

2015-2016 Annual Report



We delivered our first Meal-on-Wheels in 1985
and haven't slowed down since. Along with new programming, this year we began setting the ground for the next generation of care.

Moving Forward



Our Vision

Build healthy communities through care and support

Our Mission

In partnership we:

- Provide a comprehensive range of health and support services for people of all ages in the City of Kawartha Lakes
- Engage the public in the pursuit of lifestyles that create a sense of community and improve quality of life

We Value

- Compassion
- Accountability
- Respect
- Excellence

2015-16 Board Members

- Kerry Clifford
- Linda Coles
- Paul Davidson (*chair*)
- Donna Jewell
- Alex McLeod
- Linda McNish
- Veronica Nelson
- Shirley Norman (*past chair*)
- Steve Orlob
- Carol Smith Romeril
- June Widdis
- Glenn Wilcox
- Catherine Danbrook (*CEO, ex-officio*)

Leadership Team

Chief Executive Office

- Catherine Danbrook

Operations

- Tandy McHugh, *Director of Finance and Systems*
- Brenda Manion, *Manager of Human Resources*
- Mike Puffer, *Communications Officer*

Community Health Centre

- Margot Fitzpatrick, *Clinical Program Manager*

Community Support Services

- Joan Skelton
Director, Community Support Services
- Kerri Daley
Program Manager, Home Support Services
- Steve Karpazis
Specialized Transportation Program Manager
- Rosanne Moloney, *Adult Day Program Manager*
- Michal Wallen, *Program Manager, Supportive Housing, Respite Care and Hospital to Home*

Hospice Services

Jill Sadler, *Director of Hospice Services*

Community Care is an accredited agency, recognized by Accreditation Canada for meeting national standards of excellence in quality care and service.

A member of the Association of Ontario Health Centres and the Ontario Community Support Association, the agency receives financial support from the provincial Central East Local Health Integration Network.

Community Care is also a member agency of the United Way for the City of Kawartha Lakes.



Driving forward

Letter from the Board Chair and the CEO

The past year has been profoundly important as we absorb the transformational changes of the previous years and extend our services more deeply into the communities of Kawartha Lakes.

Equally important is the great progress we've made in preparing for the road ahead, including:

- The rollout of *The Road to 2020*, our strategic plan for 2016-2020
- The acquisition of strategically located lands enabling us to consolidate key operations in Lindsay
- The engagement of our communities on many fronts
- Coming-to-grips with what we've become and how to communicate this in a way that drives our mission

The Road to 2020. You can read more about the plan in the pages that follow. We developed the plan through extensive consultation with our staff, our clients and their families, our volunteers and our healthcare and community support partners. It reflects the vision, goals and commitments of all. We can proudly say, "Our plan is your plan."

Breaking ground for a new era. We signed off on lands directly across from Ross Memorial Hospital to house a new purpose-built facility that brings together our Lindsay-based Community Health Centre programs. It will enable us to provide expanded, more cost effective services and allow for growth. Happily, this proximity also signals the importance we place on our partnership with the hospital and the health and support community.

Connecting with community. Just about 30% of the care we provide is delivered by volunteers. They are a deep source of connection to local communities: what help is needed, where it's needed and what people are willing to support.

This connection is vital. As we've grown, it's critical that we not lose touch. So, this year we started *Local Volunteer Leadership Committees* in two communities. These groups are our eyes and ears and trusted advisors. As we learn, we'll roll these out to other communities.

A defining moment. As we've grown, we've become something that's new and different... while remaining the same. You can see that this might cause some confusion. We've undertaken an ongoing process of defining what we've become and communicating our value in a more engaging way. You'll see results of this process in this report.

In thanks. We extend appreciation and thanks to all our dedicated staff, Board members, volunteers, community partners, donors and funders for contributing to the organization's success this past year. We look forward to working with all of you in the coming year to continue advancing the scope of service, quality of care and positive health outcomes for our communities.

**Paul Davidson, Board Chair &
Catherine Danbrook, CEO**



Groundbreaking Community Centred Care

Looking forward

An annual report is about looking back over the year gone by. This past year, we invested a good deal of effort looking forward. In this section, we'd like to share some of the thinking that's shaping our future.

