

2022

ANNUAL REPORT

2023



Caring services for everyone.



Mission

Lutheran Community Care 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.



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.

Caring services for everyone.

Our Locations



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

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

Our Programs & Services

- Mobile Integrates Team
- DSONR
- Passport Program
- Specialized Service Coordination and Planning
- Adult Protective Service Worker Program
- Street Reach Ministries
- Pastoral Care Services
- Social Services Program
- Tenant Support Program

President and Executive Director's Report

For the year April 2022 to March 2023, COVID-19 still cast a shadow on our day-to-day work. However, our Board and staff were incredibly adaptive, creative and resilient in meeting the needs of those we have the privilege of serving.



Whenever possible, **Liisa Lahtinen**, our Pastoral Care Worker, still visited with; prayed with; and sang with those who may otherwise share little time with others.

Liisa makes such a difference in people's lives, it warms one's heart to know that someone so compassionate and understanding gently holds the vulnerability and fragility of those she visits.



Similarly, **Pastor Dan**, our Street Reach Ministries' leader at 516B Victoria Avenue and his small but very skilled and dedicated team of volunteers, meet some of our community's most at-risk and marginalized individuals with warmth, empathy and sustenance. We gratefully acknowledge the partnership we share with Redeemer Lutheran Church in Kakabeka Falls in enabling us to bring Pastor Dan to meet street-involved people where they're at, and in such a caring and life-giving capacity.

Quick Connect is our innovative partnership with Thunder Bay Police Service that helped us secure funding through Thunder Bay District Social Services Administration Board (*TBDSSAB*). Our investment supports Lutheran Community Care (*LCC*) staff using their social work and community engagement tools to divert those with social issues away from police services. Our organization creates a tangible difference for our clients in crisis, by assisting their food, clothing, and housing needs; and, if appropriate, re-connecting people with other supports.

THE Grand PARADE

\$7,196
RAISED FOR OUR
AGENCY!

Once again, we participated in the cross-Canada fundraising walk known as "The Grand Parade" (TGP). Using Blue Sea Foundation's in-person and online donation platforms, this peer-to-peer fundraiser strengthens the financial capacity of our senior services in the community and in-care facilities. We appreciate all participants and donors for supporting this event and our Annual Appeal. Your support helps our staff, volunteers and organization, continue providing our unique services for seniors.



Your gifts in 2022/23 are truly valued and make such a difference.

In terms of governance, the Board of Directors successfully implemented their Succession Plan Policy for the Executive Director position. A recruitment panel included board members along with Pastor Matthew Diegel in securing our next Executive Director, **Rob Barrett**. Rob comes to us as a very experienced senior manager who feels very privileged to work in an organization like Lutheran Community Care.

Rob believes in an open-door policy and places high emphasis on a person-oriented and solution-focused approach that encourages an inclusive atmosphere that balances life and work.

The Board and senior leadership completed intensive training in the Relationship Model™ of Governance. This training will continue into the next fiscal year and is a critical resource for effective governance that embodies the values that define and mobilize the difference that LCC makes in our communities and for our clients and their families.

Essential to recognize is how our board members demonstrated their servant leadership and their outstanding dedication to sustainability for LCC. Going above and beyond the quarterly investment of board and committee meeting time, effort, and thoughtfulness, congregation and stakeholder delegates volunteered many hours engaging in extra work of succession management, governance training, fundraising advancement, supporting a cultural review, enabling capacity for bringing a new human resource manager to our team, and negotiating a new collective agreement for our organization.

Finally, we would like to recognize the tremendous leadership, guidance and vision that our retiring Executive Director, **Michael Maunula** provided to our organization for 40 years. Michael's quiet but patient and diligent approach afforded Lutheran Community Care the opportunity to grow into an agency that is universally respected for its integrity, innovation, and person-centred approach.

Brenda Sedgwick, *President*

Rob Barrett, *Executive Director*



2022/2023 Staff

MANAGEMENT

Michael Maunula
Executive Director

Rob Barrett
Executive Director

Kelly O'Brien
Director of Regional Services

Suanne White
Director of Regional Services

Tim Wilkie
Manager of Finance

Melanie Doyle
Human Resources Manager

Bambi Pepe
Supervisor

Laura McCauley
Supervisor

Lucy Black
Supervisor

Marnie Colosimo
Supervisor

ADMINISTRATIVE SUPPORT

Administrative Assistants

Janice Hunt
Kirsi Maki
Laila Hammoudi
Maureen Sztabinski

Financial Assistants

Donna Aleman
Joe Prince

Information & Access Facilitators

Andrée St. Onge
Susan Cannon-Biloski
Theresa Barrett

Information Systems Administrator/Programmer

Dennis Wood

Receptionist

Chris MacNaughton

PROGRAM STAFF

Adult Protective Service Workers

Betty Golphy
Cassie Aleman
Deborah MacNeill
Janice Boland
Jenna Petrynka
Kirsten Chambers
Lana Corkum
Lauren Tolmie
Lorraine Hurd
Nicole Tetreault-Busniuk

