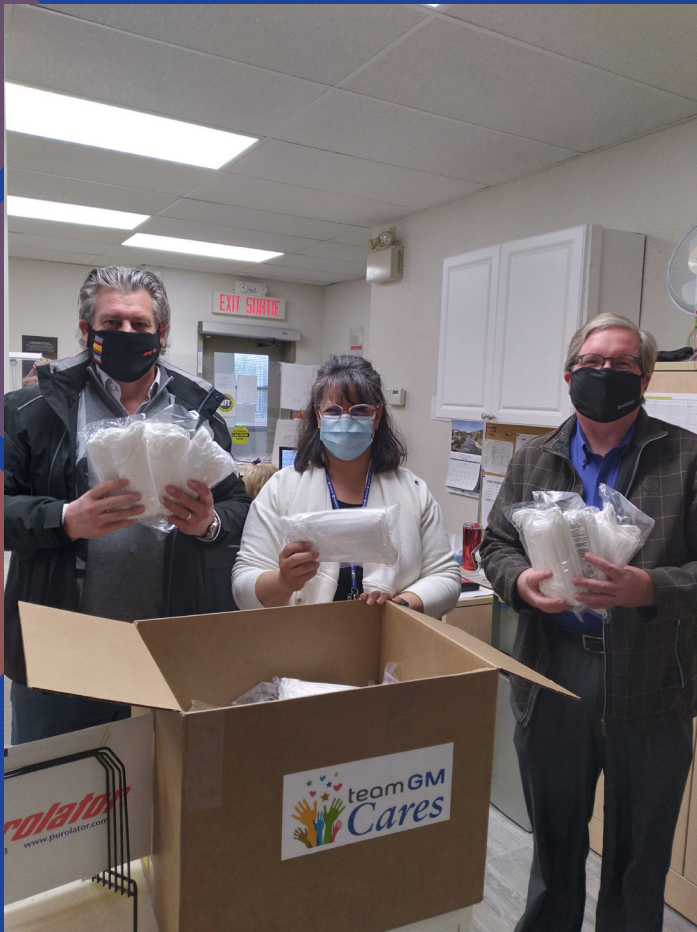


2020-2021 ANNUAL REPORT

A YEAR OF “RESPONSE, RESILIENCE, AND REINVENTION”



***Community Care City of Kawartha
Lakes acknowledges that it operates
on the traditional lands of the
Anishinaabe people.***

***Part of Treaty #20, these lands are
known today as the Kawartha Lakes.
The word “Kawartha” in Wyandot
or Anishinaabe, means in English:
“shining waters and happy lands.”
Many canoes have traversed the
waterways of this area and we
recognize and respect the enduring
presence of Indigenous people on
these lands.***

***In their honour, we commit
ourselves to providing services that
are welcoming, safe, culturally
appropriate and inclusive.***

ABOUT COMMUNITY CARE CITY OF KAWARTHA LAKES

Founded in 1985 by a caring and compassionate group of volunteers, Community Care City of Kawartha Lakes (CCCKL) has grown over the past 36 years to serve thousands of residents of the Kawartha Lakes every year. The organization now runs over 40 services designed to build healthy communities through care and support.

In fiscal year 2020/2021, and despite all the COVID-19 restrictions, we had 268 active volunteers who contributed almost 20,000 hours to our programs—the equivalent of over 2,500 days! We thank our staff and volunteers for their dedication to helping improve the lives of our clients.



"I would like to express my gratitude to everyone for doing so much through your services for our community during this unsettling time. Community Care provides such awesome services and so dependable in reaching out to those most vulnerable at this time."

~ CCCKL Client

2020-21 BOARD MEMBERS

COMMUNITY CARE CITY OF KAWARTHA LAKES

Linda Coles – Chair
Michael Anderson – Vice Chair
Kerry Clifford – Past Chair
June Widdis – Secretary-Treasurer
Cathy Burke
Diane Cairns
Julie Johnson
Anne Overhoff
Pat Ryan
Patti Siegel
Brad Sinclair
Natasha Vemb

COMMUNITY CARE FOUNDATION

Diane Cairns, Chair*
Brad Sinclair, Past Chair & Interim Treasurer*
Michael Warren, Treasurer
Lesley Barrett
Sheryl Benson
Paul Davidson
Sara Johnston
Wesley Letsholo
Mona Lucas
Mark Mitchell
Patti Siegel*

