

Caring Services for Everyone

ANNUAL REPORT 2021 - 2022



DSO Housing Navigation and Transition Coordination services only

- North Region
- East Region
- Central Region
- West Region
- Toronto Region

DRYDEN
218 – 100 Casimir Avenue

MARATHON
115 – 52 Peninsula Road

SAULT STE. MARIE
203 – 262 Queen Street East

SUDBURY
300 – 96 Larch Street

THUNDER BAY
245 Bay Street (*Head Office*)
516B Victoria Avenue East (*Street Reach Ministries*)
209 Van Norman Street

LUTHERAN COMMUNITY CARE



Mission

The Lutheran Community Care Centre provides flexible and responsive social, developmental and spiritual services to people in the northern region of Ontario.

Vision

With compassion and respect, the physical, spiritual, emotional, social and economic needs of individuals and families in the northern region of Ontario are met, enabling them to develop to their potential as citizens.



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Values

- All people are equal.
- People are to be treated with respect, care and compassion.
- Individuals are entitled to receive choice enhancing services that are holistic, empowering and culturally sensitive.
- The services provided must be flexible, creative and responsive to individual and community needs.
- We are accountable for the wise use of all entrusted resources.
- Preventative services and proactive approaches are an effective use of resources.
- Cooperative and collaborative approaches to service delivery are preferable.



Street Reach Ministries opened new location at 516B Victoria Avenue East in September 2021.



Two Cultural Wellness Workers were added to our staff roster on the Mobile Integrated Team

\$7,014

Raised during the 2021/22 Grand Parade

President & Executive Director's Report

For the year April 2021 to March 2022, the impact of the COVID pandemic lingered on.

Modest gains were made in our Pastoral Care Services as there were periods of long-term care facilities opening up so our Pastoral Care Worker, Liisa Lahtinen, could make in-person visits. Some devotional services were allowed on a smaller scale but we are not yet back to the number of services in pre-COVID times.

We did open up our new location for Street Reach Ministries at 516B Victoria Avenue East in Thunder Bay in September 2021. Liisa Lahtinen worked with volunteers and other staff to be open on Tuesdays. Our partnership with Redeemer Lutheran Church in Kakabeka Falls did see a call extended to Rev. Dan Barr to serve both the Redeemer parish and be our Street Chaplain. Pastor Barr began serving as our Street Chaplain in January 2022. The relationship-building with street-involved people continues to grow.



The government has paid special attention to certain groups of individuals negatively affected by the pandemic restrictions. We gained the opportunity to add two Cultural Wellness Workers to our staff roster on the Mobile Integrated Team. These workers especially focus on Indigenous youth with a dual diagnosis of a developmental disability and a mental health concern.

We also collaborated with the Thunder Bay Police Service to apply for funding from the Thunder Bay District Social Services Administration Board. The funding supported a program that diverts social service issues away from police officers to our staff. Help with food, clothing, housing, and to potentially re-connect people to their home communities is now part of the Quick Connect program.

The Ministry of Children, Community and Social Services (MCCSS) provided new funding for more Housing Navigators with Developmental Services Ontario Northern Region. These new funds also support another Adult Protective Service Worker. These contract positions focus on strengthening the connection between the developmental services sector and the housing sector and helping individuals move to housing that is more independent.

Like many charities across Canada, fundraising has changed at Lutheran Community Care. We participated in the cross-Canada fundraising walk called “The Grand Parade” for the second time in 2021. Using the online donation platform of Blue Sea Foundation, this peer-to-peer fundraiser helps us finance our services to seniors in the community and in care facilities. We thank all our participants and donors for supporting this event and our Annual Appeal. Your gifts in 2021/22 are especially appreciated during uncertain times. In 2021/22, the Grand Parade resulted in net proceeds of \$7,014. Our Annual Appeal raised \$14,459.

At a governance level, the Board of Directors prepared a Succession Plan policy for the Executive Director position, arranged for ongoing training in the Relationship Model™ of Governance, and members honed skills in virtual board and membership meetings.