Breaking ground

We've used the term "groundbreaking" in two ways: First, to refer to breaking ground for our new facilities located across from Ross Memorial Hospital. Second, to refer to a commitment to innovation that's driven us forward since 1985. We've combined "groundbreaking" with "Community Centred Care," a new concept we're exploring to describe what's need for communities to be their healthiest. We discuss it more below.

Setting our strategic direction

Everything began with the development of our *2016-2020 Strategic Plan*. It outlines four directions for building communities that are healthy – physically, emotionally, socially and spiritually. These are:

1. Advancing Quality Care and Service
2. Building Connections
3. Strengthening Organization Capacity
4. Fostering Exceptional People and Teams

In this past year, we've made significant progress in each direction. You can read about many of these advances in this report's program reviews and performance overview.

The Road to 2020

Strategic Plan 2016-2020



Compassion • Accountability
Respect • Excellence

Adding up to much more

You'll note from the cover that we've simplified our identity to make it more impactful. Here less is more.



We're now referring to Community Care as being a "Health & Care Network" rather than offering "Health and Support Services."

This change expresses **what we are** as opposed to **the services we provide**, which are evolving. When you step back, you can see that we are definitely more than the sum of our many parts. As a whole, we are something new and different. We've tried to capture this in the words "Health & Care Network."

The word "Health" embraces the many health and wellness programs we offer. The word "Care" refers to our community support services and it embraces new areas like Hospice Services. It also gets at the heart of the way we deliver services: with passionate commitment and compassionate care.

The word "Network" is key. It reflects how we knit together a diverse scope of services to ensure that people in our communities get the holistic care they need. These supports are not only delivered by Community Care itself. Many are also delivered in collaboration with partners across the City of Kawartha Lakes and beyond. The word "Network" also signals our deep connections into each of our communities.



At the Centre of "Community Centred Care"

"Community Centred Care" describes our holistic approach to the building of healthier communities. We define it as:

"Person-centred care"

What the whole person and his or her caregivers need to be at their healthiest.

Plus "population health"

Providing programs that focus on what larger segments of our population need to be their healthiest. This requires identifying where to invest public and private funds – both now and in the future – on programs that have the greatest positive impact and that are delivered in the most efficient way.

Delivered through a "living community"

Delivery of care that is uniquely responsive and continually adaptive to the ever-changing people, needs, resources and objectives of each community. The community itself delivers care through its volunteers and through the collaboration of diverse organizations.

To be at the centre of Community Centred Care is to take an active, expert, inspirational role in working with the community to define the care that's needed and to partner with people and organizations to deliver it.

"Caring for the Communities of Kawartha Lakes™"

This is our new motto. It expresses two vital things: that we care... and that the City of Kawartha Lakes isn't just one community, it's a community of communities.

Our motto recognizes that every community within our borders is special and that our sense of the local is always worth honouring. It also recognizes that we are much stronger when we join together.

Community Care is proud to provide a forum where the residents of all our communities can come together to care for each other.

Empowering independent, active living

Our mission is help our clients lead more active, socially engaged, independent lives as well as give caregivers much needed respite and support. The care we offer can be transportation, a meal or a reassuring call or visit. It can be help with a bath, laundry or house cleaning. It can also be community activities such as adult day programs, diners club luncheons, and caregiver information and support groups.

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Community Care
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“I don’t know what I’d do without Community Care.”

It’s a phrase we hear time and again. It’s gratifying to know that the efforts of our dedicated staff and volunteers in Community Support mean a lot to the nearly 5,000 older adults, adults with special needs who receive services. Satisfaction rates are consistently high – for example 100 % in Adult Day, 98 % in Volunteer Driver and Specialized Transportation, and 94% in Supportive Housing.

Seizing the day

This year, participation in our **Adult Day** programs just about doubled. We provide needed care for participants and a welcome break for caregivers. Our new centre on Mary Street in Lindsay operates five days a week, increasing our local programs sites across Kawartha Lakes to six.

“As a caregiver it gives me a little time for myself and help to get a better outlook.”

- Caregiver of Adult Day Participant



Sadie celebrates her birthday at the Adult Day Centre, Jennings Creek Lindsay



Highlighting the value-added of Meals on Wheels with the help of local police

Our goal is to assist

Our *Assisted Living and Supportive Housing* clients accessed a higher-than-expected volume of personal care, home making and security checks. These services – delivered by PSWs – are available 24 hours a day, 7 days a week. Demand for *In-Home Respite* continued to be strong as family caregivers are taking on increasingly complex caring responsibilities

“I’m not able to care for myself and they do that for me. My PSWs help me feel more independent.”