Assessor/Navigators

Carly McWhinnie
Claire Tymura
Daniela Barbiero
Jennifer Cochrane
Nikki Sigurdson
Roslyn Rojik

Cultural Wellness Workers

Katie Kudlak
Nathan Martin

Housing Navigators

Cory Adams
Raegan Wilkin

Life Skills Specialists

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

Passport Service Coordinators

Janet True
Kathy Wehrstedt
Rhonda Turner-Kavcar
Sarah Wierzbicki
Susan Mehaffey

Passport Claims Support Coordinators

Irma Somda

Megan Myllymaa

Pastoral Care Worker

Liisa Lahtinen

Service Navigators
Jen Cederwall
Krysta Tremblay

Board of Directors

PRESIDENT

Brenda Sedgwick, *Stakeholder*

VICE PRESIDENT

Karen Bishop, *Our Savior's*

TREASURER

Sharon Melville, *Calvary*

SECRETARY

Maxine Tenander, *Hilldale*

DIRECTORS

Stephen Bartlett, *Epiphany*
Rosalie Evans, *Stakeholder*
Jim Minor, *Trinity*
Joyce Oleksuk, *Redeemer*
Brenda Rikkonen, *Christ*
Barb Schmidt, *Lappe*
Bill Wiltshire, *Salem*

MEMBER CONGREGATIONS

Bethel Lutheran, *LC-C*
Calvary Lutheran, *LC-C*
Christ Lutheran, *LC-C*
Epiphany Lutheran, *LC-C*
Hilldale Lutheran, *ELCIC*
Our Saviour's Lutheran, *ELCIC*
Trinity Lutheran, *LC-C*
Lappe Lutheran, *LC-C*
Redeemer Lutheran, *LC-C*
(Kakabeka Falls)
Salem Lutheran, *ELCIC*
(Pass Lake)

Social Service Worker

Saara Vuorela

Specialized Service Coordinators

Georgia Maunula
Michelle St. Onge

Street Chaplain

Pastor Daniel Barr

Tenant Support Worker

Brittany Anderson

Transition Coordinator

BJ Rhyner

Mobile Integrated Team



50

people supported
by MIT in 2022

Our team consists of

5

Life Skills Specialists

1

Dedicated Adult Protective Service Worker

2

Cultural Wellness Workers



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. 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.

The Cultural Wellness team is excited to create experiences for people so they can explore their culture and community. The team values their Indigenous partners who provide invaluable knowledge to help grow their cultural supports to people. This year, the Cultural Wellness team worked closely with the Indigenous Friendship Centre to collaborate on outreach services, which included cooking traditional stew at PACE (People Advocating for Change through Empowerment) and handing out sandwiches to people in encampments. In addition, the working relationship with Nokiiwin, Keewaytinook Okimakanak Tribal Council, Thunder Bay Police Services, and the District of Thunder Bay Social Services Administration Board helped to provide funding and support to deliver cultural activities and an initiative called Project Prevent located in the Spence Court apartment building and at Elevate NWO.

This winter, Cultural Wellness Workers organized land based activities such as snowshoeing, ice fishing, and dog sledding. These activities provided people with an opportunity to connect with the land, as well as enjoy and respect the endless resources the area has to offer. The team will continue to partner and plan land based activities for people accessing support from the Mobile Integrated Team. This summer the Cultural Wellness team looks forward to helping people reconnect with the land by creating outdoor experiences such as fishing, hiking and blueberry picking.

MIT Services Include:



Developmental Services Ontario (DSO)

As the DSO, we are the central point of access for the Ministry of Children Community and Social Services (MCCSS), and adult developmental services for individuals, families, agencies and community members that are interested in Adult Developmental Service and Supports.

The DSO receives calls from individuals, family, friends, service agencies, and community members for advice on how to access services. They may also have questions or concerns about a variety of situations, such as:

Breakdown of a family situation
Eviction
Homelessness
Abuse
Lack of support
Abandonment
Worries for an individual due to health/death of a caregiver
Financial issues and concerns

All team members work together to meet the needs of these calls and provide resolutions or alternative support suggestions, if required.



2022 Year-To-Date Total

427 

TOTAL INTAKES

195 

OF APPLICANTS CONFIRMED ELIGIBLE

107 

OF APPLICANTS DEEMED INELIGIBLE

20.3 

AVERAGE BUSINESS DAYS WAITED
BETWEEN RECEIPT OF ALL ELIGIBILITY
DOCUMENTATION AND CONFIRMATION

Total Number of Assessments

346

216

First Time Assessments for New Applicants

13

First Time Assessments for
Ministry Adult In-Service Applicants

21

Change of Circumstance Assessments

96

5 Year Review
Assessments

DSO Retreat

3-Day Educational Session

Quetico Lodge & Conference Centre, Atikokan

Developmental Services Ontario Northern Region (DSO NR) would like to express gratitude to the amazing staff at Quetico Lodge & Conference Centre for the wonderful hospitality during our retreat this past March.