Brenda Sedgwick,
President

Michael Maunula,
Executive Director

2021/2022

Board of Directors

PRESIDENT

Brenda Sedgwick

Stakeholder

VICE PRESIDENT

Susan Ward

Trinity

TREASURER

John Zurba

At Large

SECRETARY

Maxine Tenander

Hilldale

DIRECTORS

Rev. Stephen Bartlett

Epiphany

Patricia Kaukola

At Large

Sharon Melville

Calvary

Joyce Oleksuk

Redeemer

Brenda Rikkonen

Christ

Barbara Schmidt

Lappe

Bill Wiltshire

Salem

MEMBER CONGREGATIONS

Thunder Bay City

Calvary Lutheran - LC-C

Christ Lutheran - LC-C

Epiphany Lutheran - LC-C

Hilldale Lutheran - ELCIC

Our Saviour's Lutheran - ELCIC

Trinity Lutheran - LC-C

Thunder Bay Area

Lappe Lutheran - LC-C

Redeemer Lutheran - LC-C

Kakabeka Falls

Salem Lutheran - ELCIC

Pass Lake

2021/2022

Staff

MANAGEMENT

Michael Maunula

Executive Director

Tim Wilkie

Manager of Finance

Kelly O'Brien

Director of Regional Services

Suanne White

Director of Regional Services

Bambi Pepe

Supervisor

Laura McCauley

Supervisor

Lucy Black

Supervisor

Marnie Colosimo

Supervisor

ADMINISTRATIVE SUPPORT

Administrative Assistants

Laila Hammoudi

Janice Hunt

Kirsi Maki

Maureen Sztabinski

Financial Assistants

Donna Aleman

Joe Prince





Information & Access
Facilitators

Theresa Barrett
Susan Cannon-Biloski
Andrée St. Onge

Information Systems
Administrator/Programmer

Dennis Wood

Receptionist

Chris MacNaughton

[PROGRAM STAFF](#)

Adult Protective
Service Workers

Cassie Aleman
Kirsten Chambers
Lana Corkum
Lauren Tolmie
Betty Golphy
Lorraine Hurd
Deborah MacNeill
Georgia Maunula
Nicole Tetreault-Busniuk

Assessor/Navigators

Daniela Barbiero
Jennifer Cochrane
Rosslyn Rojik

Nikki Sigurdson

Claire Tymura
Kathy Wehrstedt

Cultural Wellness Workers

Katie Kudlak
Marty Nadon

Cultural Consultant
& Liaison

Liz Esquega

Housing Navigators

Michelle Kallo
Kris Kelly
Carly McWhinnie

Life Skills Specialists

Rodrigo Cosio
Amanda Gollat
Wesley Kivisto
Aimee Smeltzer
Alison Tinney
Janna Zachary

Passport Service
Coordinators

Susan Mehaffey
Janet True
Rhonda Turner-Kavcar
Sarah Wierzbicki

Passport Claims
Support Coordinators

Irma Somda
Megan Myllymaa

Pastoral Care Worker
Liisa Lahtinen

Service Navigators

Jen Martins
Krysta Tremblay

Social Service Worker

Saara Vuorela

Specialized Service
Coordinator

Michelle St. Onge

Street Chaplain

Pastor Daniel Barr

Tenant Support Worker

Brittany Anderson

Transition Coordinator

BJ Rhyner

Developmental Services

ADULT PROTECTIVE SERVICE WORKER

This year, the Adult Protective Service Worker (*APSW*) program provided service to 158 people living in Thunder Bay and in communities along the north shore including Red Rock, Nipigon, Schreiber, Terrace Bay, Manitouwadge, and Marathon. The APSW program supports adults with a developmental disability who are living on their own. The goal of the program is to help people live as independently, safely and securely as possible in the community.

The program develops trusting, respectful relationships in order to understand the person's strengths, areas for development and goals. Services provided include:

- + Assist people to manage and acquire skills for daily living
- + Advocate to ensure people's rights are respected
- + Coordinate, monitor and evaluate the options and services required to meet people's needs.

There are eight APSWs located in Thunder Bay, one of whom also serves the Nipigon and Red Rock area, and one APSW located in Marathon to serve that community and those living along the north shore.





Rudy loves living independently!

After living in a halfway house for eight years, Rudy successfully moved into his first apartment. Rudy received support from his APSW to find an apartment he liked and bought his own furnishings for his new home. He is excited to learn the essential life skills he will require to maintain his independence. Rudy's APSW is assisting him with learning how to manage his finances, cook and shop for his groceries. Rudy is proud that he can now cook on his own.

DEVELOPMENTAL SERVICES ONTARIO

In 2021/2022 DSO Northern Region completed 404 application packages for individuals seeking adult developmental services. This is a great accomplishment considering the number of cancellations we had, the pandemic, and not having a full complement of Assessors for the year.

We had four Assessors go through the Interviewer Reliability and Quality Review (IRQR) process. All were successful in the IRQR and received their certification for the next 18 months.

As pandemic restrictions relaxed, DSONR was flexible with completing the application process. Most individuals and their families have preferred video conferencing meetings. Face-to-face meetings in the office were available for those who preferred to meet in person.

Due to COVID restrictions, no celebrations occurred for the DSO 10-year anniversary in 2021, however in March 2022 we were able to plan a team building session and get together in Thunder Bay to celebrate. It was well attended and brought the growing DSO team together.