*Community Care Board representatives

A MESSAGE FROM THE CHAIR

LINDA COLES, COMMUNITY CARE CITY OF KAWARTHA LAKES



The 2020-2021 fiscal year will go down in history as the first year of the COVID-19 pandemic. I am very proud of CCCKL's response to the pandemic. Staff and volunteers continued to deliver programs and services that served as life-lines to clients and caregivers throughout the City of Kawartha Lakes. Our Personal Support Workers never stopped visiting clients to offer in-person care and support; our Specialized Transportation and Volunteer Drivers faithfully transported clients to life-saving treatments including dialysis and chemotherapy; and not only did the Meals on Wheels team never waver in preparing and delivering meals, they successfully expanded their capacity to meet a significant increased demand for meals.

Some programs were reinvented in order to meet the many COVID safety protocols. For example, since Adult Day Program clients couldn't come to us, individual staff members went to them! Wearing Personal Protective Equipment (PPE) and bringing along an array of activities, staff made home visits to engage clients and enable caregivers to take a well-deserved break. Virtual meeting platforms such as Zoom enabled many programs to be reinvented, such as Hospice and Bereavement support, Wellness groups led by Clinical Services, and in the absence of in-person community dining gatherings, virtual meetings were offered that featured speakers and engaging activities.

The CCCKL Board of Directors also never wavered in their support to the organization, including partnering with the Community Care Foundation Board members on an initiative to recognize the hard work and dedication of staff during the pandemic with a special letter of thanks and a meal voucher. The schedule of monthly Board meetings was maintained via Zoom and Directors provided their insight and expertise to several sub-committees.

The Board has endorsed CCCKL's efforts as a Co-Lead for the Kawartha Lakes Ontario Health Team (KL-OHT) and is actively engaged in the ongoing identification of opportunities and implications related to the KL-OHT. Together with the Building Committee, the Board has also overseen ongoing efforts to move forward in building our new Community Health Centre. Progress is being made, and it is anticipated that construction for the new CHC will begin in 2022.

As my term as Board Chair comes to a close, please join me in welcoming Michael Anderson as the incoming Board Chair. He brings a wealth of expertise from past CEO roles and current work as a Senior Consultant. I know he will bring strong and dedicated leadership to the Board.

It has been a pleasure to have served on the CCCKL Board of Directors since 2014. I extend sincere thanks to each of the Board Directors and the CCCKL staff for their support and dedicated efforts. I look forward to remaining on the Board as Past Chair for the next two years and continuing to support CCCKL in making a meaningful difference in our community.

A MESSAGE FROM THE CHAIR

DIANE CAIRNS, COMMUNITY CARE FOUNDATION

Responding to a global pandemic during my first year as Board Chair for the Community Care Foundation definitely brought complexity, challenge and change. I am profoundly grateful for the ways in which the Foundation reinvented its approaches and activities to achieve success during this unprecedented time.



The Community Care Foundation has traditionally relied upon in-person fundraising events. With all in-person events cancelled due to the pandemic, the Foundation staff quickly implemented an online campaign focused on raising funds to cover the new expenses related to COVID. Hike for Hospice was transitioned to a virtual event with enthusiastic participation by numerous teams and individuals—each of whom seemed to enjoy the novelty of choosing their own hiking route and timetable.

The theme for the 2020 Direct Appeal was “Circle of Care” and all of us at the Foundation are grateful for the generous response to that Appeal. As part of their COVID response, provincial and federal governments provided new funds to granting agencies to distribute to eligible organizations. Foundation team members partnered with CCCKL staff members to successfully apply for those grants. One example is a grant of \$149,600 from the Trillium Foundation’s Resilient Communities Fund. As with so many other organizations, COVID caused significant disruption to the availability of volunteers for CCCKL’s many programs and services. The Trillium grant will make a pivotal contribution to efforts to redesign and rebuild the vital volunteer services program.

Another grant was provided by Petro Canada’s CareMakers Foundation. They produced an eloquent and touching video about our Specialized Transportation service which they released nationally.

Although space for this column does not enable me to acknowledge all the grants we so gratefully received, please be assured each and every one is deeply appreciated and additional recognition is provided later in this report.