Staff took part in a traditional sharing circle, which allowed them to engage in meaningful conversations about a number of important topics, such as land acknowledgments, racism and stereotypes, colonialism, treaties, Indigenous historical timelines, residential schools, the 60's Scoop, and Missing & Murdered Indigenous Women & Girls. These discussions helped staff to form a better understanding of the communities we work with in Northwestern Ontario.

Staff also had the opportunity to participate in fun recreational activities like snowshoeing, walks along the frozen lake and trails, bonfires and s'mores, games, enjoying the indoor pool and sauna, music, great food and snacks, and many laughs.



Bringing together staff from North Bay, Sudbury, Dryden, Balmertown and Thunder Bay.

DSO Highlights



DSO Housing Navigation Stats

ENDING OF FISCAL YEAR	2021	2022	2023
Number of Housing Navigators	1	4	3
Presentations Given	9	21	23
Number of attendees at Presentations	212	772	626
Media Followers & Subscribers	62	557	707
Navigation Support (People Served)	650	1331	1933
DSO Housing Toolkit Visits	23,000	65,412	78,510

Regional Roundtable

Northern DSO Housing Navigators were invited to participate in a regional roundtable on supportive housing with the **Associate Minister of Housing of the Ministry of Municipal Affairs and Housing**. Key stakeholders included in the regional roundtables included:

- District Social Services Administration Boards
- Local supportive housing and service providers
- Indigenous partners
- Development Services Ontario - Northern Region (*DSONR*)

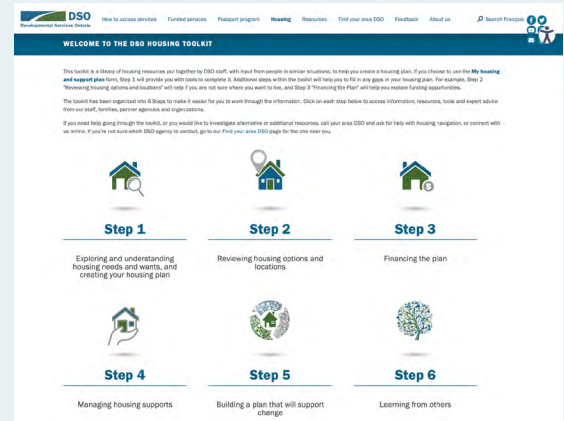
Good News Story

Housing Navigators connected with a parent regarding creating an individualized, unique, innovative housing and support plan. They met virtually once a week for months to discuss various aspects of planning such as **housing locations, filling out application papers, budgets, the long-term vision** etc. As details of the version emerged throughout the planning process it was clear that the individual involved at the center of the planning wanted to move in with their partner who also self-identified as having an intellectual and developmental disability.

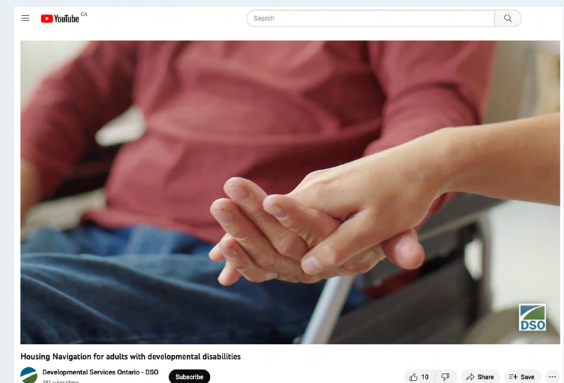
Housing Navigators coordinated planning meetings between all parties involved and offered to look into rental options based on unanimously agreed upon parameters. After a few listing viewings and some motivational discussions, **the two roommates found and secured a market rental unit and are now living independently together** in their new apartment with the help of their friends, family, and housing navigation team.

“ I can't thank you enough for facilitating this process... I learned more yesterday than I did in the past year. ”

Online Resources



Website [DSO Housing Toolkit](#)



YouTube [DSO Housing Navigation Video](#)

Conferences

In addition to providing numerous virtual presentations and webinars, DSO Housing Navigators returned to in-person information sessions and hosted a booth at Northwestern Ontario Municipal Association (NOMA) Conference in Thunder Bay this year. As well they attended the Ontario Non-Profit Housing Association Conference in Toronto and the Canadian Housing & Renewal Association virtual congress.

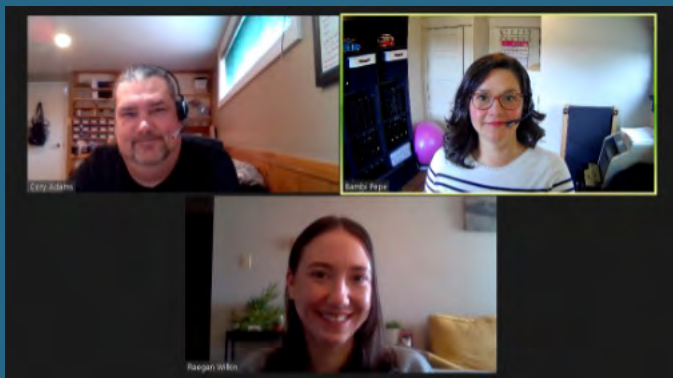


DSO Highlights



Housing Continuum

Housing Navigators were busy in 2022 developing 12 District Housing Resource Guides for various communities across Northern Ontario. These comprehensive resource guides are intended to help individuals navigate housing and homelessness resources in their area. Resources and information are provided that incorporate the full range of housing information available in an area on the housing continuum.



