



Community Care
Health & Care Network



All Smiles in our Dental Clinic



Fun & Fundraising

Mission & Momentum:

Our 2018-2019 Annual Report



Keeping Healthy & Fit



Good Food, Good Company

Mission and Momentum:

Reflections from our Board Chairs

Kerry Clifford, Chair, Community Health & Care Network Board



2018-19 brought many opportunities for Community Care to live its Mission to provide health and support services in the City of Kawartha Lakes. One of the best examples was saying “yes” when

the Woodville Medical Centre Board asked us to provide primary care in the Centre. Their request came as a last resort at the end of October when the remaining primary care physician moved away from Woodville and no other providers could be found. I was very proud that the Board of Directors supported the management team’s request to expand services to Woodville while they worked hard to secure funding from the CELHIN so services could be established permanently. We provided care to the residents of Woodville for five months. Many of our clients took time to tell us that we had made a positive difference in their health and wellbeing—our Mission in action! Health system decision-making is complex and multi-faceted. While we were not funded and were thus unable to remain in Woodville, we understand that the wheels are in motion for a solution that will ensure primary care is available in Woodville and I am pleased that Community Care played an important role in advocating for Woodville.

Our Mission statement also speaks to engaging the public and this past year the Board expanded our engagement with those we serve. For example, we invited clients and their caregivers to meet with us at the start of our meetings. We were moved by the stories they shared with us, and grateful for their encouraging feedback and helpful suggestions. We also approved a new Client Engagement Framework that expands

engagement opportunities. For example, we will be recruiting clients or caregivers to join the Quality Management and Building Committees of the Board as well as Community Care’s Ethics Committee. In the year ahead, we will also engage with our clients, caregivers and members of the public as we develop a new Strategic Plan to start April 1st 2020. Engaging with our stakeholders and service users is important and meaningful to us and I extend thanks to all those who have taken time to share with us in the past year.

The last part of our Mission says we will “engage the public in the pursuit of lifestyles that create a sense of community and improve quality of life.” This Annual Report highlights many of the programs focused on doing that! Our Diners Clubs create a sense of community by gathering individuals together for a delicious meal, presentations and lively conversation. Our Adult Day Care Programs enhance quality of life as attendees participate in fun and interesting activities, exercises, and entertainment. Exercise is often linked to quality of life and our winter walking program in local schools had an all-time high number of participants while pickle ball and Nordic pole walking remained very popular.

Another highlight of this past year was being “Accredited with Exemplary Standing” by Accreditation Canada. This outstanding success reflects the caring and dedication by staff and volunteers each and every day. On behalf of the Board, I extend appreciation and thanks to all for this meaningful recognition. It has been an honour and privilege to Chair the Board of Directors for this past two years. Thank you to all for your strong support and I look forward to new opportunities to champion and celebrate Community Care in my ongoing role as Board Director.



Brad Sinclair, Chair, Community Care Foundation Board



2018-19 was a year of continuing momentum and new milestones for the Community Care Foundation thanks to the amazing generosity of City of Kawartha Lakes residents, donors, sponsors and

supporters. Our special events including the Hike for Hospice, the Care Gala, and Handbags for Hospice were lively, fun and successful because of your spirited presence and support! We welcomed new partners and gratefully received new grants this past year. Our Shining Star program is especially popular; through this program, those who donate \$25 to the Foundation nominate an individual who has made a positive difference to them. Then, at a special gathering the nomination is read aloud and the nominee receives a special plaque and Shining Star pin. Last year almost 30 special people were recognized as Shining Stars!

Community Care employees are also generous supporters of the Foundation. One of the ways employees donate to the Foundation is through the payroll deduction program. Last year, this program reached a new milestone when the highest number of employees to date enrolled! We are indeed proud to have such tremendous support from within the Community Care team. Our Annual Fundraising Appeal was also a success story for 2018-19; the letter shared stories about how the funds we raise enable Community Care to provide programs and services that help seniors stay independent, healthy and connected. Once again, the support we received was

outstanding, and we exceeded our fundraising goal for the appeal.

Another highlight of this past year were the updates done to our unique and beautiful donor tree. We welcomed many donors to an appreciation evening last November to showcase the tree and convey our thanks and gratitude to all.