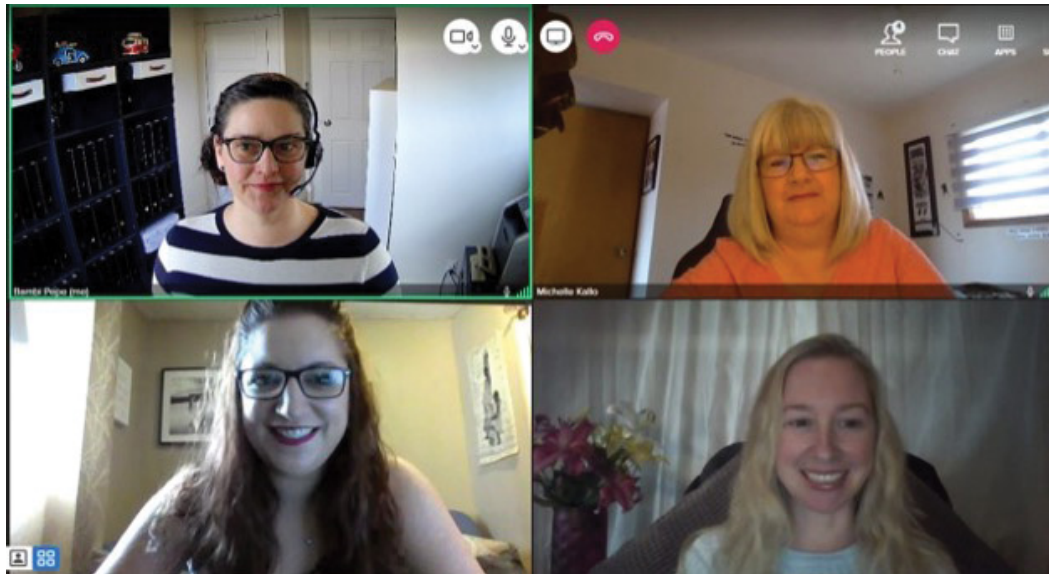
HOUSING NAVIGATION BY THE NUMBERS

In Housing Navigation, this past year saw extensive growth in service provision due to the acclimation of new staff to the role and to the new virtual world within the second year of the pandemic. With all housing navigation services being maintained virtually, the program is able to reach audiences across the North and North East regions with ease, flexibility and increased speed, leading to greater numbers of people served and an increase in the number of virtual presentations given (see table A).

With program services being maintained in a virtual platform, it was a natural addition to focus on building a social media presence and email subscriber base. Within the first year of implementing a new approach to connecting with the public, the social media following and subscriber base increased

TABLE A

ENDING OF FISCAL YEAR	APRIL 2021	APRIL 2022
Number of Housing Navigators	1	4
Presentations Given	9	23
Media Followers & Subscribers	62	291
People Served	1,869	4,251
DSO Housing Toolkit Visits	23,000	65,412



by 80%. Housing navigation continues to develop strategies in utilizing new platforms to communicate services, information, and resources such as the DSO Housing Toolkit.

Since the launch of the DSO Housing Toolkit in 2019, total site visitation numbers increase every year with site visitation almost tripling in the last year from 23,000 visits to 65,412 visits.

The Housing Toolkit is an online library of housing resources meant to help with the creation of unique housing and support plans. The toolkit saw a platform upgrade this past year and ongoing maintenance to ensure information is kept up-to-date, is accurate and that the site has improved navigation systems. Housing Navigators across the province completed podcasts to summarize the six sections of the DSO Housing Toolkit, making it more accessible to the public.

Within the last few months, Housing Navigation has expanded in both staff and program objectives. With this temporary expansion, three new staff were hired and a supervisory role was created. Over the next year, the program is tasked with communicating information and resources to not only the greater public in Northern Ontario but also to specific cohorts of individuals. The team adjusted quickly to their new positions and took on the new program objectives with enthusiasm and determination for successful outcomes.

MOBILE INTEGRATED TEAM

The Mobile Integrated Team (*MIT*) provides direct hands-on support to adults with a developmental disability. Support is flexible, mobile, and responsive to people who fall through the gaps of service. The program focuses on people who have multi-sector complex needs related to mental health, addictions, homelessness, or involvement within the criminal justice system. The team consists of five Life Skills Specialists, one dedicated Adult Protective Service Worker and two Cultural Wellness Workers. This year MIT provided service to 50 people. MIT engages with people whenever the need arises, whatever their situation, wherever they are in our community, and wherever they are within the continuum of service. Services offered include:

- + Life skills development
- + Cross-cultural awareness
- + Culturally grounded activities
- + Health care promotion
- + Housing retention and placement
- + Planning & service navigation
- + Outreach & engagement

Partnerships are very important to MIT as it fosters collaboration that meets the unique needs of people engaging in service. MIT received Community Homelessness Prevention Initiative Emergency Pandemic Funds that provided additional human resources for 6 months to engage in a partnership with Thunder Bay Police Service (*TBPS*) to deliver the Quick Connect project.





“The Quick Connect program collaboration with Lutheran Community Care has greatly assisted the Thunder Bay Police Service to find appropriate supports for individuals in the community that are struggling. This opportunity helps the TBPS to better serve the members of the community and helps to build a healthier community. The prompt, dedicated, professional and caring response from the LCC MIT members has been well received and has made a difference”

Julie Tilbury
Sergeant –
Community Services Branch



Marty Nadon, Katie Kudlak, Aimee Smeltzer
MIT team – Cultural Wellness & Quick Connect staff

MIT received 29 referrals from TBPS for people who were not necessarily in need of Police services, but they were struggling, falling through gaps in service, experiencing homelessness and the impacts of the COVID-19. The focus of the project was to provide a prompt, but time limited response to people who could benefit from the services of a social navigator. The Quick Connect project team made community and cultural linkages, facilitated safe accommodations, as well as provided access to food, clothing and transportation.