- Assisted Living client

A driving force

Transportation demand increased in **Volunteer Driver** (6 %) and **Specialized Transportation** (13%). Our superb volunteers and staff drivers provided close to 67,500 rides during the year – two-thirds of these were for medically-related purposes, including inter-hospital transfers. We help clients get to the care they need.

Glad to be home

What happens when you get out of the hospital? Most of us go home. For many, however, the answer isn't so simple. Often there isn't a good way to get home or no one there to help them settle in. For others, there's no way they can go back home to the way it was before, without more help.

This year – in partnership with Ross Memorial Hospital and the CCAC – we provided



A few of our Specialized Transportation crew stands ready to get where you want to go



Respite client Bernice is supported by PSW Cathy



Many CSS clients are SAGES participants too! Community Care delivers multiple points of care.

Transportation and Settlement care at home to over 170 individuals leaving hospital. These are folks who would otherwise have had limited help when they got home, or no help. We also provided subsidized support services such as Lifeline, meals, transportation, and respite for close to 70 individuals who were ready to leave hospital but who would otherwise have had to stay there.

Delivering more than a meal

Our *Meals on Wheels* program is about a lot more than something to eat. It's also about providing recurring social contact and looking in on someone regularly to make sure they're okay. If there's cause for concern, our seasoned meal team will contact the right people.

To bring that message home, the City of Kawartha Lakes emergency services personnel including paramedics, fire and police partnered with us for our March for Meals event, held in March.

Keeping alert everywhere, all the time

Working with Philips Canada, we put training in place to introduce the new *Go Safe* medical alert devices using satellite technology. Now people without "landlines" or who are out and about can always be connected to the help they need.

How our Health & Care Network works together

A big advantage of our network is that we're not stuck in silos. We get to know our clients as people and what they need, and can then refer them to other programs across the agency, such as the Community Health Centre's blood pressure monitoring clinics, falls prevention and exercise programs.

We analyzed the impact on clients of such referrals. We found that over half of the *Personal Support Services* clients referred to CHC wellness programs like SAGES showed improvement. Close to 10 per cent showed no signs of decline in health status. PSS clients are generally frail elderly whose health is often in decline, so this is very good news indeed.

Bringing health home

The Community Health Centre's (CHC) mission is help people maintain, improve or restore health. We provide primary and dental care clinics, along with wellness programs that focus on nutrition, activation and the special needs of the elderly.



Putting primary clients in the picture

One of the barriers to care is simply not knowing what's available. To remedy this, we launched a group orientation at our primary care clinic. It lets new clients know about all the services available through Community Care. Clients gave our orientation a 95% "helpful" rating. Since January 2016 alone, we've taken on 200 new primary care clients.

Keeping feet happier in Kawartha Lakes

Our feet keep us moving and that helps make us healthier. For many, taking care of their feet gets progressively harder as they age, just when it's really important.

This year we expanded our reach by offering foot care for clients at our Mary Street Adult Day Program in Lindsay. We also opened a new public clinic at Queen's Square Pharmacy in Lindsay. Ongoing clinics in Little Britain, Kirkfield, Fenelon Falls and Bobcaygeon are flourishing.

Bringing the specialists to the people

The CHC's participation in the Ontario Telemedicine Network enables clients to be "seen" remotely by specialists, increasing access to care and often cutting wait times.

Photos are sent to specialists to enable them to inspect dermatological conditions and burns. Clients can interact with specialists by phone or video hook up. Users of the system include Mental Health (106 consults), Geriatrics (163 consults) and Telederm (150 consults).

We're making our Telemedicine services available to family doctors across Kawartha Lakes, and to our own GAIN program. Telemedicine enables folks to be seen by a doctor without having to leave home. These are truly modern house calls!



Learning early lessons about healthy food that can make lifetime last.