Because of all of the support I have mentioned, and much more, we were able to donate a total of over \$130,000.00 to Community Care this past year—a record amount! With these funds Community Care was able to retrofit a van so it could carry wheelchairs and stretchers; provide transportation subsidies to those unable to afford the cost of the rides they needed to get to Adult Day programs; replace the x-ray equipment in the dental office; buy a new industrial stove for the Meals-on-Wheels program; and provide much-needed support for hospice and dental programs. Those items are not “nice to have”; rather they are necessities in ensuring the ongoing availability of those vital programs and services. The reality is that the funding Community Care receives from the government or related sources does not cover all of the needs. That’s why your ongoing generosity to the Community Care Foundation is so meaningful and so greatly valued and appreciated.

The year also included continued growth of our Foundation staff team with new roles, new responsibilities and new team members as we continue to build our capabilities.

Thank you for making the City of Kawartha Lakes a healthier and happier place to live through your amazing support of the Community Care Foundation.



Foundation Transfer of Funds

The Community Care Foundation provided the largest annual gift to date to support Community Care programs and services - a total of \$131,500. L to R: Foundation Board Chair Brad Sinclair, Foundation Treasurer Michael Warren, Community Care Board Treasurer June Widdis, Board Chair Kerry Clifford and Foundation Fund Development Director Toula Murchie.

Highlights from our Programs and Services

On the following pages, we share highlights from the past year for several of our programs and services.

Primary Care

The interdisciplinary team at the Community Health Centre (CHC) cared for more clients than ever in its 8-year history. Highlights include:

- 21,232 CHC visits and group participation (19,338 in 2017-18)
- A wide array of programs and support services that focus on illness prevention and health promotion
- Increased interest and participation in many health promotion programs, including blood pressure clinics, exercise for seniors, indoor and outdoor walking and basic foot care clinics
- 12,588 wellness program participant units (an all-time high, 9,662 in 2017-18)
- 15,673 exercise class participant units (12,673 in 2017-18)
- Start up of a new men's support group called Soldiers of Change that provides a free weekly discussion opportunity for participants to discuss and share challenges

*“I don’t know what I would do without this place.
It just doesn’t get better than this.”*

Social Wellness Client

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Community Care
Annual Report 18-19



Little Chefs Cooking Program

- Educating local youth about nutrition and healthy eating habits
- Expansion to 6 different sites throughout Kawartha Lakes in 2018
- Allowing budding culinary aficionados to learn about healthy eating and meal preparation
- Presented in partnership with the HKPR District Health Unit
- Generously supported by the Optimist Club of Lindsay

Community Dental Clinic

There is a high demand for affordable dental care for residents of Kawartha Lakes. By reducing the financial burden on families to access oral health care, we promote health and well-being.

- 3,066 dental clinic visits in 2018-19
- Accessible dental care reduces health complications that can occur from lack of oral care

“My teeth were so bad, I was having trouble eating. On a fixed income, I didn’t think I could afford to go to the Dentist. The Dental Clinic gave me dentures at a cost I could manage. They took great care of me. I’d still be suffering if it weren’t for them.”

Dental Client

Hospice Services

Hospice programs support local residents living with a life-limiting illness or grieving the death of a loved one. Through timely navigation, compassionate care, and expert consultation, Hospice supports the best quality of life through very difficult times in someone's journey. Over the past year, Hospice Services:

- Supported 853 people and their families, through some of the most difficult days, weeks, and months of their lives
- Had over 8,900 client visits across multiple settings, including: in client homes, at Hospice Services, and on the Palliative Care Unit at the Ross Memorial Hospital
- Supported 328 individuals up until their last breath before they died
- Built partnerships to offer new programs to meet emerging needs, including working with Sunnybrook's Pregnancy and Infant Loss Network to offer the Circles of Support group for grieving families who have experienced pregnancy and infant loss
- Offered Hospice Core Training in Fenelon Falls for the first time to better support northern communities in the City of Kawartha Lakes
- Reached a new milestone as our volunteer team grew to over 100 members, who collectively offered over 11,500 hours of support



Hike for Hospice

Participation in the annual Hike for Hospice drew a record number of participants who raised funds in support of Hospice grief support programs.

“Hospice helped me come to terms with what I couldn't change. Instead of dwelling on the passing of my Mom, I learned how to channel my emotions into things that would better me and my life and would make my Mom proud.”

