<b>Home Maintenance and Repair</b> units were provided to 138 clients
1,965	<b>Caregiver Paid Respite</b> units were provided to 31 clients
205	<b>Caregiver Training</b> units were provided to 205 clients
90	<b>Friendly Visiting</b> units were provided to 12 clients
110	<b>Stretcher Van</b> trips were provided to 22 clients
2,080	<b>Retirement Housing Support</b> units provided to 52 clients
2,405	<b>Volunteer</b> hours were provided by 45 volunteers
3,739	<b>Low Needs Patient Support</b> units provided to 47 clients
1,433	<b>Intense Hospital to Home</b> units provided to 37 clients
7,105	<b>Retirement Home Personal Care</b> units provided to 106 clients
1,400	<b>Acquired Brain Injury Support</b> units were provided to 17 clients
520	<b>Alternative Level of Care Community Transitions</b> units provided to 52 clients

# Financial Report 2021-22

## 2021/2022 Revenue

Desc	2022	2021
Bingo	586.45	- 9,961.60
Canada Grant	-	- 8,860.00
Cash Calenders	-	- 18,617.10
Chuck a Puck	- 12,135.00	- 7,513.57
Client Fees	- 1,007,955.07	- 1,217,109.01
County of Lambton	- 562,217.61	- 406,976.58
HCCSS Funding	- 2,114,302.00	- 2,150,512.00
LHIN - One Time Funding - COVID	- 61,871.00	- 156,692.89
Donations	- 20,269.38	- 24,169.70
Grants	- 13,606.73	- 95,106.38
Interest	- 20,478.93	- 19,678.21
Misc	- 31,927.45	- 53,754.24
Peer	-	- 11,486.78
Project Revenue	- 2,662.52	- 36,266.55
Sale of Equipment	-	- 12,891.40
Truck Raffle	-	- 96,500.00
United Way	- 74,600.00	- 79,600.00
Volunteer Donations	- 261.33	-
Bluewater Health	- 241,812.70	- 165,388.81
<b>Grand Total</b>	<b>- 4,163,513.27</b>	<b>- 4,571,084.82</b>

## 2021/2022 Expenses

Department	2022	2021
Administration	563,849.12	699,538.38
ABI	46,917.60	34,290.33
Brokered Maintenance	12,106.40	9,712.94
Caregiver Training	8,966.13	14,255.85
Crisis Intervention	107,707.38	134,491.63
Diners Club	28,655.16	19,482.25
Friendly Visiting	5,728.74	5,493.04
Fundraising & donations	9,265.64	97,174.70
Home Help	492,162.05	434,288.11
RHSP	564,192.83	446,338.79
Maintenance	169,314.40	174,393.70
Meals on Wheels	146,409.77	255,065.38
Personal Care	269,301.40	387,041.22
ACOMT	241,812.71	165,388.82
Projects	13,606.73	100,405.43
Respite	177,739.39	144,861.19
RHPC	268,388.52	377,067.46
Stretcher Van	17,043.22	7,623.59
Transportation	883,851.24	799,805.05
	<b>4,027,018.43</b>	<b>4,306,717.86</b>
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