Expanded foot clinics means happier feet and healthier folks

Cue the new video

Our SAGES video-based exercise program for seniors focuses on improving health essentials: cardiovascular endurance, balance, muscle strength and flexibility. After more than a decade of use, our seniors told us that the video was, well, getting old. Thanks to a New Horizons Grant, we were able to launch new video in April 2015 – with a lot of hard work from our Health Promoter, Ryan Alexander and help from community partners RMH, Osteoporosis, Public Health, Closing the Gap and the Canadian Centre for Activity and Aging.

Happily, two of the participants in our original video were back to perform in the new one. That's active aging in action! This year we recorded 4408 visits, an increase of 1035 visits. Folks in Fenelon Falls and Dunsford flocked to SAGES to get with the updated program.

Staying active, eating right, being well

Wellness program highlights include: The popularity of *Pole Walking* in Lindsay and

Bobcaygeon. We expanded *Pickle Ball* in Bobcaygeon to twice a week. 612 participants "Walked in the Halls" with us at Lindsay's LCVI. Our blood pressure clinics had 1,756 participants. We expanded *Good Food Box* too, bringing it into some of our local schools.

Taking a bite out of dental neglect

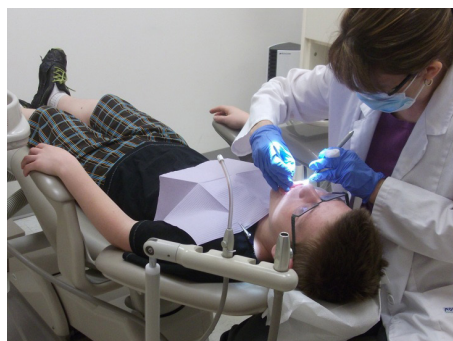
One in every five Ontarians does not visit a dentist because they cannot afford it. That statistic translates into preventable visits to the emergency room and preventable illnesses such as lung disease and complications of pregnancy. Our low cost dental clinic provides essential care that's economically accessible for more than 1,200 youth, seniors and others on assistance. The clinic isn't funded by government. We rely on the dedication of our staff and the generosity of donors.

Making vital GAINS

The GAIN Community Team (Geriatric Assessment & Intervention Network) strengthens the capacity of frail older adults so that they can remain in their own homes. The team supports between 150 and 200 clients. We run regular clinics at our GAIN office where clients can also see a Geriatrician.

"I am so happy that GAIN has helped me to improve my health so that I can stay at home!"

- GAIN Client



Dental health impacts overall health. When neglected, it can burden our healthcare system.

Reaching deeper into the community

This year, Hospice Services made a change that's central to our mission: we moved to a larger, more welcoming central location at Kent and Lindsay Streets in downtown Lindsay. The move enabled us to double our staff and support vital new programming, delivered in a more comforting setting.

Our new location also provides easier access for clients and a friendly stopping point for caregivers. Being right in the centre of things also helps increase visibility for a topic that's too often deferred or avoided.

Seeing is feeling

To help people get a feeling for the depth of caring, range and quality of hospice support, we produced Community Care's first program videos. These cover bereavement services, how we help clients find and get the help they need, and cancer support.

Teaming up to deliver hospice and palliative care

What is palliative care? It's a holistic approach that's just about whatever our clients and their caregivers need it to be. That could be almost anything that eases the body, mind and spirit – from walking the dog to a change in pain management, to finding housing, to bereavement support for those who are left behind.

To meet these needs, in 2015 we formed a Palliative Care Community Team (PCCT), adding four new staff: a Team Lead, two registered nurses and a therapist. It's the job of this new team to help clients and families navigate our community's diverse options for

medical, social, mental, spiritual and practical support. And cut red tape along the way.

We share one staff RN with Ross Memorial Hospital, one of the ways we collaborate with the RMH. To identify and deliver solutions, the PCCT partnered with Ross Memorial Hospital, Central East Community Care Access Centre, City of Kawartha Lakes Family Health Team, Kawartha North Family Health Team and the Palliative Pain & Symptom Management Consultation Service. By referring our clients through the network – and by getting referrals from the network – the PCCT helped over 100 individuals and families in its first year alone!

The Hospice Services team at our new welcoming Kent Street location.





*Many CSS clients are SAGES participants too!
Community Care delivers multiple points of care.*

Getting the word out

Hospice Services isn't waiting for people to come to us. We're reaching out too. This past year, Hospice delivered over 30 presentations and talks to groups, including oncology groups, cancer centres, women's groups, mental health services, local businesses, and a broad range of health care organizations.