Grief Support Client

Keeping Active



Hall Walking

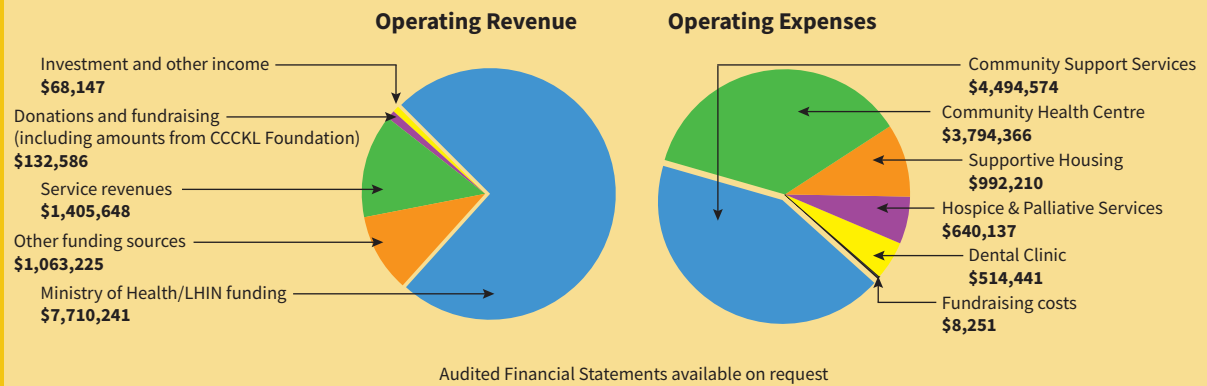
The popular Get WITH It! indoor walking program attracted more participants than ever in its 6-year history. Providing opportunities for safe, warm and low-impact exercise in the cold weather months.



SAGES

Participants in the Sage Advice & Gentle Exercises (SAGES) program in Bobcaygeon enjoy twice-weekly sessions to keep fit and improve muscle tone. SAGES is offered several times each week in many different communities.

2018/19 Community Care Financial Highlights



Community Support Services

A wide range of programs including Diners Clubs, volunteer transportation, Meals on Wheels, caregiver support, home maintenance and friendly visiting helps to keep clients safe, independent and healthy.

Highlights:

- New monthly Diners Club at the Fenelon Falls Seniors Centre added to the schedule of 10 different Diners Club locations each month
- 26,815 Meals on Wheels delivered to local residents (23,435 in 2017-18)
- 5 new Home Support Services staff joined the team
- 2 long-time volunteers each saluted for more than 30 years of service



Home Support Services Team

At the first ever Community Care Staff Appreciation Day, members of Community Care's Home Support Services Team were honoured for their collective efforts to provide outstanding service to clients. The award was part of the organization's annual Peer Recognition Awards.



Meals on Wheels

Art and Len – 2 of our many valued volunteers who deliver Meals on Wheels to local residents who benefit from nutritious food and a friendly greeting on a daily basis.

Personal Support Services

These services help frail older adults remain independent in their own homes. Highlights:

- 23,755 Supportive Housing resident days (highest ever volume for the program – 20,165 in 2017-18)
- Personal Support Workers equipped with electronic accounts and smart cell phones to enhance communication and safety for employees and clients
- Celebration of PSW Andrea Bampton's 25th year of service with Community Care

Specialized Transportation

Our specially equipped vans are used to provide non-emergency transfers for people using wheelchairs or stretchers. This service assists individuals to get to health care appointments, attend family or community events or return home from the hospital in a timely way.

Last year our fleet of 9 vans provided more than 12,000 rides and covered 675,000 kilometers throughout Ontario.

The generosity of community and corporate donors supports this program and is greatly appreciated.



Specialized Transit Van

Specialized Transportation driver Kim McQuade showed off the latest 2018 addition to our fleet of non-emergency transfer vehicles, to CEO Barb Milton and Foundation Board Chair Brad Sinclair. The modified van was purchased with the support of the Community Care Foundation.

Adult Day Program

This program offers older adults and people with special needs a range of social, physical and recreational activities in a stimulating and fun environment. While their loved ones attend the program caregivers benefit from a short respite from their care duties. 2018-19 Highlights included:

- All time high attendance at 9,570 days
- Program offered in 6 different locations several times a week
- A twice-weekly dementia specific program was implemented

“Heartfelt thank you to this program and to each person who was involved in the daily care of our mother. Without the assistance of this program, our mother would not have been able to stay in her home and her family would not have been as comforted, knowing that there was a professional team of compassionate and kind caregivers helping her with her needs each day. Our mother appreciated each one of her team and we extend our thank you on her behalf as well as our own.”

