

Better Together



Community Care

Health & Care Network

2017-2018

Annual Report



Caring for the Communities of Kawartha Lakes™

Better Together

From the Board Chair:



Building Connections:

In this report, we celebrate partnerships which are so important to us and those who access the myriad of services we offer. Our linkages and partnerships with other health service providers, the municipality, senior levels of government, our funders, donors, local churches, service clubs, caregivers, volunteers or staff greatly strengthen the impact of our work. “Building Connections” is one of the four Strategic Directions in The Road to 2020 - Community Care’s Strategic Plan. One of the strategic priorities is pursuing the concept of a community health hub in Lindsay, which would bring together a variety of service providers, including Community Care, to improve access to services in the Lindsay area and increase opportunities for collaborative programming among hub partners.

Program expansion highlights this year include an increase of clients in Assisted Living Services for High Risk Seniors, more programming in Adult Day for individuals with dementia and their caregivers, additional support groups at Hospice Services, more locations for the Sage Advice and Gentle Exercises for Seniors (SAGES) program and more foot care clinics. This growth added to an already impressive scope of service – more than 40 programs under our Clinical Services and Community Support Services divisions.

Major Milestone:

One of the major milestones we experienced this year was the retirement in late January of our Chief Executive Officer. Catherine Danbrook came to our organization with a wealth of experience from leadership roles in both community based and hospital organizations, which was put to great use in her time with us. Cathy’s experience and expertise helped to grow the capacity and capabilities of Community Care to where we are today. Cathy led the way for the future of the organization, building a solid foundation which we will continue to add to. On behalf of the Board of Directors, our staff, volunteers, clients and families and the community, a huge “thank you” is extended to Cathy for her passion, leadership and vision during her seven years as CEO.

The Board of Directors of Community Care, in partnership with the Community Care Foundation, undertook an extensive CEO recruitment in the winter/spring of 2018. During the transition time between Cathy’s retirement and our new CEO Barb Mildon starting in June, the organization’s Senior Management Team (SMT) was led by Interim CEO and Director of Community Support Services Joan Skelton. Other SMT members are Director of Clinical Services Margot Fitzpatrick, Director of Finance Tandy McHugh, Director of Human Resources Brenda Manion, Manager of Information Technology Pete Wood and Communications Officer Mike Puffer. Special thanks to SMT members for their professionalism and dedication not only through the transition but in everything you undertake.

Service Highlights:

Our Annual Report would not be complete without highlighting some significant achievements. We’re very proud of the progress being made on what will be the new home of our Community Health Centre, Community Dental Clinic, Specialized Geriatrics Program and health promotion and wellness, as well as the Operations that support the work of all of Community Care, including finance, human resources and information technology. This capital building project is being funded through a grant from the Ministry of Health and Long Term Care with support from the Central East Local Health Integration Network (CELHIN). In 2017-18, we proceeded with demolition of the former Ontario Provincial Police building on the site at 21 Angeline St. N. in Lindsay, across from Ross Memorial Hospital. Targeted occupancy of the new building is the fall of 2020. The community health hub, if funded, would be located on the same property and house the remainder of our Lindsay-based services.

While Lindsay is the home of our administrative offices and a significant amount of our programming, we have staffed offices in Bobcaygeon and Fenelon Falls and our volunteers and staff work throughout the City of Kawartha Lakes. In fact, we have close to 80 community locations from which we offer programming. We’re in individual homes, in vehicles, in community centres, in churches and offices; bringing our services home or close to home for our clients or bringing our clients to the services they need.

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

2017-18 Board Members

Kerry Clifford, *Chair*
Linda Coles, *Vice Chair*
June Widdis, *Secretary/Treasurer*
Cathy Burke
Julie Johnson
Alex McLeod
Linda McNish
Shirley Norman
Anne Overhoff
Patti Siegel
Brad Sinclair

Thanks CCKL Team:

My sincere gratitude to each and every one who works so hard for the communities of Kawartha Lakes: our 177 staff and 574 volunteers, my colleagues on the Board of Directors and community partners. And thanks to the funders, donors, sponsors and our champions at the Community Care Foundation who provide the funds needed to offer the services we do. As we look to the future with great excitement we are mindful of, and ever proud of, Community Care's rich past; a history grounded in community development and partnerships. We will continue to build healthy communities through care and support; strengthening our tomorrow on the foundations of yesterday.