PASSPORT

Passport is a reimbursement program that provides direct funding to adults with a developmental disability living within the northern region, including the Districts of Sudbury-Manitoulin, Algoma, Thunder Bay and Kenora-Rainy River. Funding can be used for the following:

- + Community participation support
- + Support with activities of daily living
- + Person-directed planning
- + Caregiver respite

This year 78 people received an enhancement to their current funding, while 194 people received Passport funding for the first time. As of March 31, 2022, the Passport program provided direct funding to 3,563 people with a total funding allocation of \$35,990,571.55



There were temporary changes to the Passport program in 2020 that continued into the 2021- 2022 fiscal year including the expansion of eligible expenses and wage enhancements for direct support workers and personal support workers.

The list of eligible expenses was expanded while community-based activities and settings were closed during the height of the COVID-19 pandemic. The expansion allowed funding for goods and services making it easier for people to stay healthy and safe at home. The list of eligible expenses included personal protective equipment, sensory items, technology, home-based hobbies and physical fitness activities. The wage enhancement of \$3 was introduced to address retention and recruitment issues specific to eligible support workers who care for people of all ages.

DISTRICT	# OF PEOPLE IN RECEIPT OF PASSPORT FUNDING (INCLUDING NEW APPROVALS)	TOTAL ANNUAL FUNDING
Thunder Bay	892	\$ 9,755,330.18
Algoma	698	\$ 8,088,711.00
Sudbury	1,242	\$ 11,208,667.45
Kenora - Rainy River	731	\$ 6,937,862.92
Total	3,563	\$ 35,990,571.55



\$215,185

Funded 11 projects in
2021/2022

SPECIALIZED EQUIPMENT, FURNISHINGS & TRAINING



6 of these projects were
for training


Lutheran Community Care administers Specialized Equipment, Furnishing and Training (*SEFT*) funding, which is available to MCCSS funded Transfer Payment Agencies serving adults with a developmental disability. Agencies eligible to apply for this funding are from the districts of Algoma, Cochrane-Timiskaming, Kenora-Rainy River, Nipissing-Muskoka-Parry Sound, Sudbury-Manitoulin, and Thunder Bay.

In 2021/22, eleven projects were approved for SEFT funding, for a total of \$215,185.



5 of these projects were
for furnishings to help
improve accessibility

Six projects were for training and five projects were for furnishing and equipment. Funding was used by service agencies to improve accessibility with the purchase of a van, bathing systems, improved ramps and walkways, and ceiling lifts. Training included conscious care and support, harm reduction, resiliency and stress, and trauma counselling.



SPECIALIZED SERVICE COORDINATION

There are two Specialized Service Coordinators (SSC) located in Thunder Bay. This year they provided service to 69 adults with a developmental disability who are living at home with their caregiver. The Coordinators focus on strengths and bring people together through a flexible and open-ended planning process by providing:

- + Support to build a customized plan that achieves the best possible quality of life.
- + Insight into community resources and assistance with coordinating services.
- + Education on how to use direct funding and create a support network that is affordable and personalized.
- + Opportunities for people to foster meaningful networks and lasting relationships with family, friends and community members.
- + Opportunities for agency partnerships and collaboration.
- + Increased community capacity, improved access to service, build awareness of developmental disabilities and decrease barriers for people.

Through community collaboration the Specialized Service Coordinators help people make meaningful connections and learn how to find and purchase support with their direct funding. One of the many accomplishments this year was linking Brittany with students from the Developmental Service Worker Program at Confederation College. Brittany and her parents were looking for new workers and are now receiving the much-needed support.