From a family member of an Assisted Living Services for High Risk Seniors client

Promoting Safety and Privacy

Under the auspices of the Quality Management Committee, the organization's commitment to client safety was further strengthened with a new incident tracking tool. Information from the tool is used by the Board of Directors and service teams to help identify trends, opportunities for improvement and strategies to reduce or avoid incidents. As we often hear in the news, keeping private information safe is imperative in today's technological environment. Efforts implemented this year to assure security and safety included:

- Re-designing and isolating our backup infrastructure, to support disaster recovery and business continuity, and providing protection from malware incidents
- Blocking more than 1 million spam e-mail messages to employee desktop work stations
- Protecting our back-up systems from security and malware incidents



We continue to work closely with the Ontario Ministry of Health and Long Term Care to inch forward on our new health centre building at 21 Angeline St. N. in Lindsay.

Our Amazing Volunteers!

In the past year, close to 500 active volunteers provided more than 76,700 hours of service to Community Care. The value of our amazing volunteers cannot be understated, as they contribute their time and talent to most programs and services of Community Care. We strive to recognize and honour volunteers' contributions throughout the year. Just one of the many ways volunteers are saluted for outstanding efforts is the Community Care Foundation's "Shining Star" program. For a donation to the Foundation, anyone may nominate volunteers (or staff members) for a Shining Star. Just 2 of many Shining Stars recognized in the past year were volunteers Edith & Bernie Scofield of Fenelon Falls. Staff members Teri Wentworth and Barb Milton, along with fellow volunteer Bryan Idenoyoue, the Scofields' nominator, presented the citation.



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Our Board Members are Volunteers too!

Special thanks to our Board members!

Community Care

Kerry Clifford, *Chair*
Linda Coles, *Vice Chair*
June Widdis, *Secretary/Treasurer*
Michael Anderson
Cathy Burke
Avari Cheyne

Julie Johnson
Anne Overhoff
Pat Ryan
Patti Siegel
Brad Sinclair
Becky West

Community Care Foundation

Brad Sinclair, *Chair**
Diane Cairns, *Vice Chair*
Michael Warren, *Treasurer*
Lesley Barrett
Avari Cheyne*
Linda Coles*
Paul Davidson

Christian Dubé
Rick Dunsford
Mona Lucas
Mark Mitchell
Patti Siegel*
Becky West*

**Community Care Board representatives*

Highlights from the Community Care Foundation

Although Community Care receives much appreciated funding from both government and non-government sources, the amount received does not cover all of the costs to run the many programs and services. The Community Care Foundation makes all the difference by raising funds to fill those gaps and help to achieve the vision of “building healthy communities through care and support.”

Corporate Support in Action

The Lindsay branch of the Canadian Imperial Bank of Commerce (CIBC) has been a long-time generous corporate donor. In each of the past five years, the branch has donated \$5,000 towards two monthly cancer and illness support programs at Community Care’s Hospice Services. These programs offer information and meaningful support to those living with cancer and their loved ones. These programs are delivered free of charge thanks to the financial help we receive, including that from CIBC.



CIBC’s heartfelt support stems from its priority to be a leader in helping to realize a future where no Canadian has to fear a cancer diagnosis, says Lindsay Banking Centre Leader Mario Mazziotti. Community Care Foundation Chair Brad Sinclair emphasizes that generous corporate support such as CIBC’s enables Hospice to reach out to clients in need and provide pivotal help at a very challenging time.