DSO Housing Navigation Team

Serving the Northern and North East Regions
(from Parry Sound to the Manitoba border).

A Community of Practice

A Community of Practice (COP) was developed this past year by housing navigators where a group of people who share a passion for “Exploring the Intersectionality of Housing, Homeless, Disability, and Mental Health” are looking to deepen their knowledge and expertise in this area by sharing knowledge and learning from one another on an ongoing, regular basis. The COP includes members provincially, nationally, and internationally with diverse backgrounds in research, advocacy, education and service delivery all related to housing. A diverse range of professionals with insight into various perspectives that include:

- Indigenous
- developmental services
- mental health
- gender,
- addictions
- gender diverse populations
- youth

contribute to the knowledge mobilization within the group.



Resources

A new brochure explaining what DSO Housing Navigation is was created in 2022 with collaboration of DSO representatives, colleagues, and clients from across the province.



Brochure DSO Housing Navigation

Passport Program

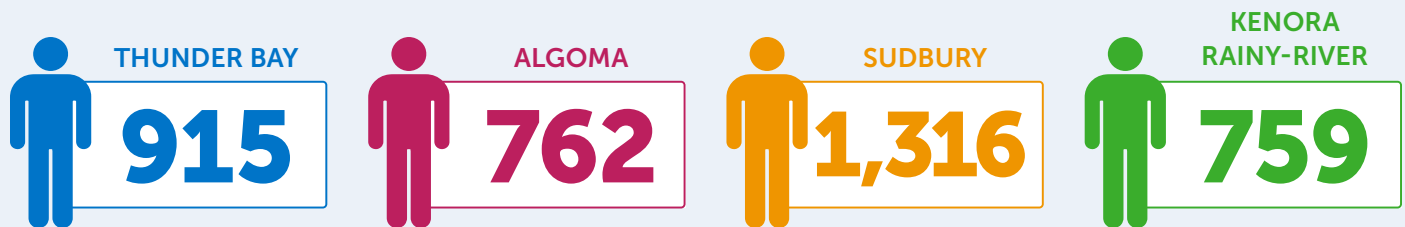


Passport is a reimbursement program that provides direct funding to adults with a developmental disability living within the Northern region, including the Districts of Sudbury-Manitoulin, Algoma, Thunder Bay and Kenora-Rainy River. Funding can be used for the following:

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

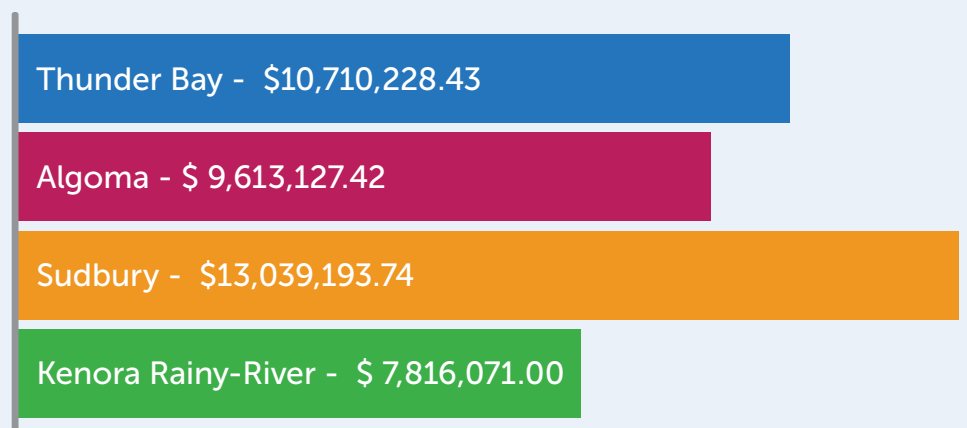
Number of People in Receipt of Passport Funding

(Including new approvals)



Total Annual Funding

\$41,178,620.59





Passport Program

Funding for community participation services and supports

NUMBER OF PEOPLE WHO RECEIVED
PASSPORT FUNDING FOR THE FIRST TIME

247

NUMBER OF PEOPLE WHO RECEIVED
AN ENHANCEMENT TO THEIR CURRENT
PASSPORT FUNDING

54

AS OF MARCH 31, 2023,
THE PASSPORT PROGRAM PROVIDED
DIRECT FUNDING TO

3752

people

WITH A TOTAL FUNDING ALLOCATION OF

\$41,178,620.59



Passport Program

This fiscal year the Ministry made changes to Passport program in an effort to modernize services and make the program more user-friendly, as well as create more clarity, choice and flexibility with how people could spend their Passport funding.

These changes included a response to the Ontario governments permanent wage enhancement.