TRANSITION COORDINATION

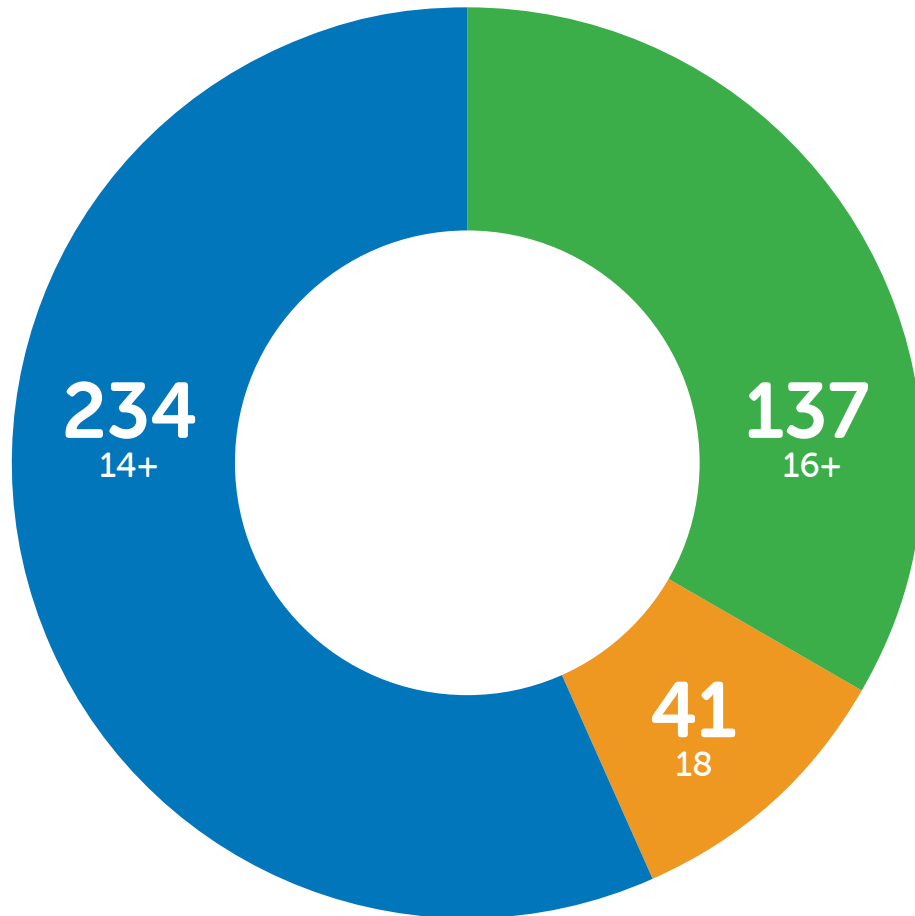
Transition Coordination assists in the process of coordinating adult developmental services and supports for Transitional Ages Youth (TAY) with a confirmed developmental disability who are in the long-term care of a Children's Aid Society (CAS) or Indigenous Well-Being Agency. Transition Coordination connects youth and their support teams to the appropriate adult developmental service providers so that transition planning occurs. This process allows for a smoother transition from children's services to adult developmental services and supports.

In 2021/2022, Transition Coordination served 234 persons over 14 years of age residing in the Northern and North Eastern Regions of Ontario. Of those, 137 individuals are over 16 years of age and are currently in the process of either completing their Adult Developmental Services Application Package, participating in transition planning with an adult service provider, or are anticipating approval for their adult supports. Forty-one of these individuals turned 18 this fiscal year and continued to receive transition coordination services.

Each Transition Aged Youth and their support teams are involved as much as possible in planning for the youth's adult developmental supports. Transition Coordination and planning needs to be a dynamic and continuous process to be able to accommodate the youth's personal preferences, wants, and



2021/2022 TRANSITIONAL AGES YOUTH (TAY)



needs, as well as their most current conditions and circumstances. Open communication and ongoing collaboration are integral to ensure a successful transition to adult developmental services and supports. These are the guiding principles that Transition Coordination operates around.

Kelly O'Brien
Director of Regional Services

Suanne White
Director of Regional Services

Pastoral Care Services

We have lived yet another year under the shadow of COVID, following strict guidelines and trying to be as careful as possible so that we might protect the most vulnerable amongst us.

As you can imagine, the pandemic has limited my work again this past year. Throughout the spring of 2021, nursing homes were under various forms of lockdowns and this prevented me from meeting residents face-to-face. During this time, much of my work was done over the phone and online.

In the summer, however, some restrictions began to be lifted and I was finally able to visit with residents outdoors. This felt wonderful! A little while later, I was also granted permission to have indoor visits at some nursing homes. However, there were strict protocols in place and it took some planning to set up these meetings.

During the summer, I also helped get the new space for Street Reach Ministries ready. This new space is located on Victoria Avenue and it has been home to Street Reach since September. I helped out with the operations of Street Reach throughout the Fall since the new pastor had not yet arrived in Thunder Bay. What an eye opening experience this was for me! The stories that people shared with me were sometimes tragic and difficult to hear. At other times, we experienced joy and shared laughs together. There were also moments where it was important to hold space for quiet and peace in the midst of the chaos





of life. I admire and respect the volunteers who continue to dedicate their time to this important ministry year after year.

In the fall, restrictions were further lifted in the long term care homes and we were able to start holding devotions again. These gatherings are limited to a small group of residents at a time and happen separately on each floor as we cannot take the risk of having viruses spread from floor to floor. Despite this, it is amazing to be able to gather together in this way and to sing and pray together in these small assemblies.

In January 2022, the COVID situation in Thunder Bay got worse once again and nursing homes were forced to close their doors from visitors. The virus also circulated in my family for a few weeks, so I had to isolate throughout this time.