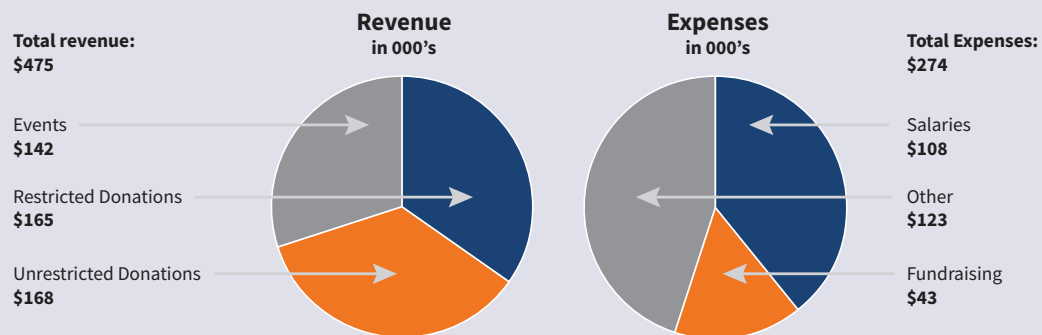
CIBC Support

Mario Mazziotti and Paul Davidson of the Lindsay CIBC present their branch’s annual contribution towards Hospice illness support programs to Brad Sinclair, Community Care Foundation Chair and Ryan Alexander, Hospice Services Manager.

Foundation Highlights and Accomplishments

- Annual Care Gala raised more than \$32,000 in support of Community Care programs
- Annual Hike for Hospice and Handbags for Hospice events raised more than \$30,000 each in support of Hospice Services, including recruitment and training of volunteer Grief Guides and Care Companions
- “It Starts With Us” Employee Giving Program raised more than \$10,000 in its third year
- Foundation Donor Tree unveiled in its new location

2018/19 Community Care Foundation Financial Highlights



Audited Financial Statements available on request



Donor Tree event

Many of our generous supporters gathered for the unveiling of our Donor Tree, located in the board room at 108 Angeline St. S., Lindsay.

Thank You to Our Donors

We are grateful for every gift that is received each year from hundreds of donors. Thank you to our supporters in the past year, and for making the Community Care Foundation your charity of choice.

Champion Level

Aviva Community Fund
Estate of Miriam Fearnley

Guardian Level

Care Gala
Handbags for Hospice

Good Friend Level

Estate of Dawn Lynn Mitcham
Hike for Hospice
New Horizons for Seniors Program
Somerville Community Care

Helping Hand Level

Community Care Employee Giving Program
Foster Hewitt Foundation
Estate of Marie Coad
Gay Lea Foundation
Earl Manley
Mona Hall Telecare Fund
Rexall Foundation
United Way for the City of Kawartha Lakes

Corporate Sponsors

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Lindsay Cleaners & Dyers
Mackey Funeral Home
Manley Motors
Moynes Ford
MVW Construction & Engineering
Scotiabank - Lindsay
Stewart Morrison Insurance
Wards LLP
Water Depot - Lindsay

Leaving a Legacy to Help Others

Legacy Gifts are designated donations in an individual's last will and testament that become available to the charity upon the individual's passing. These gifts have an enduring impact on the charity and in turn on the community it serves. The Community Care Foundation has been fortunate to receive 3 generous bequests in the past few months. We thank those donors for their thoughtful planning and generosity:

Estate of Miriam Fearnley Smith
Estate of Dawn Lynn Mitcham
Estate of Marie Coad

Memorial Donations

Making a donation in memory of a beloved family member or friend is a meaningful way to let others know you care while supporting Community Care's programs and services. We deeply respect and appreciate the many donations we received in 2018/19 to honour the lives of those who passed away.

Mission and Momentum

*We believe that in a healthy community,
people come together to care for each other.
Our goal is to help make this possible.*

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

Our Strategic Directions

- Advance Quality Care & Service
- Build Connections
- Foster Exceptional People & Teams
- Strengthen Organizational Capacity

*Please contact any of our offices
throughout Kawartha Lakes,
using our central phone number -
one number gets you where you
want to be connected!*

705-324-7323

1-800-461-0327

www.ccckl.ca • info@ccckl.ca

Offices in Kawartha Lakes:

71-D Bolton St.,
Bobcaygeon K0M 1A0

70 Murray St.,
Fenelon Falls K0M 1N0

2 Kent St. W.,
Lindsay K9V 2Y1
(Hospice Services and
Palliative Care Community Team)

33 Lindsay St. S.,
Lindsay K9V 2L9
(GAIN Community Team and
Supportive Housing Services)

34 Cambridge St. S., 2nd floor,
Lindsay K9V 3B8
(Home Support Services,
Transportation, Finance)

108 Angeline St. S.,
Lindsay K9V 3L5
(Community Health Centre,
Dental Clinic,
Administration, Foundation)



Community Care
Health & Care Network

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