



2024 to 2027 Business Plan

Service: Homemakers Program

\$0.30

Annual cost for the
average rate payer
(2024 to 2027)

0.01%

Of the 2024 to 2027
City of London Net
Property Tax
Supported Budget

Who we are:

- The Homemakers program assists people to live independently in their homes by providing light housekeeping services (vacuuming, washing floor, etc.) to low-income residents who have medical and/ or physical special needs.

What we do:

- The Homemakers program promotes and supports the well-being of residents and contributes to their ability to stay in their homes longer.
- Evidence suggests programs that support aging in place may yield cost savings for families, government, and health systems. Aging in place has also been shown to have health and emotional benefits over institutional care.

Why we do it:

- **Traditional** – A number of municipalities have accessed funding from the Ministry of Health and Long-term Care to provide homemaker programs. The funding model is 80% from the Ministry of Health and Long-term Care and 20% from the City.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$197	\$197	\$197	\$197	\$789
Other Revenues	-\$128	-\$128	-\$128	-\$128	-\$512
Net Tax Levy Supported Operating Budget	\$69	\$69	\$69	\$69	\$277
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	0.4	0.4	0.4	0.4	N/A

Reflects 2024 to 2027 adopted City budget as of December 1, 2025

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,
Accessibility, and
Inclusion**



**Economic Growth, Culture,
and Prosperity**



**Housing and
Homelessness**



**Mobility and
Transportation**



Wellbeing and Safety



**Climate Action and
Sustainable Growth**



**Safe London for Women,
Girls, and Gender-Diverse
and Trans People**



Well-Run City

Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:

Environmental:

- The Dearness Home's Homemakers Program Service does not anticipate any changes or additional environmental impacts over the budget term of 2024-2027.

Socio-economic Equity:

- Maintaining the program assists Londoners from all demographics to age well, stay healthy, and stay in their homes longer.
- Only cost-free program of its kind in the area (funded 80% MOH/20% COL) and seen especially beneficial to those who are vulnerable and at high risk.
- Aging, higher unemployment and poverty can have adverse effects on individuals' physical, mental, and social health, thus creating additional need for supports including housekeeping assistance.

Governance:

- Maintaining the established program serves a distinct need in the community and demonstrates ongoing commitment to do so.
- Program oversight is legislated under the Homemaker's and Nursing Services Act for municipalities only.
- Measuring the days of service to clients provides feedback on the utilization of the program over time.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

- Communication and Maximizing Hours (Well-Run City & Wellbeing and Safety) - Management and providers will continue to follow the communication plan that supports the level of care for the current clients by enabling the interventions and supports for clients.
- Management and providers will work to maximize available hours of service to ensure the program remains fully utilized.

Risks and Challenges Anticipated in 2024 to 2027

- The 3rd party providers delivering the service are likely to continue to be challenged by increased competition for staff due to inflationary pressures. Where staff are unavailable, regular service to clients may be impacted. This creates the need to increase the proportion of the funding paid to the 3rd party providers used for hourly wages, which helps with recruitment and retention of service staff, while also raising the cost of service hours and thereby decreasing the number of clients who are able to access this program.

Other reference information and links:

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