

Portraits in *Caring*



2016-2017
Annual Report

Advancing Steadily

Letter from the Board Chair and the CEO



Together, with our employees, volunteers and our partners, we continue to make a difference.

A special thanks to our clients who give us feedback and share their stories. They motivate us to develop and deliver services that are responsive to their needs. We are pleased to profile some of their stories for you in this Annual Report. Our clients' voices illustrate how Community Care programs change lives for the better every day.

This past year we have made advances to our Strategic Plan as we pursue our vision of Building Healthy Communities.

We have continued to create collaborative environments that foster integrated health system thinking, planning, and evaluation.

We remain focused on improving health experience and health outcomes for our local community – while decreasing costs to the system as a whole.

Highlights of our progress include:

- Creating a **Caregiver Support Working Group** that empowers our caregivers to aid us in the development of expanded, meaningful responsive services
- Expanding our volunteer recruitment to include youth and young adults
- Implementing an improved staff compensation package while maintaining a balanced budget
- Continuing to deliver quality programs and services exceeding a number of performance benchmarks established by Ministry of Health
- Embarking on a communications strategy – in concert with our Foundation – to improve our visibility within our communities and share the value and impact of the work that we do

We extend appreciation and thanks to our dedicated Board members, staff, volunteers, community partners, donors and funders for contributing to our success in caring for the communities of Kawatha Lakes this past year.

We look forward to working with all of you in the coming year as we continue building the scope of service, quality of care and positive health outcomes for our communities.

Paul Davidson, Board Chair
Catherine Danbrook, CEO

Making Connections That Make a Difference

Our Vision

Build healthy communities through care and support

Our Mission

In partnership, we:

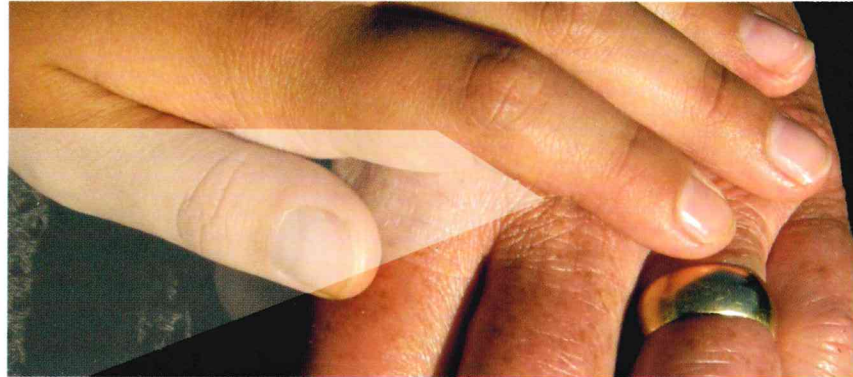
- Provide a comprehensive range of health and support services for people of all ages in the City of Kawartha Lakes
- Engage the public in the pursuit of lifestyles that create a sense of community and improve quality of life

We Value

- Compassion
- Accountability
- Respect
- Excellence

2016-17 Board Members

- Paul Davidson, *Chair*
- Kerry Clifford, *Vice Chair*
- Linda Coles, *Secretary/Treasurer*
- Cathy Burke
- Julie Johnson
- Alex McLeod
- Linda McNish
- Veronica Nelson
- Shirley Norman
- Brad Sinclair
- June Widdis
- Glenn Wilcox
- Catherine Danbrook, *CEO (ex officio)*



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Community Care
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Our approach to
Community-Centred Care
is about creating caring
connections between people
and across diverse health and
support organizations.

It's more than delivering vitally needed services. It's about touching people's lives – and being touched by them in return.

It's about finding innovative ways to deliver care that optimize individual outcomes and reduce wait times and system costs.

It's about finding ways of bringing the citizens of Kawartha Lakes together in a greater community of caring.

In this year's annual report **you'll find a few profiles that illustrate the kind of caring connections that inspire us to come to work every day** – as staff members and volunteers.

Taking Up the Cause of Caregivers Everywhere

Grace King



Grace finds comfort in her memory pillow made from her husband's shirt.