Kerry Clifford

Board of Directors Volunteer Chair



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

Clinical Services

The Clinical Services Team at Community Care includes the Community Health Centre (CHC) and Hospice Services. The CHC “umbrella” includes Primary Care, the Community Dental Clinic, the Geriatric Assessment and Intervention Network (GAIN) and Wellness programs.

Collectively, our CHC helps people maintain, improve and restore their personal health. The caring, professional staff provide primary care services and wellness programs that focus on nutrition, activation and special needs of the elderly.

Primary Care is the day-to-day health care given by a provider such as the CHC. At the CHC, Primary Care is provided by an interdisciplinary team with a focus on illness prevention and health promotion. We know there are always local residents searching for a primary care provider, as our client numbers continue to grow by approximately 25 new clients per month.

Teaming up with other health care service providers is part of the Vision and Mission of Community Care. The Primary Care Team collaborate with a number of local health providers in order to maximize service efficiency and effectiveness. Some examples include:

Each month, space is provided for the PASE Team (Psychiatric Assessment Services for the Elderly). This outreach program offers geriatric mental health assessment, consultation and education services, with limited capacity to provide treatment and case management services for people 65 and older. The program is separately mandated to offer Psychogeriatric Resource Consultant (PRC) services for people who live in the areas of Haliburton, Kawartha Lakes, Peterborough and Northumberland. The PASE team meets with local residents, including some of Community Care’s CHC clients, which reduces the need for local residents to travel out of town. The team will also consult with CHC staff to discuss client issues and needs, and to work together to address the needs of individuals and recommend the best treatment and services.

The Haliburton Kawartha Pine Ridge branch of the Canadian Mental Health Association is another partner that Community Care is proud to work with. Each week, a CMHA worker sees clients of the



SAGES exercise classes (Sage Advice & Gentle Exercise for Seniors) are presented in multiple communities throughout the year – keeping participants fit.

Community Health Centre to monitor and assess their needs. By meeting at the CHC, our clients can be assessed in a setting that is comfortable, familiar and secure for them. In the past year, we were very pleased to work with the CMHA to present collaborative public information sessions that informed local residents about the services that are available to them through both organizations, and information and resources provided for their reference.

The **Community Dental Clinic** offers dental care for all residents of Kawartha Lakes. By reducing the financial burden on families to access oral health care, we help community members lead healthier, fuller lives. Accessible dental care also reduces health complications that can occur from lack of oral care.

The **GAIN Community Team** works with frail seniors and their families to help keep them living safely and independently in their own homes. This interdisciplinary team works closely with primary care providers, including the local Alzheimer Society, the Central East Local Health Integration Network’s Home & Community Care services, Ross Memorial Hospital and many other partners to provide assessments, personalized care plans and a variety of services to assist seniors living in Kawartha Lakes.

Our many **Wellness Programs** include exercise and falls prevention classes, walking programs, a social wellness group, stroke survivor support groups, the Good Food Box Program, volunteer blood pressure clinics, the Little Chefs cooking program and basic foot care clinics. All programs are offered throughout Kawartha Lakes and require the co-operation of our many community partners who assist in providing space for our programs and the generous gift of time from our many volunteers.

For more than 30 years, **Hospice Services** have supported local residents living with a life-limiting illness or grieving the loss of a loved one. Hospice Services continues to expand to meet the evolving needs of individuals and families living in Kawartha Lakes. Such important support is not possible without a collaborative approach with other service providers dedicated to helping people during these difficult life realities.

For three years, Hospice Services has worked collaboratively with partners (Ross Memorial Hospital, the Central East Home & Community Care, Central East LHIN and local Family Health Teams) to mobilize the Palliative Care Community Team (PCCT). The PCCT provides expert palliative consultation, support, and navigation to clients,



Hospice Manager Ryan Alexander and Community Care Foundation Chair Brad Sinclair celebrated the community's backing of our successful Aviva Community Fund campaign: \$87,000 for grief support services.



The CARE Committee from the Commonwell Mutual Insurance Group presented Hospice grief support with a generous \$25,000 donation.

families, and members of the care team. The PCCT offers continuity of care for clients and caregivers, from diagnosis of a life-limiting illness, through bereavement.