As a result of these activities and generous support from our donors, sponsors and granting agencies, the Foundation’s 2020-21 total revenue (including grants) was \$665,919. Of that amount, \$241,900 was distributed directly to CCCKL for special projects—the Foundation’s largest disbursement to date!

The results I have shared in this message would not have been possible without the immense generosity of our donors, sponsors, third-party supporters and granting agencies. To each of you, I extend my heartfelt thanks. Thank you also to Foundation staff members Toulia Murchie, Jessica Penny and Kaye Clarke for their resilience, resourcefulness and tireless efforts.

My special thanks also go to everyone on our Board of Directors for their strong support and dedicated efforts throughout this challenging year. Their flexibility in adapting to Zoom meetings, serving on committees and contributing their individual and collective insights, ideas and expertise guided and enabled our success. Together with each of you I look forward to another busy and successful year ahead.

RESPONSE AND RESILIENCE

The 2020-2021 fiscal year at Community Care City of Kawartha Lakes, which ran from April 1, 2020 until March 31, 2021, was defined by the COVID-19 global pandemic, which had two profound effects on the organization.

The first was that it demonstrated just how critical our services are to those most vulnerable in our community. Our clients' wellbeing guided all of our decisions, and informed our response to the pandemic. We adapted services to accommodate virtual care, shifted focus to supporting clients at home, and ensured we reduced risk for all through our adherence to COVID-19 health and safety protocols.

The second, was the way the organization embraced change in the face of adversity and demonstrated its resilience through the reinvention of many programs. New programs such as our Community Care Connections Virtual Events and Care Crew grocery delivery, technological advancements that facilitated virtual support groups, and the Kawartha Lakes Ontario Health Team's Virtual Care program, which we co-led, will all enhance the way we provide care beyond the pandemic.



“The PSWs are so nice and friendly. They take the time to sit and talk with me. With this pandemic, I can’t socialize with my neighbours, or attend community dinners. I look forward to seeing them in the morning and evening. They make it so easy to live on my own.”

~ PSS client

RESPONSE AND RESILIENCE

When the COVID-19 pandemic first hit, CCCKL faced uncertainty and, like so many other organizations instantly needed to navigate a new reality. We closely monitored the constant changes in regulations, protocols and information in order to stay informed and up-to-date.

Staff and volunteers from all programs continually adapted to new protocols related to screening for symptoms, donning and doffing Personal Protective Equipment (PPE), implementing cleaning and disinfection protocols and adhering to personal distancing. Special mention goes to Melinda Gilmour, Clinical Coordinator for her determination and hard work in keeping our PPE reserves well-stocked throughout the year.

Our Personal Support Workers, Meals on Wheels Team Members and Specialized Transportation and Volunteer Drivers never wavered in caring and supporting some of our community's most vulnerable members. PSWs continued in-home visits to provide essential personal care, Drivers ensured residents got to crucial medical appointments and the Meals on Wheels team delivered meals and a friendly greeting to clients isolated in their homes.

“With all this news and talk about COVID-19, in particular the PPE shortage, I just want to commend Community Care because myself and other co-workers have been talking and feel blessed to not be feeling that burden. We absolutely feel that we have all the necessary PPE.”

~ CCCKL PSW

From programs and services, to office locations and the healthcare system itself, the theme of “Reinvention” was especially evident in the following ways:

Programs and Services

Staff and volunteers not only kept programs operating, but found ways to serve clients that didn't exist before the pandemic. When COVID forced the temporary closure of the in-person Adult Day Program, team members instead travelled to clients' homes to offer the program. Not only did clients receive one-to-one engagement, caregivers continued to benefit from a few hours of respite. Other programs moved to on-line service delivery including support group meetings and exercise classes. In addition, the Hospice Team live streamed its annual Memorial Service, successfully creating a meaningful experience for those grieving a loss.

“We live in complicated times. Please give my best to your wonderful staff at the Adult Day Program. There is a soft spot in my heart for all of them. Please be safe and remain healthy through these difficult times.”

~ Caregiver, ADP Client



Office and Clinic Space

After 10 years of providing primary care at 108 Angeline St. S., our CHC moved into a bright and beautiful space at 152 Angeline St. N. Our dental offices also moved into a more spacious environment in the Kent Place Mall. Our ADP moved to a larger, more open space within the same plaza at 55 Mary St. W. Finally, the opening of our second Meals on Wheels kitchen at Village Housing in Lindsay doubled our capacity.