Effective July 1, 2022, Passport recipients received a 10% increase to their annual Passport approval amount. This increase was pro-rated for nine (9) months in the 2022/23 fiscal year, with twelve (12) months of funding being applied in 2023/24.

In addition, the Passport Program announced updates to the guidelines that addressed the temporary list of eligible expenses introduced in April 2020 because of the COVID-19 pandemic. The new Passport Guidelines will come into effect April 1, 2023 and create more clarity, flexibility, as well as permanently add some of the temporary eligible expenses to the program guidelines.



Meet Christopher!

Christopher used his **Passport funding** this year to create some amazing experiences. The service agency he is involved with created meaningful opportunities that aligned with the things he loves and developed new friendships along the way.

Christopher was able to go fishing and finally caught a fish!

With the help of a walker given to him by a friend, Christopher finished the skating season with 12 laps around the rink!

Christopher took some aviation courses and was able to tour an airplane hanger.



Specialized Service Coordination & Planning



There are 2 Specialized Service Coordinators (SSC) located in Thunder Bay. We are lucky to have both of them work out of LCC. This year they provided service to 70 adults with a developmental disability who are living at home with their caregiver(s).

The SSCs focus on strengths and bringing 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, and developed awareness of developmental disabilities to decrease barriers for people.

Adult Protective Service Worker Program

THE ADULT PROTECTIVE
SERVICE WORKER PROGRAM
PROVIDED SERVICE TO

140
people

This year the Adult Protective Service Worker (APSW) program provided service to 140 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.

The programs were fortunate to have had two students from the Developmental Services Worker Program from Confederation College with us on placement at Lutheran from January 18th until April 19th, 2023.

The program always enjoys having students and being able to provide them with a learning environment that offers them hands-on experience supporting people in the community.



A reflection from one of our First Year DSW Student

Mariam Dansowaa



“ I want to thank all the staff of Lutheran Community Care, as well as individuals and families who access services from Lutheran Community Care, for giving me the opportunity to gain valuable insight and experience during my fourteen weeks of my field placement.

During my time at LCC, my Supervisor ensured that I had an opportunity to shadow all staff working in the Adult Protective Services Program (APSW), Specialized Service Coordination Program (SSC) and the Mobile Integrated Team (MIT). I was privileged to observe the unique characteristics of each staff as they displayed compassion and respect while providing quality support.

I was amazed at how staff demonstrated resilience while supporting individuals in challenging situations. The LCC staff displayed their dedication by advocating for individuals supported, providing effective solutions to every difficult problem as well as promoting independence.

I was able to attend and participate in various training sessions, webinars, workshops and meetings that enhanced my professional development. I was fortunate to have attended a two-day Violence Informed Training Conference organized by the Thunder Bay Police Department on February 23rd and 24th, 2023. I learned about Trauma response, human trafficking and how to support Indigenous women who are victims and or survivors of sexual abuse. Thunder Bay Police also came to LCC to educate and teach us on defense training and how to be aware of our surroundings and personal safety while supporting individuals in the community.

I believe my experiences at Lutheran Community Care will have a long-lasting impact on my career path and I look forward to my continued learning during my second year in the DSW Program. ”

- Mariam Dansowaa

Street Reach Ministries

IN 2022, STREET REACH
MINISTRIES OPENED IT'S
DOORS TO APPROXIMATELY

1,040
people

I was naïve to assume Street Reach Ministries Victoria (SRM) would simply pick up where Simpson left off. Today's SRM is a reboot barely 18 months old, emerging from circumstances the old location never faced, specifically wholesale changes in geography, demographics, scheduling and chaplaincy. While Street Reach was waking up in its new digs, news media kept society focused on a pandemic and racial injustice. Canada finally heard the sound of unmarked graves heralding five centuries of discrimination, sanctioned by the Doctrine of Discovery, willingly carried out by Christians in the name of evangelism.

Legacies notwithstanding, I resolved to spend 2022 listening to and learning from around 1,040 people who considered Street Reach a destination.

This neighborhood is in flux due to variances in housing, health, economics, social circles and a litany of personal hardships that truncate their stability. Foot traffic, tensions, drug and sex trade are on the rise, along with police and ambulance interventions. By contrast, requests for social assistance (fielded by SRM) dropped sharply since last spring.

Street Reach donors continued to demonstrate an undaunted desire to give. Without any direction, material donations rapidly expanded beyond general practicality. That prompted me to develop a standing list of items all visitors can use, which SRM could manage. My first draft went to local Lutheran congregations in June which I revised during my learning process.

To understand clothing needs, I empirically tracked clothing donations. Here are my findings:

SRM received approximately 1700 clothing items from April 2022 to March 2023. One visitor in 20 browsed clothing. Ten visitors took 80 items (30 of those were found discarded). Everything else was passed on to other agencies because visitors didn't want them. That means 1% of our visitors had a use for 3% of our clothing donations.

This certainly challenged my assumptions about what visitors come looking for. It seemed we spent a year reenacting the scene described in *Luke 10:38-42*.



So, what makes Street Reach a destination?