In February, things started to improve and restrictions at long term care homes were

loosened. These days I am able to visit regularly, just like other volunteers. Each time I want to go to a nursing home, I first have to take a COVID test and wait for a negative result before I can enter the home. At some homes, the protocols allow me to see only one client during a visit. Yet, in many places, I am able to move around fairly freely. Each floor keeps a log of visitors, who they are going to see, and how long they spend visiting. I am glad that the safety of residents comes first and that there are protocols in place, but I must admit that these complicated procedures get to be a bit frustrating at times too.

In March we got more good news as Roseview was finally able to open its doors to volunteers. I was so happy to be able to meet my friends there after such a long time! As I am writing this, however, Roseview is unfortunately under another lockdown due to rising case counts.



All in all, I am feeling cautiously optimistic about the future in light of this past year. We have experienced setbacks as case counts have risen over and over again, but I am confident that things will improve as we move toward summer. I hope to be able to visit long term care homes on a regular basis and to organize devotions in these homes. There are many questions that remain unanswered, however: Will we be able to meet in larger groups? Can we sing together freely? Will volunteers be allowed to assist and transport clients to the devotions? Only time will tell what is possible. Devotions and worship are important. Residents and recreational staff keep telling me how much they appreciate our services and wish to have them regularly. I hope that the situation continues to improve so that these requests can be fulfilled.

Over this past year, many friends have also passed away. I want to remember and bless them, and I am deeply grateful for the time we were able to spend together.

Liisa Lahtinen

Pastoral Care Worker



We Remember

OUR FRIENDS WHO HAVE BEEN CALLED FROM THIS LIFE TO THE NEXT THROUGHOUT THIS YEAR:

Jane Achtenberg

Mildred Main

Paula Scott

Jean Alton

Dorothy Maki

June Steinhoff

Aune Arola

Rodney Maki

Raija Tilus, volunteer

Ethel Deakin, volunteer

Eero Mannisto

Leo Torkkeli

Pentti Hirvinen

Alli Metsaranta

Lillian Tuhkanen

Diana Ilkka

Pentti Natti

Auriel Wallace

Eini Jussinoja

Allan Perttu

Bruno Wallenius

Elsie Kallio

Evelyn Puumala

Robert Youmans

Raili Laurila

Velma Reeves

Betty Lindholm

Helena Saari



Street Reach Ministries

“How then will they call on him in whom they have not believed? And how are they to believe in him of whom they have never heard? And how are they to hear without someone preaching? And how are they to preach unless they are sent?” (Romans 10:14-15b ESV) The answer is, “They can’t.”

Nobody learns $1+1=2$ by walking past a math teacher on the sidewalk. Neither is the Gospel imparted by osmosis.

Faith comes from hearing a particular message. Luther’s explanation to the Third Article confesses: “The Holy Spirit has called me by the Gospel...”

Satisfying felt needs, important as that may be, is not the Gospel. However, Jesus certainly used felt needs as segue to speak the Gospel. John 4 records Jesus going to a local watering hole, casting Himself as a thirsty outcast, intending to share the Gospel with a thirsty outcast. Jesus does not foist Himself on the unwilling, nor does He make disciples by cleansing them of their cultural identity. He makes Himself knowable to people for the single-minded purpose of making the Gospel known (Eph2:8-9).

Street Reach offers a clean, calm, safe environment. With no background music to compete with or hide behind, people shape the ambiance. Face-to-face conversation is the central social utility, which can be lively at times. Personal connections are forged and strengthened in that setting. I earn trust by being knowable there.





What makes Street Reach distinct or a street chaplain trustworthy?

At some point, I will hear a burdened conscience spilling over – the deepest expression of human trust and vulnerability. Since medicine and malady must match, our Lord soothed guilt, shame and vice with Gospel comfort. Subsequently, making Christ and His Gospel known is the only remedy I know for such circumstance. That is the Street Reach difference!

In fifteen Street Reach Tuesdays, I absolved fourteen confessions (three from AA Step 5) and engaged eight inquiries related to bible translation/interpretation. On five occasions, I visited three people connected to Street Reach, who were receiving medical and correctional attention. I grossly underestimated how quickly people would respond in this way.

Our Tuesday visitors continually ask when Street Reach will be opening Wednesdays. Until then I walk sidewalk and alleyway alone, an hour at a time on random days the rest of the week with naloxone, business cards and a pocket full of snacks,

seeking segue to make the Gospel known to willing people.

I am indebted to Liz Esquega for her unvarnished insight and conversations about First Nations' history, current events and perceptions. She is the only person I met to date familiar with Peter Bryce.

I rely on MIT to route Street Reach visitor inquiries specific to housing and social support. Their work allows me to focus on the Gospel work Christ entrusts to Street Reach; caring for spiritual needs Lutheran style.

I depend on the volunteers at Street Reach: Their work is not glamorous; most days it is thankless, risky and stressful. They could be doing something else but they give of themselves to offer visitors a sense of visibility and value. Their sacrifice is never in vain (1Cor15:58).

The Peace of the Lord be with you always.

