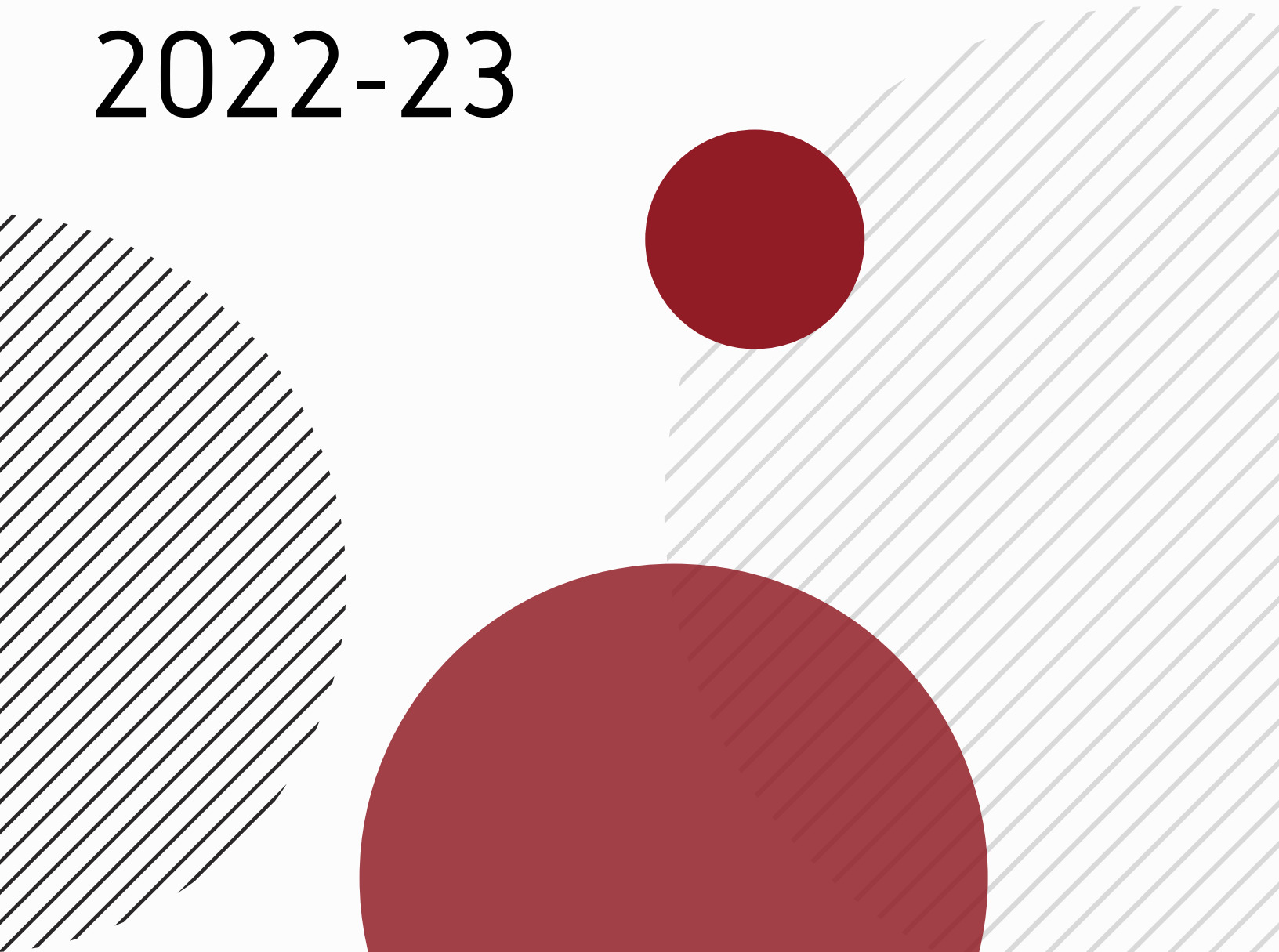




LAMBTON ELDERLY OUTREACH

ANNUAL REPORT 2022-23



VISION

To provide excellent support services to the community we serve.

MISSION

Our support services enable clients to live with dignity and independence

VALUES

Respect
Accountability
Leadership
Continuous Improvement
Integrity
Collaboration
Empowerment
Equity
Advocacy

MESSAGE FROM THE CEO AND BOARD CHAIR

In the fiscal year, 2022-23 Lambton Elderly Outreach (LEO) has been continuously emerging from the COVID-19 pandemic effects and focusing on establishing services, programs, and new opportunities within the community. The team at LEO have risen to the occasion by being adaptable, dedicated and supportive to the changes, challenges, and opportunities to continue to meet the demands for our clients, and families. As a result of the lifting of COVID restrictions, LEO has seen an increase in demand of 30% in transportation as nearly 4,500 more rides were provided this fiscal year. The Meals on Wheels program continues to support rural areas throughout Sarnia Lambton and beyond to include Wallaceburg area.

The Specialized Services team at LEO in collaboration with the Bluewater Health social work team were successful in reuniting a client with his family in the UK, supporting him throughout the process so that he could move back to be with his family. This team also supports many individuals from a housing and transition focus, case management, and life altering impacts to health and wellness with community partners including Nursing Homes, retirement homes, and palliative services.

Home Support Services has continued to advertise and recruit for home-helpers and PSWs to meet the community demands. Challenges in recruitment post-pandemic continue to be real, and LEO works with other partners to be creative in aligning resources for our community. This team provides the utmost quality care to seniors in ensuring this population can thrive in their environment.