Grace King greatly believes that caregivers should be better understood and more supported by the system as a whole. And she's doing something about it! For starters, she's a key contributor to Community Care's newly formed **Caregiver Working Group** where she helps ensure our programs and policies are ever more responsive to caregivers' needs.

Grace started on the path as a caregiver-advisor when she was caring for her husband Randy. She was invited by the Change Foundation to journal about her experience as a caregiver. She was inspired to see that some of her words,

"Our caregivers, where would we be without them? And where would they be without our support?"

- Joan Skelton
Director, Community Support Services

ideas and concerns had worked their way into the Change Foundation's final report.

"Helping other caregivers get the support and understanding they need has given me a whole new purpose in life"

In 2015 husband Randy was diagnosed with ALS. Randy wanted Grace to have some respite, "to feel like a normal person again." The couple turned to our Hospice Services caregiver support program, where we quickly connected them with **visiting hospice volunteer** Julie*. Julie found plenty of shared interests with Randy, including getting out to enjoy nature walks. Grace recalls, "I knew that when I went away to my yoga classes, the two of them were fine. You can't put a price tag on the gift that it was to me... to Randy... and to our entire family."

As Randy became confined to a motorized wheelchair, our **Specialized Transportation** program often took the Kings to medical appointments, outings, support meetings and Christmas shopping. "We even were able to go to the movies. The transportation service gave us a whole new window on the world."

After Randy's passing, Grace began attending **Hospice Grief Support** groups. She calls that participation "one of the best things I've ever done. I consider Community Care to be a partner in our journeys. People shouldn't feel that they have to do things by themselves."

*Pictured with Grace on our cover.

Blowing Away the Stress

Don Thomas, Specialized Transportation Driver



Picking up a client from Ross Memorial Hospital.

After a career as a Kawartha Lakes Police Inspector, Don Thomas found himself back behind the wheel again – only this time driving folks in need of Community Care’s Specialized Transportation unit.

Named Citizen of the Year for 2006, Don simply couldn’t resist another opportunity to serve! *“I saw that the program was growing, and that volunteering was a way for me to stay connected with my community.”*

Beyond driving people from A to B, Community Care’s Transportation Drivers *“take a day that is stressful and make it as stress-free as possible.”* Along the way Don gets to meet some pretty exceptional people and build memorable relationships.

He recalls one winter day driving a client home to Minden from Ross Memorial Hospital. The man had been injured in a snowmobile accident and was confined to a wheelchair.

“When we finally arrived at the client’s door, there was two weeks of snow piled up in the driveway and no way in. No problem. I got a tractor with a snow blower out of the client’s garage and cleared the driveway, walkway and stairs.”

It’s moments like these that make it all worthwhile.



Don Thomas and Lindsay client Donald Kenny.

Our Volunteer and Specialized Transportation services made 63,500 rides in 2016/17

Most transportation service is health related - rides to medical appointments, treatment sessions, or hospital discharges. Other transportation includes trips to day programs, recreation activities and social outings. These all help our clients maintain their independence and improve their access to health care.

Our 175 Volunteer drivers use their own vehicles and are reimbursed for out of pocket expenses. Their time on the road is their gift to the community.

We employ a team of 25 drivers for the Specialized Transportation fleet, which includes seven accessible vehicles equipped to carry wheelchairs or stretchers.

What's Really Nice About Going to the Dentist?

... the people.

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When you see rosy-cheeked Carter Shaw at our **Community Dental Clinic** you can see that. Carter himself allows that he “*doesn’t mind*” going to the clinic because “*the people are so nice.*”

Mom Jaime is decidedly delighted. Based in Kirkfield, Jaime and sons Carter and Levi have been coming to the Clinic for several years now. “*I’ve never seen a dental clinic that is so comfortable to be at, and the staff are all so friendly,*” she says.

Not having to worry about oral health no doubt makes raising busy boys a bit easier. Jaime appreciates that we thoroughly explain the process for cleanings and check-ups. Plus, we’re very gentle. This puts one and all at ease. Getting her kids to go to the dentist is definitely **not** like pulling teeth. As Jaime sums it up, “*The staff are great with my kids. I would definitely recommend the dental clinic for other families.*”

Dr. Shoaeb Mahdawiyan, their Community Care Dentist agrees that personal service and caring are a big part of what makes the clinic rewarding for clients.