Pastor Dan Barr
Street Chaplain

Social Services & Tenant Supports

SOCIAL SERVICES

Another year of COVID made it difficult to navigate services for some clients. The Social Services Program kept going – bringing seniors to appointments, groceries, banking, moving, budgeting and making referrals.

Many clients struggled greatly as the pandemic continued on, with more restrictions and vaccines. The Caregivers Support Committee, which Lutheran Community participates in, put together a Senior's Handbook to make it easier for individuals to find services for older adults.

As always, the Social Services Program is busy but very necessary for the seniors in the community that I support. This past year, the program helped close to 90 individuals. With all of the individuals that I do support, one person stands out that I assisted. She may have otherwise struggled to do so on her own.



Her name is Amelia. She used to live in one of the buildings that I support. She's a senior and she had lived there for almost 14 years. A new tenant moved in across the hall, and this woman had started causing disturbances that made Amelia feel very uncomfortable. She asked the property owner if she could move to another floor. It took a few months, but she was able to move one floor down. While she was waiting to move, she had asked for some assistance in filling out paperwork for housing. It was only two months after moving one floor down that she received a letter from housing stating that she was accepted into one of the buildings. I helped Amelia set up a time to look at the apartment, sign for the new lease, pick up the keys and help her move in. Since living at her new place, she is in a much better mood and I still take her for outings and groceries.

TENANT SUPPORTS

The Tenant Support Program has been an active part of Lutheran Community Care's repertoire of programs, and we continue to see successes with our clients.

Individuals offered support through this program are those of all ages, residing in non-profit social housing in both the city and district of Thunder Bay. Involvement is voluntary and highly individualized in terms of service provision. The goal of the program includes improved quality of life, reducing the risk of homelessness through preventative measures, assisting tenants cope with personal difficulties and providing referrals as appropriate to augment their quality of life. In order to meet our goals, short and long-term support includes

TENANT SUPPORTS CONTINUED...

assistance to fill out forms, help in accessing health care, strengthening of coping skills, obtaining and maintaining sources of income, and becoming more socially involved.

The Tenant Support Program has continued to see more recognition in the community by tenants and service providers alike. The program provided support to 23 tenants in the 2021-2022 year, while also providing resources to housing providers and referrals to individuals who were not eligible for the program. By creating relationships with our housing providers and tenants, and utilizing mediation techniques, we are happy to report there were no notices of evictions served to any of the tenants of the Tenant Support Program.

In the last year, we have seen the role passed between two contracted staff until March of 2022, when a staff Maternity Leave ended. The contracted staff worked hard to provide individuals with support. Due to the ongoing challenges of the COVID-19 pandemic, the Tenant Support Workers provided support to tenants while keeping in place health and safety guidelines. With the introductions of vaccinations against COVID-19, our program was able to see tenants in person while maintaining the safety guidelines. One of the activities performed included informing and transporting tenants to get their vaccinations.

We have continued to assist tenants participate more in their community, both virtually and in-person, as provincial guidelines have allowed. We have seen an increase in individuals feeling the effects of stress related to the pandemic and have continued providing mental health support and linking individuals to community supports as necessary. Referrals were made for essential services like food banks.

A tenant we support had long-term and ongoing mental health and physical health issues. This individual had trouble managing their day-to-day life and it showed by the state of their unit as it was in disarray. Through our program, we continued assisting them to get to their medical appointments to stabilize their health and worked with the property owner. We connected them with their natural supports and they moved on to live with someone elsewhere in the community so they could receive daily assistance.

As we look ahead to the next year, the Tenant Support Program continues to be a valuable service to tenants, housing providers and other service providers in the city and district of Thunder Bay.

Saara Vuorela

Social Service Worker

Brittany Anderson

Tenant Support Worker

Donations & Funders

Donations made to Lutheran Community Care support our core programs Pastoral Care, Social Services, and Street Reach Ministries.

Monetary donations can be made:



Online at
www.lccare.ca



Interac
e-transfer



By Phone
1 (855) 376-6673



By Mail: 245B Bay St.
Thunder Bay, ON P7B 6P2

Donations to LCCC's Endowment Fund are made at the Thunder Bay Community Foundation through their website at www.tbcf.org, where earnings on the principal are granted to Lutheran Community Care for operational needs.

Donors can make their monetary donation a Memorial gift, in honour or memory of a departed loved one, or a Good News gift, in celebration of a milestone event such as a birthday or anniversary. They can be one-time gifts, quarterly or monthly allocations, or legacy gifts.

As a registered charitable organization, receipts are issued for income tax purposes for monetary donations.

Thank you for your generous support.