What we found is that this is most welcome information. We also found that people are surprised at the broad range and high calibre of hospice and palliative care available in Kawartha Lakes. The care we provide is really the outcome of the all the communities of Kawartha Lakes – our many volunteers, donors and partners – working together, with a little help from the Hospice.

Ramping up our programming

This year we doubled the frequency of several key programs – including the much-appreciated caregiver support group and our support for healing after suicide loss. Suicide loss is something that



Auctionista Linda Leja and MC Amy Terrill put the fun in fundraising at the first annual Handbags for Hospice event.

most don't think about when they think of hospice care, but it's a support that is especially needed after such devastating event.

When most of us think about loss, we tend to think about the impact on family and friends. But whether expected or sudden, a death impacts the workplace community. This past year we greatly increased our workplace supports, helping people and organizations heal through their grieving process, engaging in life while being supported in the workplace.

Getting a stylish handle on giving

With the great help of our Foundation and our exceptional *Handbags for Hospice* volunteer committee, we opened a new chapter in our friendraising and fundraising efforts. The sold-out Handbags celebration and auction raised vital contributions and awareness. What it shows us is that when a community gets together, there are few limits to what it can do or the fun it can have!

This past year, Hospice supported over 600 individuals and families. There's so much more we want and need to do this coming year. We look forward to the community's continued support in achieving it.

“The aftermath of my husband's death was SHOCK. In time, most family and friends and support disappear and go back to their regular living. It was during the aftermath of my husband's death that I found Hospice and its Bereavement Program.

I can only commend and admire all the staff and volunteers of this organization for their dedication and giving spirits. They are a life-line for all grieving souls who are experiencing loss. I would hope that anyone needing and seeking solace and carrying a heavy heart from grief would seek out this refuge of encouragement.”

- Bereavement Client

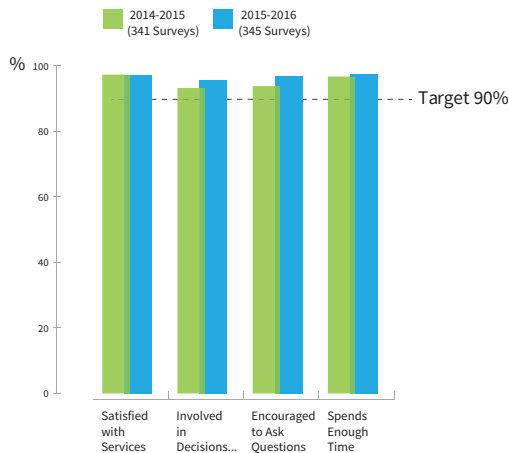


Hospice volunteer Janice Loeb receives recognition from Hospice Director Jill Sadler for her 25 years of dedication.

Delivering exceptional care experiences

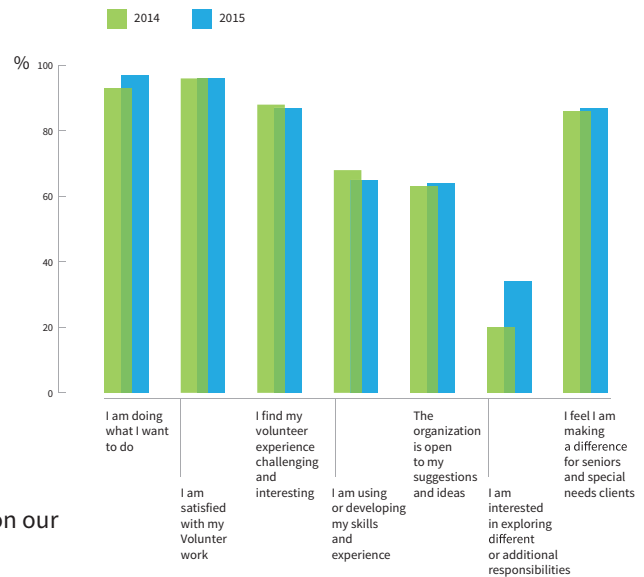
Clients are overwhelmingly satisfied

% Clients who “Agreed” or “Strongly Agreed” to Client Satisfaction Survey Questions

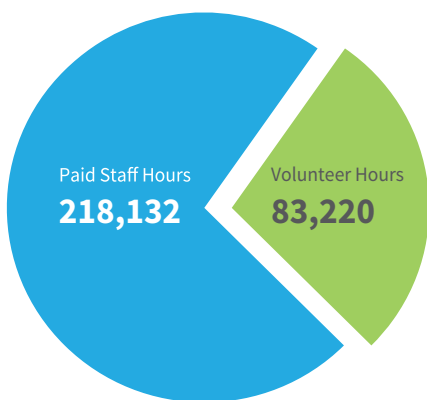


Community Care continues to exceed client satisfaction targets. This year we improved on our already superlative performance.