Dr. Mahdawiyan says that the clients like the community spirit. “*Clients are here for a different kind of dentistry than what might be found in a private practice – which can often be driven by*



Carter Shaw feels comfortable in the dental clinic.

discretionary or cosmetic matters. Our clients have a real need for oral healthcare and our goal is to offer them a great experience for this public service.”

As if to illustrate his point, long time patients Irene and Gordon Henry came in for an emergency appointment. Irene chipped a tooth and wondered if the clinic could fit her in that day. We did. Irene left happily, with her smile restored.



Irene and Gordon Henry.

“I never knew the true definition of heartbreak until I lost my Mom.”

Emily Barnett

“When I was 12, we found out my Mom had cancer. That news was the hardest thing I thought I would have to deal with. That is, until the day I found out Mom had passed.”

Months after, Emily began suffering from severe anxiety and depression. *“It was hard to ask for help. I didn’t want to rely on someone else. But once I become more open, I realized that I wanted and deserved the help.”* She needed somewhere to turn. Community Care’s Hospice team was there.

Emily met with Grief Guide Janice Loeb from the **Kids Grieve Too** program. In the program, six children between the ages of ages 5-12 meet to share their experiences with their loss of a loved one. These experiences may involve loss of a sibling, a parent or a grandparent. They may involve illness, fire, drowning, accident, murder or suicide. It’s a lot for young people to cope with.

“Janice helped me to channel my emotions into healing and making positive changes in my life – things I know would make my mom proud. I’m so blessed to have found Hospice Services and the incredible support system they provide.”

Janice, who’s volunteered with Hospice for over 20 years, observes: *“It’s powerful to watch how the age factor disappears as these children find a common ground during their time together.”*

Last year, 551 Community Care volunteers contributed 81,000 hours of compassionate care – the equivalent of 42 full time staff.

Six years later, Emily and Janice still share a close relationship. Emily has become a strong supporter and advocate for Hospice Services. Recently, Emily and Janice shared their story at Community Care Foundation’s **Handbags for Hospice** event. Emily bravely spoke about the loss of her mom. Janice talked about her role as a Grief Guide. This helped inspire guests to donate nearly \$10,000 to our Kids Grieve Too program!

“I have no idea where I would be today without the support of Janice,” say Emily. “It’s changed my life in ways I never thought possible.”



Emily and Janice at the Handbags for Hospice event.

It's Healthy to be Social

Social Wellness Group

Every two weeks, about a dozen local residents gather at our Community Health Centre to share good food, great company and celebrate their recent achievements – they're our **Social Wellness Group**.

The group was initiated three years ago by the Centre's Clinical Social Worker Mary Walling-Field after noting that, for a variety of reasons, a number of her clients were experiencing social isolation. And that's simply not good for your health or wellbeing.

So, with the help of our Health Promoter, Mary started bringing people together. And what do you know? People liked it and thrived in it. Their feedback tells us so.

"A few months after I started with this group, my stepson told me that he really noticed a big change in me, and he was happy that I was coming here. I was more uplifted, spirit-wise. And I cared a little bit more about other things."

"This is a very cohesive group and the members support each other," says Mary. At each meeting they share what's going on in their lives. Representatives from local organizations speak about other resources and opportunities that are available to help them develop coping skills. As well there are all sorts of activities – many of which are suggested by the group. A recent bus trip to Ripley's Aquarium in Toronto still has the group buzzing!