In Loving Memory

Alli Rantala

By: Erick & Sharon Rantala
Jari & Liisa Lahtinen

Annikki Hansen

By: Charles & Julie Johnson
Linda Godeski

Arline Aho

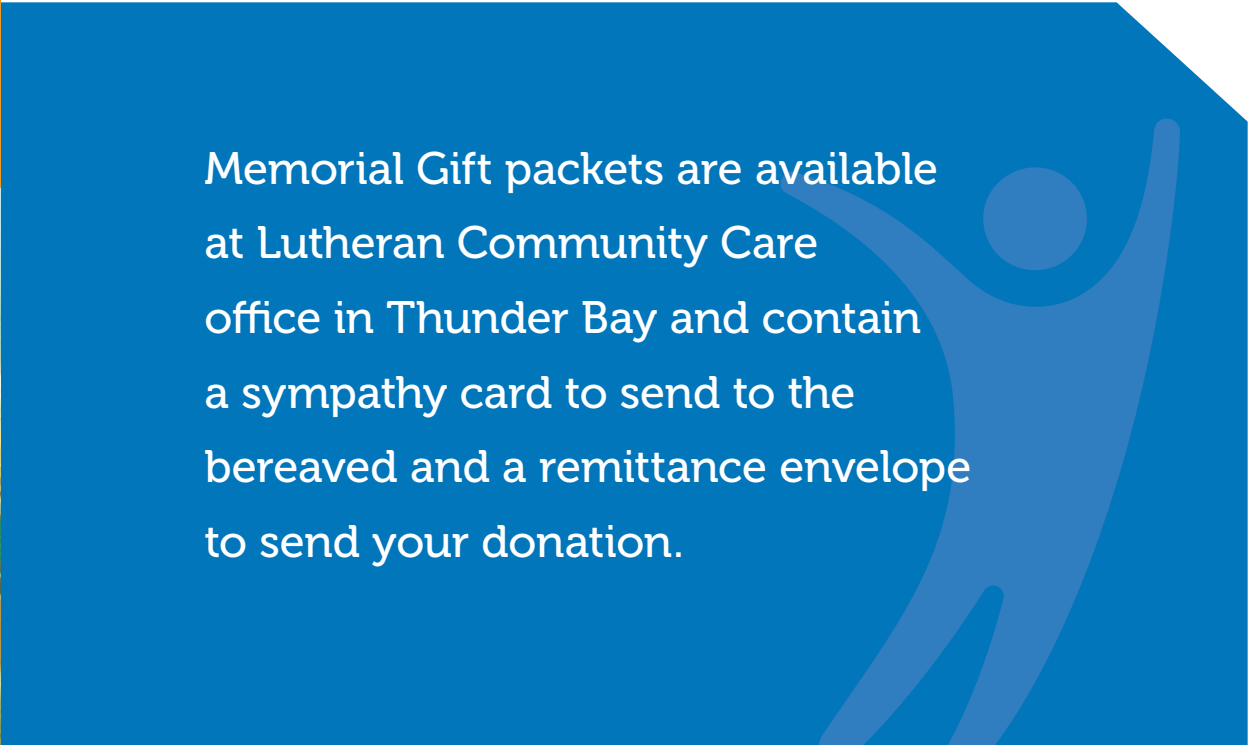
By: Anonymous
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Eino & Eila Langen
Janet Varey
Jim & Linda Miller
Leanne Gorenszach
Michael & Tuula Maunula
Stephen Maunula

Carl Rogers


By: Doreen Rogers

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Paulette Howe
Sinikka Salmi
Stephen Maunula
Suzann Doherty
Timothy Maunula



Memorial Gift packets are available
at Lutheran Community Care
office in Thunder Bay and contain
a sympathy card to send to the
bereaved and a remittance envelope
to send your donation.



Dianne Lorentson

By: Jim & Linda Miller

Doug O'Connor

By: Wendy Wilen-O'Connor

Elsie Kallio

By: Arnold Kallio
Doris M. A. Rossi

Elvie Maunula

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Eunice Johnson
Linda Godeski
Mae Tuorila

Frank Maunula

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Charles & Julie Johnson
Diana Pallen
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Elsie Vuotari
Hanna Mannila
Jari & Liisa Lahtinen
Michael & Tuula Maunula
Onni & Seija Kajorinne
Pastor Adam Prasuhn
Sointu & Imants Straumers
Tarmo Pihlaja
Walter & Liisa Strasser

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Olivo Zambon

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By: Anna Marie Eckensweiler

Ray Karjalainen

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Margaret Karjalainen

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Linda Godeski

Sarah Albertson

By: Eino & Eila Langen

Vera McKenzie

By: Jim & Linda Miller

Vi Moore

By: Doreen Rogers

GOOD NEWS

Celebrate your special occasions by making a donation using Good News cards, available at Lutheran Community Care office in Thunder Bay.

Christmas Donations from:

Beverly Bushby
Connie Hukkala
Tim Wilkie to Margaret Wilkie

Anniversary Donation:

Happy 12 Anniversary
Kyle & Melissa Zurba
From: John and Maria Zurba





Head Office | Siège Social:

245B Bay St. | 245B, rue Bay Thunder Bay, ON
P7B 6P2

Toll Free | Sans Frais:

1 (855) 376-6673

Telephone | Téléphone:

(807) 345-6062

TTY | ATS:

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