Volunteers happily deliver about 30% of care



Who cares? We all do!



Volunteers contribute to all facets of Community Care, from sitting on Boards and committees, to assisting administrative and program teams. The significant number of volunteer hours goes to show that City of Kawartha Lakes is a community that truly cares – a place where people come together to care for each other.

Volunteering at Community Care continues to be deeply meaningful for our community members. 100% of volunteers said they would recommend Community Care as a place to volunteer. We did find a couple of areas for improvement. To formally gather ideas from volunteers, we are setting up Local Volunteer Councils in several of our communities and to explore ways of better using and developing the skills and experience of our volunteers.

Well managed, well attended, well focused

Community Care relies on three sources of funding: government funding, services revenues and donations. While the Ministry of Health provides funding for many core services, we rely on donations from individuals and businesses in our community to make up the 28% of our budget required to provide crucial Hospice and Bereavement Services, Specialized Transportation Services and our low-income Dental Clinic. For those services where we must charge a fee, we are able to keep our fees quite modest because of the efficiency of our operations and the commitment of staff and volunteers.

Operating Income (By Source)	2015/16
	\$
Ministry of Health/CE-LHIN funding	6,874,491
Other funding sources	1,214,125
Service revenues	1,274,822
Donations, bequests, etc. from our Foundation	193,882
Investment and other income	52,850
	\$ 9,610,171
Operating Expenses (By Activity)	2015/16
	\$
Community Support Services	4,511,813
Community Health Centre	3,291,650
Supportive Housing	969,630
Hospice and Palliative Services	632,502
Dental Clinic	478,639
Fundraising costs & transfers to CCCKL Foundation	83,812
Other initiatives	10,100
	\$ 9,978,146

This year, Community Care had an operating deficit of \$71,975, driven by the fact neither our dental nor our bereavement services are funded by the Ministry. We have no secure alternative form of funding for these key programs. Unfunded dental costs were \$88,556. Unfunded bereavement costs were \$10,286. We applied \$27,047 against the deficit drawn from contributions from this year's donation to the Foundation, along with some interest. We covered the balance of the deficit with monies drawn from our sustainability reserve.

This year we sold our McLaughlin Street property, realizing an extraordinary one-time gain of \$353,745. These monies are being held in a capital reserve to support our vision for future facility development and program Integration that will enable Community Care to better and more efficiently meet the care needs of the many communities of Kawartha Lakes.

Activity	Service Volumes				
	11/12	12/13	13/14	14/15	15/16
Adult day programs attendance	2,658	3,085	3,244	3,724	7,211
Community Health Centre visits & group participation	10,824	11,005	16,918	13,903	16,251
Dental clinic visits	1,161	3,185	3,421	3,543	* 3,162
Diners' clubs attendance	9,578	10,172	10,286	10,259	9,766
Friendly visiting, Lifeline, home help & caregiver support	3,477	2,957	1,945	1,693	2,004
Hospice visits & group participation	5,933	5,002	5,621	6,725	7,366
Palliative Community Care Team support	-	-	-	-	736
Hospital-to-home care coordination	2,334	2,461	1,843	2,143	†1,933
In-home respite hours	8,286	5,939	6,456	5,012	5,973
Fundraising costs & transfers to CCCKL Foundation	10,450	10,526	12,614	19,689	19,530
Wellness program participation	5,083	5,702	6,746	7,981	9,322

* Lower volumes were due to temporary reduction of dentist availability

† All eligible patients were helped. That fewer people needed help making the transition from hospital to home is a good thing.

A Foundation for Caring

Community Care Foundation Annual Report 2015-2016

Message from the Foundation Board Chair

The Community Care Foundation was established to ensure that the valuable health and community support services provided by Community Care City of Kawartha Lakes (CCCKL) will continue to be available for years to come. Many of these vital services do not receive sufficient governmental funding.