One participant observes, *"Even if you don't feel like getting out that day, you think that you better do so anyway. We always have a good time when we're here. So it's something to look forward to."*

"I don't know what I would do without this place," volunteers another group member. *"It just doesn't get any better than this."*

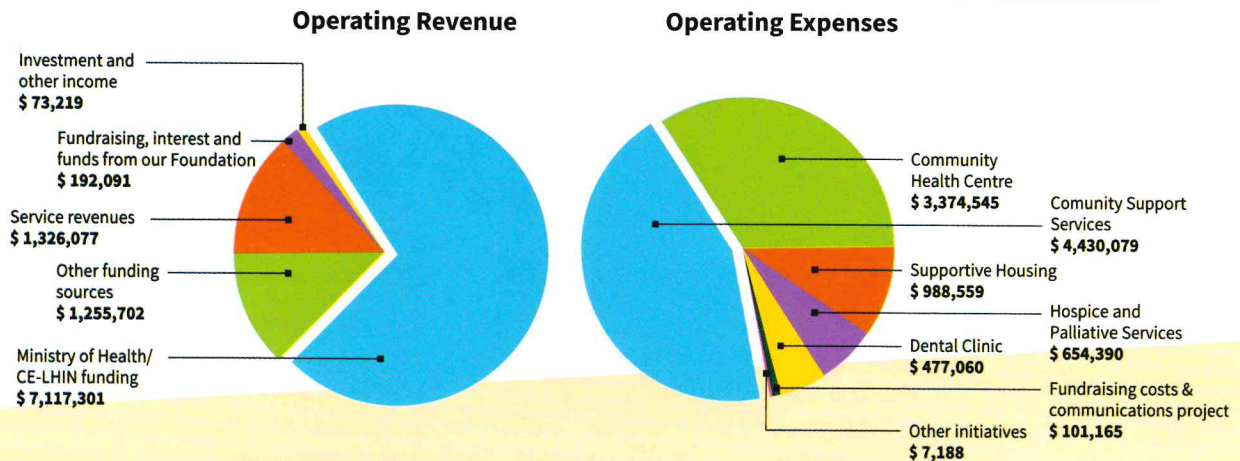


Mary Walling-Field (centre) and other supporters participate in our Trail Weekend.

1,300 new clients registered in our Community Support Services.

This represents 25% of all CSS clients served.

2016/17 Community Care Financial Highlights



* Audited Financial Statements available on request

2016/17 Care Highlights

We don't have room to list them all. Here are just a few.

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Client-Centred

- Ontario Telemedicine: Remote clinical visits eliminated client travel for 516 appointments with medical specialists
- 92% of clients surveyed agree they are involved in decisions about their care and treatment



Community-Centred

- We provide 43 programs and services at 71 sites
- We delivered 65 care-related presentations



Improved Access

- Hospice Grief support: a 24.8% increase in clients served
- Adult Day Program: an 18% increase in attendance
- CHC Primary Care Clinic: 303 new clients
- GAIN program: 929 home visits made to frail seniors



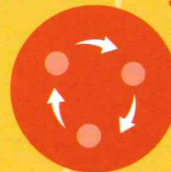
Keeping Healthy

- We distributed 2,324 Good Food Boxes
- Seniors made 18,337 visits to our exercise and falls prevention programs
- 85 % of female primary care clients were screened for cervical cancer
- 74.45 % primary care clients screened for colorectal cancer



Collaborative

- Our Hospice Volunteers made 5,653 visits to Ross Memorial Hospital Palliative Care Unit patients
- We initiated 48 Coordinated Care plans with Health Links partners



A Foundation for Caring

Community Care Foundation Annual Report 2016-2017

Message from the Foundation Board Chair

The Community Care Foundation ensures that the vital programs provided by the Community Care Health and Care Network will continue to be available for years to come. In 2016/17 the Foundation provided \$121,200 in support of Community Care's Community Dental Clinic and Hospice Services' Grief Support programs.

Thank you to our strong volunteer Board of Directors, a new dedicated staff to guide our fundraising strategies, a complement of volunteers, and our generous donors for making this our most successful year to date.

As my term as Chair of the Board of Directors comes to a close, I am especially proud of the Foundation's work to date and optimistic that we will continue to ensure a healthier future for residents of the City of Kawartha Lakes.

I encourage you all to consider the positive impact that Community Care has and how you can help the Foundation fulfill its mandate to ensure these services remain available to our families, friends and neighbours.