When I ask that question, nobody mentions clothing or toiletries. Instead, they come here for...

snacks internet
a beverage

clean bathrooms free telephone
a clean place to sit
and read and chat

laundry facilities

More importantly, Street Reach is respite from the chaos outside. Perhaps there's an advantage of being too small to be big.

Street Reach has always been small but our visitors aren't expecting us to be a one-stop charity. This should bolster our confidence to strengthen our strengths that define our purpose which we invite people to experience at 516B Victoria Avenue E.

Last year's Annual Report detailed my plan and approach to engage street-involved people on their turf and terms. Walkabouts and prison visits began in April. By December I encountered 34 people filled with regret for taking a path in life that intersected with mine. These people are anchored in their repeated failures to silence cascading guilt, shame and fear of eternal consequence for one choice they wish they could take back. A ministry of presence is worthless to them. They need a pastor, not a house pet.

Christ called me to the ministry of vibrating eardrums with God's forgiveness (*John 20, Romans 10, 2 Timothy 4 and a few others*); I think I'll stick with that.

- **Paster Dan Barr**, *Street Chaplain*

Pastoral Care Services

This past year has been great in many ways for me as a pastoral care worker. As of this spring, long term care homes were able to lift most of their COVID-19 restrictions. Anyone can visit a nursing home now, if the visitor is feeling well, without a COVID test. Masks are still mandatory, which is good as it prevents the spread of all illnesses. We can just hope that the vaccinations do their job in keeping the COVID virus under control so that care homes can keep their doors open.

At the moment we have church services in all long-term care homes, for a total of ten services. Most homes have just one monthly service but in Hogarth Riverview Manor we have three Lutheran services every month, one of them in Finnish.

Devotions are important to residents. They want to get together to hear the message and sing familiar hymns. Even with their poor vision and hearing and weak hands they hold the songbook and sing. Unfortunately, sometimes I just do not have enough volunteers to assist all those who want to go to church.

I thank all the pastors and my faithful volunteers who make these devotions happen. It is encouraging to see how volunteers are willing to support this important ministry. Especially I want to mention Vi, the musician, who plays the piano so beautifully, not only during the service, but also before and after just to entertain the residents. She has been doing this for years. It is a pleasure to sing accompanied by her. Also, I want to welcome pastor Sirpa from Hilldale into our group of volunteers. It is wonderful to have a bilingual pastor helping with the services.

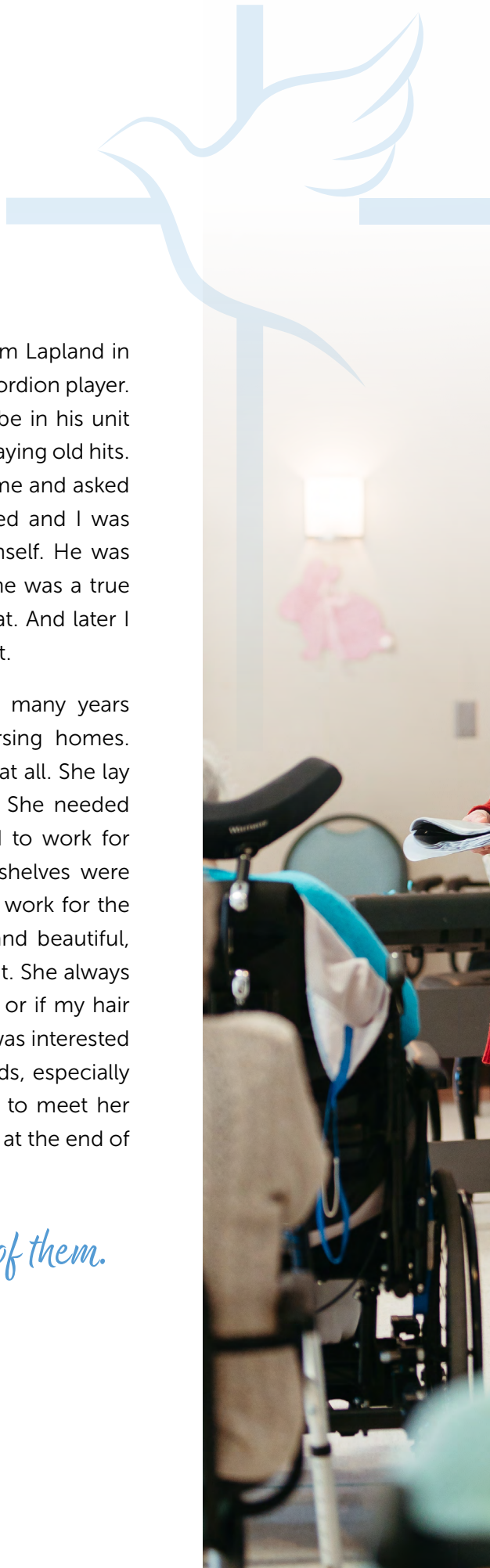
As always, many dear friends have died in long term care homes during the past year. Some of the deceased I know only from the nursing home. Some of them I knew already before they moved into a care home. All of them had interesting stories to tell about their journey here.