Every day of the year, Hospice volunteer Care Companions are at the Palliative Care Unit of Ross Memorial Hospital providing important emotional, practical, and social support to patients and families. Last year, Hospice Care Companions supported more than 240 patients on the Unit. There are times when a Hospice volunteer may be the only person, other than hospital staff, that a client sees in a day. This unique partnership sees hospital staff and Hospice Care Companion volunteers working together to offer comfort, dignity and caring, to ensure the best quality of life for clients and families at a challenging time.

One of the newer Hospice Grief Support programs, the Living Through Loss Family Program, has led to a unique partnership. After attending training at the internationally recognized Dougy Center for grieving children and families in Oregon, Hospice staff aimed to revamp our child and youth grief supports to align with best practices. Needing a space conducive to supporting children through grief, Hospice collaborated with the Ontario Early Years Centre and Community Care's Adult Day Program to host a twice-monthly grief support program for children, youth, and their caregivers. This partnership and program re-development has allowed for more responsive grief support for children in our community.

Community Support Services

By empowering independent, active living, Community Care's Community Support Services help seniors and adults with special needs lead more healthy, socially engaged lives – and give caregivers much needed respite and support. We accomplish this through a wide range of programs that provide healthy meals, personal care, caregiver support, accessible transportation and home making, as well as activities such as adult day program and community dining events that help people stay connected to their community.

We could not present such services and support on our own, however. Community Support Services rely heavily upon collaborative partnerships with many local organizations and groups in order to maximize the scope of program effectiveness. Below, we highlight just a few programs that benefit by working together with colleagues and service providers:

Specialized Transportation

Community Care's Specialized Transportation offers personal, hands-on assistance to clients riding in our wheelchair accessible vans and vans modified to carry stretchers on a non-emergency basis. Our tremendous team of more than 20 staff drivers provide close to 12,000 rides a year in our fleet of nine accessible vehicles and several non-modified vans. Individuals with wheelchairs, those requiring non-emergency stretcher transfers or additional attendant service due to frailty are our main clients receiving transportation at an affordable cost to medical appointments, discharges from hospital and rides for social events, community-based activities and shopping.

Our service is strengthened through partnerships. For example, the service we provide for non-emergency inter-hospital transfers and discharges from hospitals helps take pressure off our local Paramedic Services, freeing up ambulances to respond to emergencies originating through the 911 system. Through our service we also provide on call availability to Ross Memorial Hospital to allow timely discharges.

The program is a benefit to residents of local retirement and nursing homes, too. Our partners at one of the area nursing homes note that residents and families rely on Community Care each and every day to provide vital transportation at a reasonable cost.

Adult Day Programs

Every day of the week, many older adults and people with special needs in our community benefit from Community Care's Adult Day Program. Our

Adult Day centres in Bobcaygeon, Fenelon Falls, Lindsay, Little Britain and Omemee offer a range of social, physical and recreational activities designed to meet client needs. In addition to a safe, supportive environment for clients, Adult Day provides caregivers with respite from their caregiving role.

The program is co-ordinated by experienced staff and volunteers who ensure clients receive high quality support, including activation such as games and activities, hobbies and crafts, exercise, sensory stimulation, musical guests and fun outings. Nutritional lunch and snacks are included in the daily attendance fee.

We would not be able to offer our Adult Day Programs without the support and co-operation of



Adult Day Programs keep individuals socially engaged as they interact with staff, volunteers and other clients.

many local churches, where five of the six programs take place. Such central community facilities are ideal for our staff, volunteers and clients to enjoy the full range of social interaction and activities. We appreciate our church partners' philosophy of embracing outreach in the community in order to help us present our programming in such appropriate facilities.



Supportive Housing client Penny and Personal Support Worker Anne discuss a personalized care plan that helps Penny live comfortably and independently in her own home.

Supportive Housing Services

Access to personal care and homemaking helps frail older adults remain independent. Community Care receives funding through the Central East Local Health Integration Network for Supportive Housing and Assisted Living Services for High Risk Seniors; both of which provide access to Personal Support Workers on a scheduled basis and for episodic care 24/7. Individuals meeting eligibility criteria who live in six apartment buildings in Lindsay and two apartment buildings in Fenelon Falls can access Supportive Housing services.

Our working relationship with the Fenelon Area Independent Living Association (FAILA) has been a long and mutually beneficial one. Community Care's Fenelon Falls service office is located in the FAILA building at 70 Murray St., and we provide Supportive Housing services in both FAILA buildings to individuals requiring personal care and homemaking. In Lindsay, Supportive Housing Services for seniors are presented through our organization's partnership with the Kawartha Lakes

Haliburton Housing Corporation. Our mutually supportive working relationship with KLH Housing means that referrals for services are made efficiently and in a positive manner that result in quality care for clients.