Ontario's Health Care System

Ontario Health Teams were introduced by the Ontario government in 2019. CCCKL has partnered with Ross Memorial Hospital to co-lead implementation of the Kawartha Lakes Ontario Health Team, which received full designation by the Ministry in 2020-21. Under the auspices of the KL-OHT, the Virtual Technology Project was implemented through which many seniors were provided with a Tablet and personalized coaching to learn how to use it to increase their connectivity to family, health services and on-line activities.



Kawartha Lakes OHT
Connecting local care



MAKING A MEASUREABLE IMPACT



**35,710 MEALS ON
WHEELS DELIVERIES**
(UP 25% YOY)



**354 NEW REFERRALS TO
HOSPICE SERVICES**



**298 GROCERY DELIVERIES
TO ISOLATED SENIORS**



**3,584 INTERACTIONS
VIA FRIENDLY VISITING
PROGRAM**
(UP 151% YEAR-OVER-YEAR)



**200 NEW CLIENTS AT OUR
COMMUNITY HEALTH
CENTRE**



**2,978 VISITS TO OUR
DENTAL CLINIC**

MAKING A MEASUREABLE IMPACT



**1,084 MOBILE ADULT DAY
PROGRAM HOME VISITS**



**1.18 MILLION KMS
DRIVEN BY OUR
SPECIALIZED AND
VOLUNTEER DRIVERS**



**25,690 RIDES
PROVIDED BY OUR
TRANSPORTATION
PROGRAMS**



**502 CLIENTS CARED
FOR VIA OUR GERIATRIC
ASSESSMENT AND
INTERVENTION
NETWORK CLINIC**

***“VERY HELPFUL. FELT COMFORTING AFTER SEEING & TALKING WITH GROUP.
EXCELLENT ALTERNATIVE TO ROOM GROUP SITTING.”***

~ HOSPICE VIRTUAL GROUP PARTICIPANT

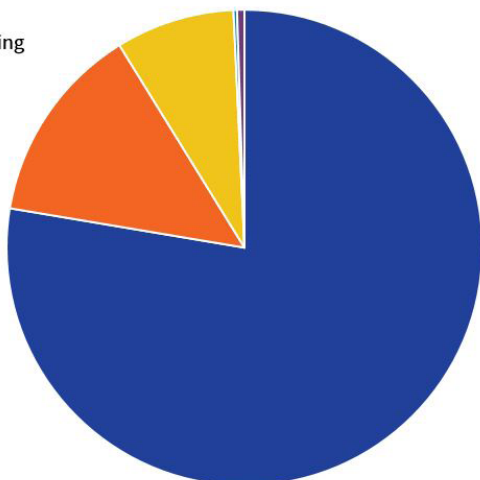
FINANCIAL HIGHLIGHTS

Community Care City of Kawartha Lakes is primarily funded by Ontario's Ministry of Health through the Central East Local Health Integration Network, now known as Ontario Health East. We also receive funding from program fees, the City of Kawartha Lakes, the Haliburton Kawartha Pine Ridge Public Health Unit, client service fees and our Community Care Foundation. We extend sincere thanks to all our funders and donors. Below is a breakdown of our operating revenue and expenses.

OPERATING REVENUE

TOTAL \$10,826,047

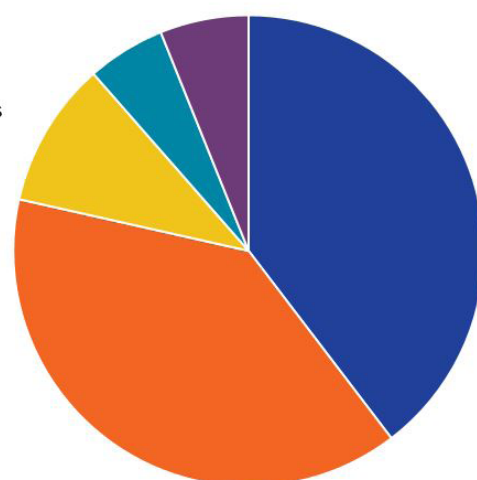
- Ministry of Health/LHIN Funding
\$8,406,251
- Other Funding
\$1,466,208
- Service Revenues
\$873,289
- Donations & Fundraising
\$26,214
- Other
\$54,085