One gentleman was an immigrant from Lapland in Finland. He was a pilot and a good accordion player. I remember one time I happened to be in his unit while they had a group of musicians playing old hits. Suddenly this man bowed in front of me and asked me to dance with him. So, we danced and I was so scared he would fall and hurt himself. He was walking with a walker that time. But he was a true gentleman. He led me back to my seat. And later I saw him dancing with another resident.

Another resident, a lady, I knew for many years while she lived in two different nursing homes. She was unable to get out of her bed at all. She lay there all day long from year to year. She needed help for almost everything. She used to work for a cosmetic company for years. Her shelves were full of trophies as a thank you for her work for the company. Her face was so smooth and beautiful, because she took really good care of it. She always noticed, if I had anything new on me or if my hair looked different in any way. She also was interested in hearing about my kids and grandkids, especially the twins. I remember bringing them to meet her once. We always had the Lord's Prayer at the end of our time together. I really miss her.

I bless the memory of all of them.

- **Liisa Lahtinen**, Pastoral Care Worker



Social Services Program

The Social Services Program is a catchall for many different services for people that can assist just about anyone in need.

My caseload is mostly seniors, but I do assist other age groups as well. Many of my clients have had little to no supports and/or may have fallen through the cracks. Through the 2nd year of the pandemic, my role had little change. Even with many safeguards in place, I was still taking clients out to appointments, groceries, outings, etc. For seniors, life was quite isolating, even more so this past year. The Social Services Program not only assists clients in the community, but tenants in the Luther Court building as well.

The number of clients on my caseload was 86 people throughout the year, ranging in age from 17-90 years of age. Some clients had higher long-term needs, whereas other clients had been referred on a short-term basis.

Currently, I sit on two committees; the Caregiver Support Committee as well as the Community Elder Abuse Prevention Committee.

One client, Gloria that I have worked closely with for many years, had a lot of struggles this past year. From losing her mother and brother within months of each other last year, to being "homeless"/living in a motel for a few months, to getting financially abused by a "friend", and then living in a rooming house. She

had many struggles, but throughout, she tried to keep a positive mindset. Because Gloria had a stroke 6 years ago, she had been associated with BISNO in the past. She was on their alumni list, meaning she could access their services if she ever needed them. While living in the motel, BISNO stepped in to get her on their list for supportive housing. Due to her circumstances and health issues, she was moved up on their list very quickly. After one month of living in the rooming house, she received the news that she could move into one of their buildings with 24/7 support. This was the light at the end of a very dark tunnel that she was starting to see and believe.

Now that Gloria has been living there for a couple of months, she has settled in quite well. It was quite the struggle for her to get to where she needed to be. I am so thankful that Lutheran Community Care has strong connections with many organizations in the city, especially with BISNO.

Having this program continue to be a need for many in the community, the hope is that it can stay around much longer with the extra assistance of donations, not only from clients but from caring community members such as yourselves.

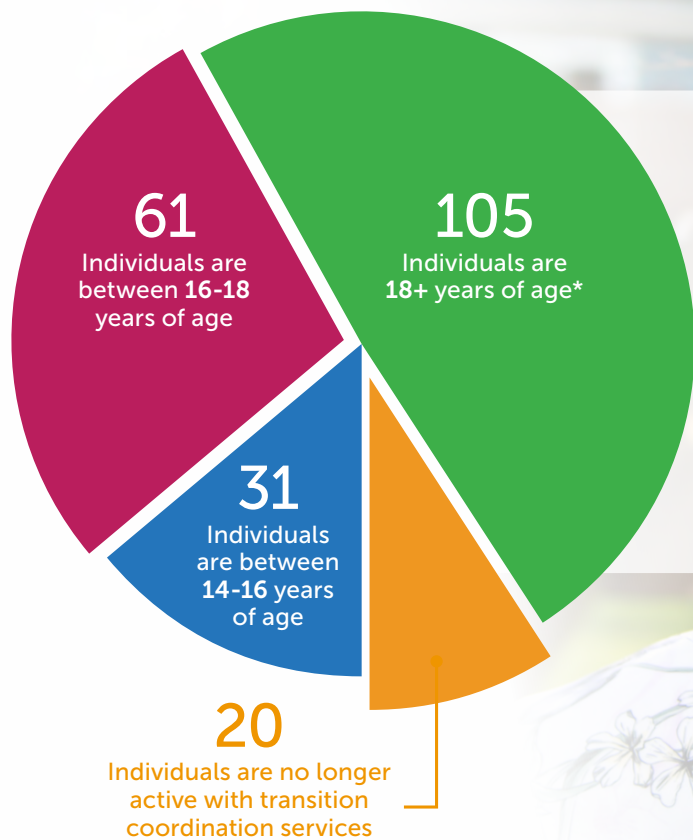
- Saara Vuorela, Social Services Worker



Transition Coordination

Transition coordination assists with connecting eligible Transitional Aged Youth (TAY) with a developmental disability, whom are also in long-term care with a Children's Aid Society (CAS) or Indigenous Well-Being Agency, to appropriate adult developmental services and support programs.