This past year the Foundation Board, with the support of our new Executive Director, Linda Reid, focused on growing our presence in the community by raising awareness of the Community Care Foundation and raising funds to support Hospice Services and our low cost Dental Clinic.

Thank you for your help and financial support. The Community Care Foundation, through its generous donors, helps to fill the funding gaps so that all who require service are provided with it. Our goal is to ensure no one in our community is left behind. Individual and corporate donors make it possible to meet the growing demand for these services and allow CCCKL to continue to offer quality programs not fully covered by government funding.

"Your generosity has made an incredible difference this past year and we hope we can count on your continued support. Together, the possibilities are endless."

Alex McLeod, Chair

Highlights and Accomplishments

- At our Care Gala, held June 4, 2015 at Eganridge, we raised close to \$21,000 in support of Hospice Services. The event was sold out with 132 tickets at \$125 each. Live and Silent Auctions raised additional funds.
- In the fall of 2015, we decided to launch our first *Handbags for Hospice* event to be held January 2016. Nearly 300 guests joined us for a fun-filled evening of purses, one-of-a-kind experiences and great food by local vendors. The table was set with the help of Mariposa Dairy, Burns Bulk Foods, Boiling Over Coffee Vault, Sweet Kitchen and Pane Vino. With support from the community, we were able to raise \$29,000 for Hospice Services.
- In 2015, the Foundation developed a new partnership with Green Shield Canada who has pledged \$30,000 over the next 3 years to support our vital low cost Dental Clinic.



Handbags for Hospice - an exciting, entertaining night of shopping, socializing and support for Community Care's Hospice Services

A Few of the People Who've Helped Make It Happen

Corporate Partners & Sponsors
Corporate donors contributing to the Foundation this year included:

Commonwell Insurance

Green Shield Canada

CIBC

Care Gala Sponsors

Scotiabank • Polito Lincoln Ford • Denure Tours •
Frost Whetter Oaklin • Race Toyota

Handbags for Hospice Sponsors

Canadian Tire • Cable Cable •
Boston Pizza (Lindsay) • Lindsay Buick GMC •
Lindsay KIA Motors • Economy Wheels Ltd •
Investors Group • South Pond Farms •
Manley Motors • ChemDry • Polito Lincoln Ford •
Kawartha Lakes Honda • Staples & Swain
Law Office • WARDS Lawyers • Days Inn & Suites,
Lindsay • Lindsay Dry Cleaners • MyKawartha.com

Board of Directors, 2015-2016

Alex McLeod (Chair) (CCCKL Board Rep)

Jason Challenger (Vice Chair)

Donna Jewell (Treasurer) CCCKL Board Rep

Lesley Barrett

Tim Burke

Linda Coles (CCCKL Board Rep)

Mona Lucas

Linda McNish (CCCKL Board Rep)

Mark Mitchell

Steve Orlob (CCCKL Board Rep)

Susan Peel

Jason Zigomanis

Paul Davidson (CCCKL Board Rep)

Staff Support

Linda Reid, Executive Director CC Foundation

Catherine Danbrook, CEO, CCCKL

Mary Ellen Woods

Administrative Assistant to CEO, CCCKL



Hospice Services Director Jill Sadler and Community Foundation Executive Director Linda Reid accept a generous gift from CIBC for the Cancer Support Program

Handbags for Hospice 2015-2016 Planning Committee

Lesley Barrett

Beth Cross

Dianne Dalton, Chair

Brenda De Koker

Angela Fox

Valerie Harris

Jayne Manley

Robyn McNabb

Catherine Millington

Michelle Proulx

Linda Reid, Executive Director,

Community Care Foundation

Jill Sadler, Director, Hospice Services



When communities care together, people are healthier, lives are fuller and families are stronger.

Caring Together



Creating and Delivering Care Centred Around the Needs of People

Food & Nutrition

Feeding the body and the soul

Health, Wellness & Dental

Maintaining, restoring and improving health

Help at Home

Making home possible and life a bit better

Hospice

Vital support at a most critical time of life

Support & Education

Reaching out when and where help is needed

Rides & Transportation

Going the distance to bring people to the care they need



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