OPERATING EXPENSES BY SECTOR

TOTAL \$10,606,833

- Community Health Centre
\$4,266,227
- Community Support Services
\$4,186,874
- Supportive Housing
\$1,079,055
- Dental Clinic
\$578,439
- Hospice Services
\$655,738
- Fundraising
\$143



Audited Financial Statements available on request

“I JUST WANTED TO SAY THANK YOU TO THE WONDERFUL PEOPLE WHO WORK THROUGH THE COMMUNITY CARE HEALTH CENTRE. THEY HAVE HELPED ME SO MUCH OVER THE YEARS TO BE HEALTHIER AND HAPPY.” ~ CHC CLIENT

COMMUNITY CARE FOUNDATION REPORT

MISSION

The Community Care Foundation generates and manages donated funds and other gifts to enhance the programs and services of Community Care City of Kawartha Lakes, allowing us to support healthier communities and improve quality of life.



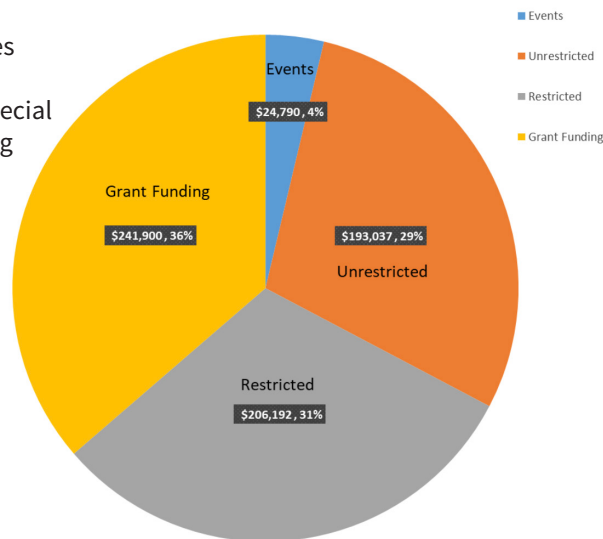
FINANCIAL HIGHLIGHTS

The Foundation raises funds primarily via grants, fundraising events, and corporate and personal donations. Below is a breakdown of revenue and expenses, and funding flowed to Community Care.

FOUNDATION REVENUE

TOTAL \$665,919

Total Revenue \$424,019 excludes \$241,900 leveraged in grants distributed directly to CCCKL special projects. Total revenue including grants is \$665,919