Home Support Services

Look no further than many of our community dining senior luncheons for examples of partnerships in the provision of programs and services in our community. Thanks to the participation and cooperation of various churches, community centres and residential buildings, these luncheons give local residents the opportunity to enjoy good food and good company, with over 10 locations each month. In Omemee, the Diners Club luncheons are presented in collaboration with the Omemee Lioness Club. Lioness members prepare delicious meals each month that help diners keep connected in their community and provide them with an opportunity to be entertained, informed and to visit with friends and neighbours. In Bobcaygeon, we have a purchased service arrangement with the Royal Canadian Legion. In addition, luncheons are held in many local church halls, community centres and clubhouses, which facilitates access to services by offering locations near where individuals live.



Serving up good food and providing good company at the weekly Greet & Eat luncheons in Lindsay.

These are some of the examples of how partnerships with receptive, cooperative groups and organizations enable us to connect our services to individuals throughout Kawartha Lakes.

Summary of Service Locations

Our Partners in Caring

This 2017-18 Annual Report has highlighted the many positive partnerships that Community Care is privileged to enjoy with other health service providers, the municipality, all levels of government, our funders, donors, community groups and organizations. We celebrate and appreciate these partnerships each day of the year, as these relationships are key to our ability to provide quality services and programs that meet the needs of local residents.

Throughout the past year, we were grateful for cooperative and beneficial working relationships with the following groups, organizations and agencies. We look forward to continued support and mutually beneficial partnerships with them and many others in the future:

Bethany

Bethany United Church

Bobcaygeon

Bobcaygeon Curling Club
Bobcaygeon Municipal Service Centre
Bobcaygeon Public School
Bobcaygeon Senior Centre
Case Manor
Christ Church Anglican
Kawartha Retirement Suites
Knox Presbyterian Church
Port 32
Royal Canadian Legion Br. 239
Safe Haven Senior Living
Tommy Anderson Park
Trinity United Church
Wilderness Trail

Bolsover

St. Andrew's Presbyterian Church

Burnt River

Burnt River Community Centre

Cambray

Joy Vista Estates Clubhouse

Coboconk

Royal Canadian Legion Br. 519

Dunsford

Dunsford Community Centre
Dunsford United Church
St. John's Anglican Church



The Bobcaygeon Senior Citizens Centre is the location for our weekly Basic Foot Care Clinics offered in that village.

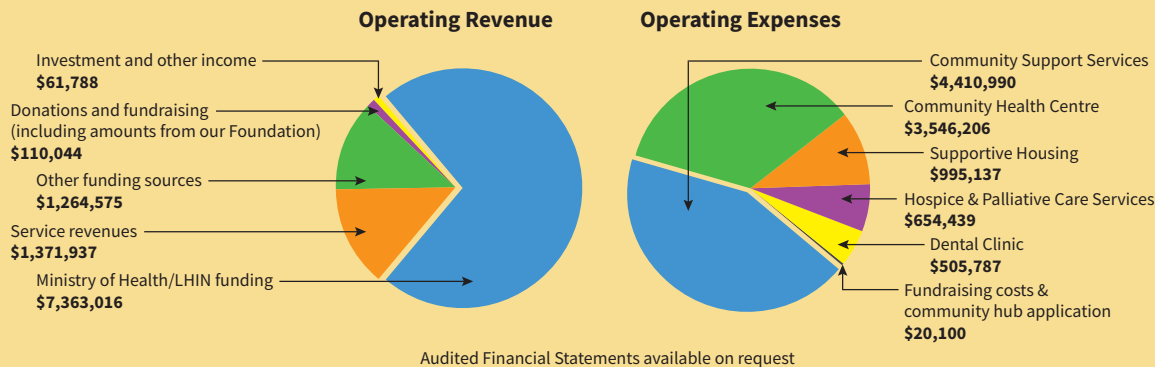
Fenelon Falls

Cliffside Villa
Fenelon Falls Independent Living Association
Fenelon Falls United Church
Salvation Army Citadel
Senior Citizens Club of Fenelon Falls
St. James Anglican Church

