



## Loving Heart International Adoption Agency

406 – 75 Wynford Heights Crescent, Toronto, Ontario, M3C 3H9  
Tel.(416)223-4997, e-mail: [info@lovingheartadopt.com](mailto:info@lovingheartadopt.com)

### PUBLIC ANNUAL REPORT for 2023

#### **Name of Agency: *LOVING HEART INTERNATIONAL ADOPTION AGENCY***

#### **Overview:**

Loving Heart International Adoption Agency (LHIAA) is a non-profit organization licensed by the Ministry of Children, Community and Social Services of Ontario, under the Intercountry Adoption Act to facilitate international adoptions from Bulgaria, Lithuania, Macedonia, and Serbia.

LHIAA was incorporated in November 2000 and received the Ontario License to facilitate adoptions from Bulgaria in April 2001. Our agency is the first in Canada to initiate official contacts with the adoption authorities of Bulgaria, Lithuania and Serbia. The agency was officially recognized by the Bulgarian government and accredited by the adoption authorities of Lithuania.

Each member of the agency holds high ethical values and feels strongly about the humanitarian aspects of adoption. The Program Director of the Agency has many years of experience in the health care field in Bulgaria and Canada. Our attorneys in Bulgaria and Lithuania have many years of experience in successfully completed international adoptions.

The agency staff and board of directors, being well informed of the foreign adoption laws and cultural specifics, are making every effort to organize and provide sensitive, efficient and successful service in the best interest of the adopted children and complete satisfaction of the adoptive parents.

#### **Organizational Chart of the Agency**

The idea of creating our organization originated in discussions with families considering adoption. Their experience and moral support is very helpful and valuable to us!

The Loving Heart International Adoption Agency is managed by the Board of Directors. Two of the board directors are adoptive parents. Adoption services are provided by the executive director of the agency and contracted professionals when necessary. Much of the agency work is done on a volunteer basis.

#### *1. Elena Georgiev- Executive Director of the Agency, President of the Corporation, Non-voting member*

Elena Georgiev received her medical degree from the Medical Academy in Sofia, Bulgaria. Elena worked in the infertility field in Ontario for more than 10 years. In the beginning of 2000, Elena dedicated her time and efforts to establish the Loving Heart International Adoption Agency. She is married with three children. She is dedicated to helping the children and the adoptive parents.



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### *2. Clara Martin – Board Director, Vice- president of the Corporation, Voting Member*

Clara Martin received her RN from the Atkinson School of Nursing at Toronto Western Hospital in 1969, then attended the University of Toronto where she graduated in 1972 with a BScN. For most of her nursing career she worked as a Public Health Nurse with Toronto Public Health in several different areas. She visited many families during those years, educating them on various health issues and connecting them to community resources as appropriate. In Nov. 2008, she retired from nursing to pursue other interests.

She believes that all children should be raised by loving parents so that they can achieve their potential.

### *3. Elizabeth Day – Board Director, Secretary of the Corporation, Voting Member*

Elizabeth Day graduated from the University of Toronto in 1985 with degree in Occupational Therapy. From 1985 to 1989 she worked for Sunnybrook and Women's College Health Science Centre. From 1989 Elizabeth worked for the Hospital for Sick Children, Toronto in various areas including the Preschool Assessment and Sensory-Motor Dysfunction. After the adoption of her daughter from Bulgaria in 2002, Elizabeth Day has worked as a rehabilitation therapist in Barrie hospital, Ontario. She is married with two children.

### *4. Karolina Pironkova – Board Director, Treasurer of the Corporation, Voting Member*

Karolina Pironkova graduated from the School of Economics, Bulgaria in business administration in 1982. After her graduation of the Toronto School of Business in 1996, she became an assistant accountant. At present, she is an office manager of the accounting department of a Canadian company. She is an adoptive mother.

She believes that many children would change their lives for the better once they are placed in a loving and caring family environment.

## **Complaint Procedure**

Complaints related to the adoption facilitating services provided by the agency are addressed in writing within 30 days of the occurrence to the executive director. If an agreement is not reached, the written complaint shall be addressed to the Board of Directors. Chair of the Board: Clara Martin. Contact email: [clara.r.martin@gmail.com](mailto:clara.r.martin@gmail.com)

If an agreement cannot be reached with the agency, a complaint can be filed with the Ministry of Children, Community and Social Services, Private and International Adoption unit.

The provisions of the *Arbitrations Act* (Ontario) apply to any Court application pursuant to this section.



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### **Financial Status**

The agency has conducted appropriate financial reporting. The Agency remains in a viable financial situation. Individual financial reports are submitted to the Ministry annually (this is a licensing condition). An annual financial report is prepared by an experienced accounting firm and reviewed by the board of directors.

The agency’s financial policy is to bill the adoptive applicants in stages based on the corresponding services provided. The money received is held in trust to be withdrawn by the agency to cover the expenses incurred during the specific stages of the adoption process. Upon completion of a given stage, no funds remain in trust.

Funds received by the Agency for the foreign fee, as per contract signed with the foreign facilitator, are transferred to the foreign representative.

### **Program Overview for 2023**

See the attached profiles for adoption from each country: **Bulgaria, Lithuania, and Serbia**

### **Statistics for Current Year 2023**

	Ontario	Out of Province
Number of child proposals – 18	Total: Bulgaria -13; Lithuania-3;	LT-1 BG-1
Number of finalized adoptions – 14	Total: Bulgaria-10; Lithuania-2;	LT- 0 BG- 2
Pending adoptions within the year 2023 to be finalized in 2024 - 3	Total: Bulgaria-2; Lithuania – 1;	LT-0 BG-0

**As of the end of 2023 there were 144 children adopted from Bulgaria; 81 children from Lithuania; 26 children from Serbia and 9 children from Poland through Loving Heart.**

### **Characteristics of children available for adoption:**

- Bulgaria: Children 1 ½ years old and up. Sibling groups. Children with correctable health/developmental conditions and children with special needs.
- Lithuania: Children 6 years old and up. Most children for intercountry adoption will be 8 years old and up. Sibling groups. Children with correctable health/developmental conditions and children with special needs.
- Serbia: Children 6 years old and up. Sibling groups. Children with correctable



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health/developmental conditions and children with special needs.

### **Length of process:**

- Bulgaria: 3 months to 4 years depending on age range and health characteristics indicated in the Homestudy and Letter of Approval.
- Lithuania: 3 months to 4 years depending on age range and health characteristics indicated in the Homestudy and Letter of Approval.
- Serbia: Approximately 1-2 years. This program is currently on hold.

### **Requirements for Post-Adoption Reports:**

- Bulgaria: 6 reports at 6, 12, 18, 24, 30 and 36 months after finalization of adoption.
- Lithuania: 6 reports at 6, 12, 18, 24, 36, and 48 months after finalization of adoption.
- Serbia: 4 reports at 6, 12, 18, and 24 months after finalization of adoption.

**Fees:** The total cost of the adoption process is approximately \$33,000 - \$43,000 CAD. Note that this sum includes adoption-related expenses such as agency fees, foreign fee, travel expenses, accommodations, legalization of documents, etc. Agency fees are billed in installments based on the progress of the adoption case.