LEO supports the “Age Friendly website” in collaboration with the Sarnia- Lambton Ontario Health Team and Lambton Public Health. The Age Friendly website underwent a refresh and expansion of ‘Service Listings’ in November of 2022. Service listings and custom website content were expanded to include All Ages and Stages – making the website the “One-Stop Shop” for Navigation in Sarnia-Lambton. At this time, a Community Navigator Phone Line option was added to the page to allow community members of any age to contact the line if they require help navigating the system. The phone line oversight and function is provided by the Family Counselling Center and the line is available 7 days per week from 9:00 am-10:00 pm.

LEO has an integrated leadership model with Bluewater Health, and expanded that resource to enhance the LEO Finance team by integrating with the Finance team at Bluewater Health.

LEO’s Board of Directors is grateful to our clients, employees, volunteers, and partners for your ongoing commitment to helping LEO deliver excellent support services to the community we serve. LEO’s strategic direction over the next four years will help us identify opportunities to better support client needs through equity, diversity, and inclusion. As an organization, we are committing resources and applying best practices in the workplace to strengthen our teams and build a positive work culture. LEO is also very proud of our commitment to supporting health system transformation, through partnership, collaboration and integration, as a member of the new Sarnia-Lambton Ontario Health Team. We remain committed to ensuring LEO can continue to deliver excellent community support services that enable people to live with dignity and independence for many more years to come.



Lisa Regan,
Chief Executive Officer



Anita Trusler,
Board Chair

Lisa Regan

Anita Trusler

BOARD OF DIRECTORS

2022-23



**Anita Trusler,
Board Chair**



**April Williams,
Board Member**



**Sharon McKay,
Governance & Human
Resources Chair**



**Sarah Milner,
Board Member**



**Cathy Howes,
Board Member**



**Bob DeRaad,
Board Member**



**Hani Dajani,
Finance & Risk Chair**

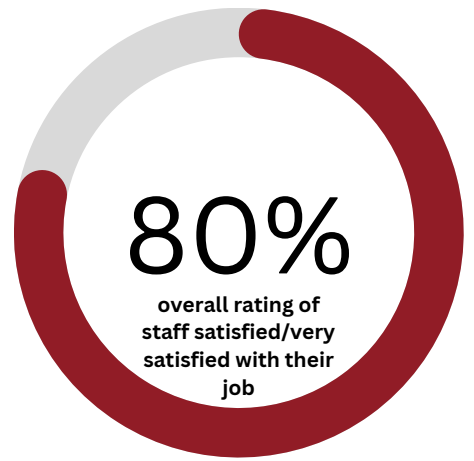


**Mark Jamieson,
Board Member**

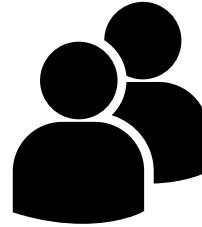


**Debra Mckeown,
Board Member**

THE FIGURES



511
clients engaged in
programs aimed to
reduce social
isolation



2,222
clients served



15,435
nutritious meals on
wheels delivered to
159 clients



28,422 visits to
the Age-Friendly
Website



18,874
accessible van
trips provided
to **1,013** clients



4,283 Retirement
Home personal care
hours



1938 volunteer
hours provided by
57 volunteers

2022-23 FAST FACTS

1,514	Crisis Intervention and Support hours were provided to 60 clients
5,605	Home Help hours were provided to 218 clients
3,119	Personal Care hours were provided to 113 clients
752	Home Maintenance and Repair hours were provided to 90 clients
1,902	Caregiver Paid Respite hours were provided to 42 clients
205	Caregiver Training hours were provided to 205 clients
126	Friendly Visiting hours were provided to 97 clients
22	Stretcher Van trips were provided to 21 clients
1760	Retirement Housing Support hours provided to 44 clients
2,353	Low Needs Patient Support hours provided to 25 clients
1,611	Intense Hospital to Home hours provided to 27 clients
4,283	Retirement Home Personal Care hours provided to 75 clients
1,583	Acquired Brain Injury Support hours were provided to 18 clients
674	Alternative Level of Care Community Transitions hours provided to 11 clients

2022-23 FISCAL YEAR FINANCIALS

Total Revenue

CATEGORY	2023	2022
Bingo	\$ 50,365.16	\$ 586.45
United Way	\$ 71,600.00	\$ 74,600.00
OHT Funding	\$ 2,107,580.00	\$ 2,176,173.00
Other	\$ 314,508.33	\$ 310,488.33
Donations & Events	\$ 17,814.87	\$ 32,665.71
Client Fees	\$ 983,998.10	\$ 1,007,955.07
County of Lambton	\$ 476,509.41	\$ 562,217.61
TOTAL	\$ 4,022,378.17	\$ 4,164,686.17

Total Expenses

CATEGORY	2023	2022
Administration	\$ 546,987.85	\$ 563,849.12
Home Support Services	\$ 1,998,246.68	\$ 2,171,221.88
Community Support Services	\$ 1,197,493.50	\$ 1,082,315.26
Community Programs	\$ 208,822.06	\$ 189,759.78
Fundraising & Donations	\$ 39,990.92	\$ 9,265.64
Projects - confirm w James where fits	\$ 570.94	\$ 13,606.73
TOTAL	\$ 3,992,111.95	4,027,018.41