Kirkfield

Lions Club Community Centre

2017/18 Community Care Financial Highlights



Lindsay

Adelaide Place Retirement Community
 Axis Pharmacy
 Cambridge Street United Church
 Caressant Care Retirement Home
 City of Kawartha Lakes
 CKL Family Health Team
 Closing the Gap Healthcare Group
 Colborne Lodge
 Community Care Village Housing
 Country Estates Retirement Home
 Fairview Baptist Church
 Fleming College
 Hutton Angelo LLP
 Jennings Creek Christian Reformed Church
 Kawartha Lakes Haliburton Housing Corp.
 King Albert Public School
 Lakeland Village Assisted Living
 Lindsay Collegiate & Vocational Institute
 Loblaws
 Ontario Early Years Centre
 Queen Victoria Public School
 Queen's Square Pharmacy
 Remedy's RX on Kent
 Rexall Pharmacy
 Ross Memorial Hospital
 Rotary Trail
 Shoppers Drug Mart
 St. Andrew's Presbyterian Church
 St. Dominic's Catholic School
 St. Mary's Catholic School
 Victoria Park Armoury
 Westwood Place Apartments
 William Place Retirement Residence

Little Britain

Little Britain Community Baptist Church
 Little Britain United Church

Manilla

Manilla Community Centre
 Manilla Public Library

Oakwood

Oakwood Community Centre

Omeme

Christ Church Anglican
 Lady Eaton Public School
 Royal Canadian Legion Br. 497
 Trinity United Church

Woodville

Woodville Eldon Community Centre
 Woodville United Church

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Lindsay resident Nazarenu Sammut supported the Community Care Foundation with a generous personal donation in memory of his brother.

Building a Foundation of Caring



**Community Care
Foundation**

705-324-7323

108 Angeline St. S., Lindsay, ON K9V 3L5

The Community Care Foundation (Kawartha Lakes) helps build healthy communities across Kawartha Lakes by raising support for Community Care's range of Home and Community Support, Health and Wellness, and Hospice services.

Message from the Foundation Board Chair



The Community Care Foundation ensures that the vital programs provided by the Community Care Health & Care Network will continue to be available for years to come.

Donor excitement and generosity capped off an extraordinary year for the Community Care Foundation. I have been privileged to serve on the

distance. Congratulations to all those involved in helping us achieve our successes!

Special thanks goes to the Aviva Community Fund, and all residents of our community for rallying support to help us win \$87,000 for grief support services. Well done!



Community Care has become a vital and important health and support organization in our community. As we look ahead to the many opportunities available, the Community Care Foundation will continue on its path to serve our community and help improve the quality of life for our families, neighbours and friends ... because we care, and because it matters. With your support, we will be living our vision of "Building a healthier community – now and for the future."

Brad Sinclair, Chair

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Foundation Board of Directors as its Chair in the past year. I have watched with pride as generous donors and our community came together to support Community Care programs over and over again. I'm inspired by the community support, and in awe at what we achieve when we work together. In 2017-18 the Foundation was able to provide \$90,000 to Community Care to help fund services such as the Community Dental Clinic, Hospice Grief Support Programs and the Ontario Telemedicine Network technology to provide clinical health care at a

Foundation Highlights and Accomplishments

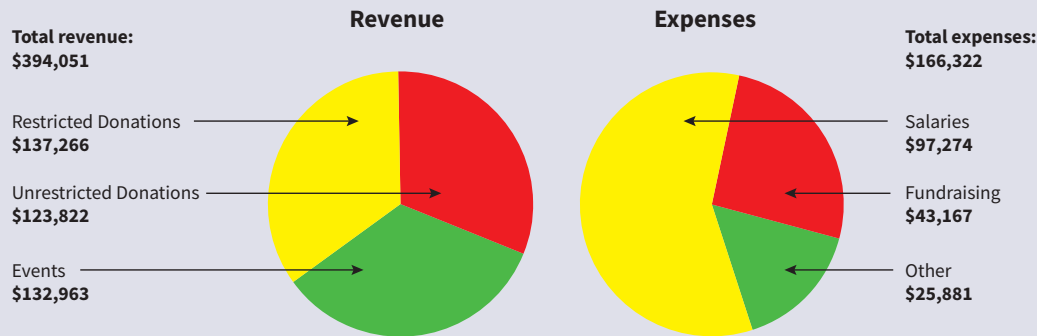
- 2017 Aviva Community Fund winner of \$87,000 for Hospice Grief Support services.
- 6th annual Care Gala raised \$31,000 in support of the Community Dental Clinic.
- Trail Weekend raised \$28,000 in support of Hospice and Community Care wellness programs.
- 3rd annual Handbags for Hospice raised \$35,000 for Hospice programs.
- "It Starts With Us" Employee Giving Program raised close to \$10,000 in its second year.
- "Unveiling a Vision" Leadership Event brought together members of the community to hear Community Care's plans for the future.