Alex McLeod, Chair

Highlights and Accomplishments

- \$100,000 **#GrieveNotAlone Campaign** in support of **Hospice Grief Support** programs.
- Creation of our **Leadership Circle** made up of dedicated volunteers and local leaders.
- 2nd annual **Handbags for Hospice** charity auction raised \$40,000.
- 12th annual **Hike for Hospice** that raised \$20,000.
- 5th annual **Care Gala** raised \$18,000 in support of the Community Dental Clinic.
- **"It Starts With Us"** Employee Giving Program raised over \$10,000 in its first year.

Foundation Board members

- **Alex McLeod** (Chair)*
- **Brad Sinclair** (Vice Chair)*
- **Allison Chenier** (Secretary/Treasurer)
- **Lesley Barrett**
- **Diane Cairns**
- **Kerry Clifford***
- **Rick Dunsford**
- **Paul Davidson***
- **Linda Coles***
- **Mona Lucas**
- **Linda McNish***
- **Mark Mitchell**

*CCCKL Board representatives

Foundation Staff

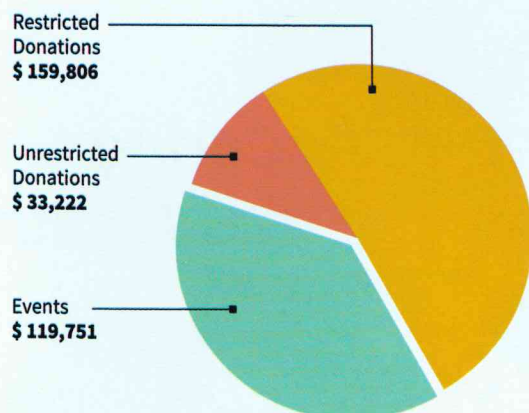
- **Karyn Dowdall**
- Development Officer, Stewardship and Special Events
- **Toula Murchie**
- Development Officer, Major gifts
- **Catherine Danbrook**, Lead Executive
- **Mary Ellen Wood**, Executive Assistant

The 100 Women Who Care Kawartha Lakes generously donated more than \$15,000 to the Community Dental Clinic program in March.



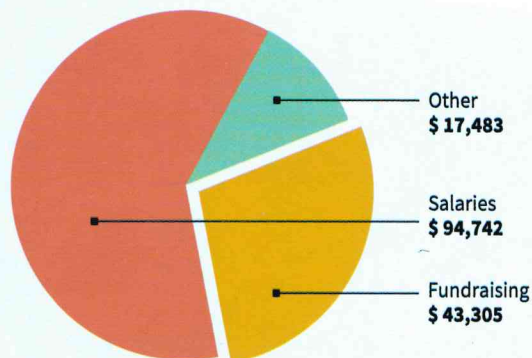
2016/17 Revenue:

Total \$ 312,779



2016/17 Expense:

Total \$ 155,530



* Audited Financial Statements available on request



The Lindsay branch of the Canadian Imperial Bank of Commerce (CIBC) presented a \$5,000 gift for cancer support programs offered by Hospice Services.

Thank You to Our Donors

For your generous contributions this year.

Supporter \$1,000 - \$4,999

- Catherine Danbrook
- Rick Dunsford
- Foster Hewitt Foundation
- Norma Fulton
- Mona Lucas
- Chris and Jennifer Mabee
- Mackey Funeral Home Inc
- Jim and Catherine Millington
- MVW Construction and Engineering
- Royal Canadian Legion Branch 238
- Scotiabank
- Sisters of St. Joseph
- St. Andrew's Presbyterian Church, Lindsay
- Strang's Valu-mart
- Sturgeon Point Union Church
- The Bob and Vera Mark Charitable Foundation

Helping Hand \$5,000 - \$9,999

- Anonymous
- CIBC
- Paul and Sheila Davidson
- Shoppers Drug Mart Life Foundation

Good Friend \$10,000 - \$24,999

- 100 Women Who Care Kawartha Lakes
- Community Care Employee Giving Campaign
- Green Shield Canada

Champion \$100,000+

- Anonymous

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

Caring Together

The Community-Centred Care We Create and Deliver:

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 & Palliative Care

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

Advocacy and Community Development

Promote social change and healthy public policy to benefit everyone



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