217 Individuals Received Transition Coordination Services In 2022/23.



Out of the 217 individuals served,

193
Northern Region

24
North Eastern Region

**48 of these 105 individuals are being planned for adult DS supports with an adult service provider and 26 others have transitioned to adult developmental supports.*

Service Navigation

Service Navigation is available to assist individuals and their families from intake to service connection. We support people to navigate the services in their area, whether it be MCCSS-funded service through DSONR or other relevant services that may be helpful.

We also connect with the individuals, families and the broader community through service fairs, information sessions and presentations.

Service Navigation Stats



260 Facebook followers



102 Instagram followers



8 Information Presentations
(108 attendees)



8 Information Webinars
(48 attendees)



Service Navigation has made strides to connect with people on a larger scale through social media.

DSO VIDEOS

[DSO information & Eligibility](#)

[DSO Housing Navigation](#)

[Transition Coordination video](#)

If you would like us to attend a session with your agency, contact us at DSONR@lccare.ca

DSO INFORMATION ONLINE

DSO Website: dsontario.ca

New Passport Program Website: passportfunding.ca

[DSO Housing Toolkit](#)

DSO is on social media:



Thank You Volunteers

LCC's good works are made possible through the contributions of our amazing volunteers.

The Board of Directors leads the governance function of the organization and ensures fiscal responsibility, makes sure that our policies and structures are in place, and develops and maintains our mission and strategic plan. The Board is made up of representatives from each of LCC's member churches and stakeholders from districts throughout Northern Ontario.

LCC's volunteers provide in-person assistance to our Pastoral Care and Street Reach Ministries programs, and also help out at events raising funds to support these programs. Information about volunteering with LCC can be found on our website at www.lccare.ca.

Thank you to all our volunteers who have supported our organization over the past year!



Volunteers and participants of
LCC's The Grand Parade fundraiser
- September 17, 2022

Good News

HAPPY BIRTHDAY Sharon Scott

From:
Elaine Main

HAPPY RETIREMENT Michael Maunula

From:
Diana Pallen
Jari & Liisa Lahtinen
Lillian Erickson
Pat Kaukola
Elaine Main
Judy Belrose
Marion Poutanen

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

In Loving Memory



Aili Nojonen

Donation(s) made by:

Christian Mikkelsen
Eeva Kraft
Eileen Lehto
Eino & Eila Langen
Elsie Vuotari
Jari & Liisa Lahtinen
Kathleen McGowan-Hinz
Michael & Tuula Maunula
Patricia McGowan
Tarmo Pihlaja

Alli Rantala

Donation(s) made by:

Erick & Sharon Rantala

Arvo Mullo

Donation(s) made by:

Diana Pallén

Clark Wilkie

Donation(s) made by:

Anna & Joel Myrylainen
James & Lois Fontaine
Judy Belrose

Dean Larsen

Donation(s) made by:

Jim & Linda Miller

Eila Mullo

Donation(s) made by:

Charles & Julie Johnson
Daniel & Eleanor Maunula
Diana Pallén
Eileen Lehto
Eino & Eila Langen
Gordon & Viola Gonyou
Kauko & Sinikka Ylinen
Mark O'Brien
Taino Pouru
Timo & Arja Hiiback

Elma Shulas

Donation(s) made by:

Eino & Eila Langen

Elsie Kallio

Donation(s) made by:

Arnold Kallio

Elvie Maunula

Donation(s) made by:

Erick & Sharon Rantala

Helen Lane

Donation(s) made by:

Paul & Doris Lempiala

Heli Emack

Donation(s) made by:

Eino & Eila Langen

John & Kris Kowalczyk

Donation(s) made by:

Eino & Eila Langen

Kai Valiharju

Donation(s) made by:

Heikki & Leena Valiharju

Lee Ann Paulson

Donation(s) made by:

Jim & Linda Miller

Lisa Savinainen

Donation(s) made by:

Jim & Linda Miller

Margaret Wilkie

Donation(s) made by:

Anna & Joel Myrylainen
Chris & Eileen Mikkelsen
Eila Brown
James & Lois Fontaine
Jari & Liisa Lahtinen
Judy Belrose
Jim & Linda Miller
Lorraine Hurd

Melvin Thompson

Donation(s) made by:

Paul & Doris Lempiala

Merla Garrett

Donation(s) made by:

Elaine Garrett

Paavo Haavisto

Donation(s) made by:

Paul & Doris Lempiala

Raymond Hansen

Donation(s) made by:

Linda Godeski

Tasha Sutton

Donation(s) made by:

Eino & Eila Langen

Thomas McDonald

Donation(s) made by:

Eino & Eila Langen

Tom Sebastian

Donation(s) made by:

Carol Suzick

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

Donations & Funders

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

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

Monetary donations can be made:



Online
www.lccare.ca



Interac
e-transfer



By Phone
1 (855) 376-6673



By Mail
245B Bay Street,
Thunder Bay, ON P7B 6P2

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

LCC is a registered charitable organization and receipts are issued for income tax purposes for monetary donations.





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info@lccare.ca

www.lccare.ca

Funded by