Foundation Board Members

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

**Community Care
Board representatives*

2017/18 Community Care Foundation Financial Highlights



Audited Financial Statements available on request

Thank You to Our Donors

We are grateful for every gift that we receive from hundreds of donors. Thank you for your incredible support in the past year. Special thanks to the dedicated volunteers who have helped make our success possible. Following are donors of \$500 or more. Thank you for making the Community Care Foundation your charity of choice!



We did it! We won \$87,000 through the Aviva Community Fund for Hospice Grief Support Programs. We couldn't have done it without community support. We thank everyone for their incredible efforts! We are also extremely grateful to

*Aviva for helping passionate people, like us, create positive change in our own community. **Thanks Aviva!***

Champion Level

- Aviva Community Fund
- Estate of Helen Gertrude McIntosh

Benefactor Level

- Handbags for Hospice

Guardian Level

- Care Gala
- Commonwell Mutual Insurance Group
- Trail Weekend

Good Friend Level

- Estate of Maija Annikki Ottonen
- Green Shield Canada
- Harvey & Hazel Jewell Foundation
- J. P. Bickell Foundation

Helping Hand Level

- Canadian Imperial Bank of Commerce
- Community Care Employee Giving Program
- Foster Hewitt Foundation
- Nazarenu Sammut

Care Donors

- Anonymous (2)
- Cathy Bell
- Doreen Bonis
- Dr. Ron Brierley
- Helen Carroll
- Linda Coles
- Nancy Coumbs
- Catherine Danbrook
- Paul & Sheila Davidson
- Louis & Brenda DeKoker
- Greg & Karyn Dowdall
- Richard & Pam Dunsford
- Jack Gordon
- Michelle Griepsma
- HDR Architecture Associates Inc.
- Mary Eleanor Henley
- Tom Huff
- Investors Group Matching Gift Program
- Dr. Julie Johnson
- Vaino Kola
- Armand & Denise LaBarge
- Dorianne Lackey
- George Lunan Foundation
- Chris & Jennifer Mabee
- Earl Manley
- Bob & Vera Mark Foundation
- Alex & Jennifer McLeod
- Jamie & Robyn McNabb
- Jim & Catherine Millington
- Lisa Morasse
- MVW Construction & Engineering
- Omemee & District Lioness Club
- OPG Employees & Pensioners Charity Trust
- Optimist Club of Lindsay
- Mike & Cathy Puffer
- Carol Rupay
- Scotiabank Donations & Partnerships Program
- Brad & Barbara Sinclair
- Sisters of St. Joseph
- Joan & Len Skelton
- St. Andrew's Presbyterian Church, Lindsay
- Strang's Valu Mart, Bobcaygeon
- Sturgeon Point Union Church
- Amy Terrill
- Trinity-Providence United Church, Bobcaygeon
- Eke Van Der Zee
- James Wallace
- Marsha Watts
- June Widdis

Better Together

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

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)

*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

2017-18 Care Highlights:

Just a few facts and figures to illustrate our growth in reach of many programs and services in 2017-18:

Adult Day Program

Another year of growth in the program saw a 6% increase in attendance.

Community Health Centre visits and group participation

More than 19,300 (the largest total since the CHC was established in 2009).

Dental Clinic Visits

More than 3,100 visits by local residents for sound oral health care and dental checkups.

Hospice Visits and group participation

9,595 visits – an increase of more than 1,000 over the previous year.

Meal Delivery

More than 24,400 cooked and frozen meals delivered to local residents last year.

Palliative Care Community Team

2,233 “support actions” in the past year – a 20% increase from the prior year.

Supportive Housing

An 11% rise in resident days of support (20,165 days of support in 2017-18).

Transportation Services

Nearly 62,000 one-way trips provided by volunteer drivers and Specialized Transportation vehicles.

Wellness Program Participation

Providing more units of participation (9,662) than in any year previous!

Photography by Jennifer Boksman and Mike Puffer



Caring for the Communities of Kawartha Lakes™