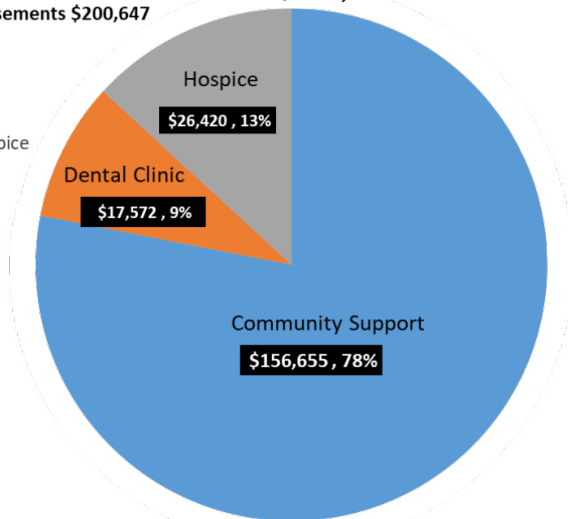


FOUNDATION DISBURSEMENT TO CCCKL

TOTAL \$200,647

Total disbursements \$200,647

■ CSS
■ CHC
■ Hospice

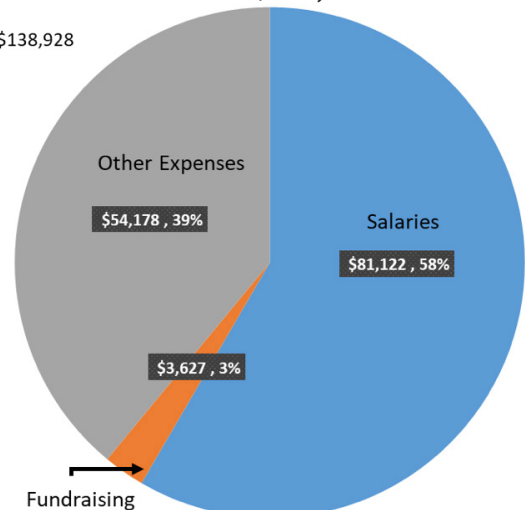


FOUNDATION EXPENSES

TOTAL \$138,928

Total Expenses \$138,928

■ Salaries
■ Fundraising
■ Other



COMMUNITY CARE FOUNDATION HIGHLIGHTS

RESPONSE

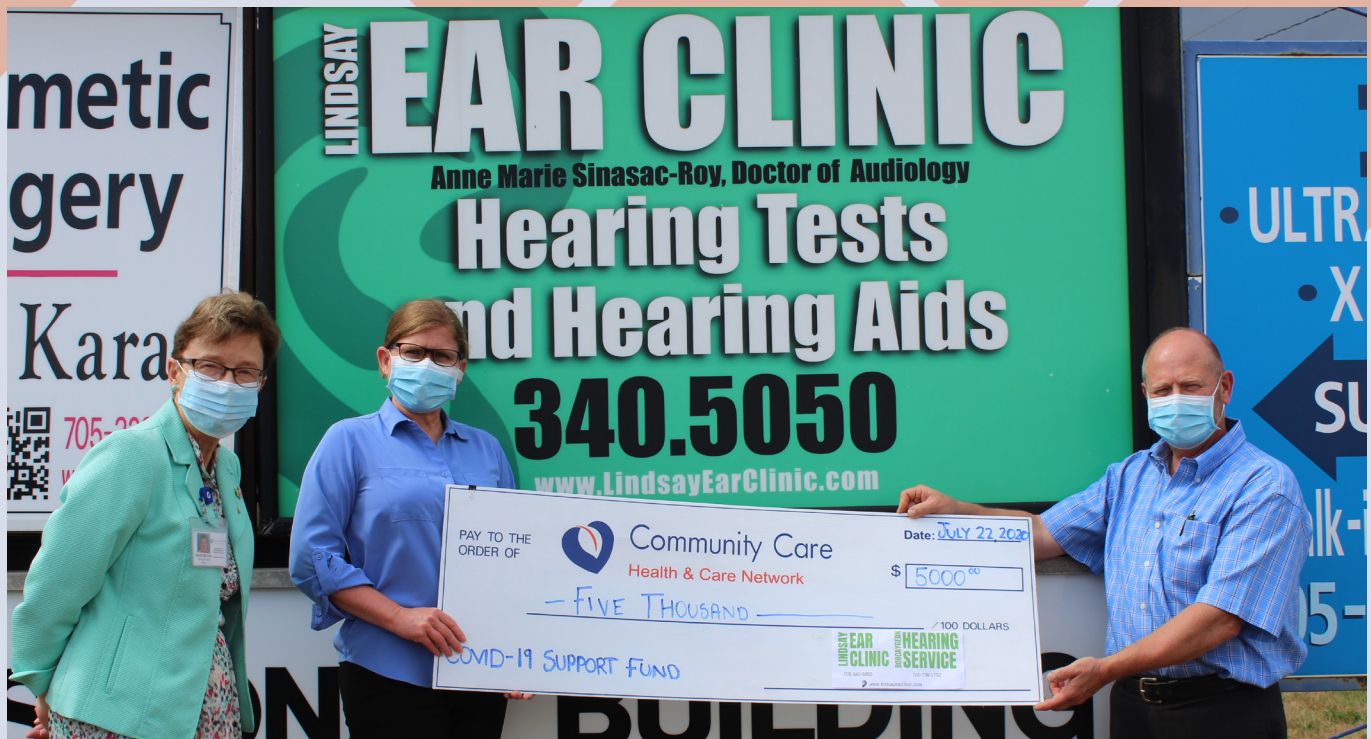
COVID-19 SUPPORT FUND

COVID-19 presented the Community Care Foundation with our biggest challenge to date. Due to the province-wide shutdowns and the government-mandated stay at home orders, we were required to shift gears from our usual fundraising methods and focus on new ways to enable us to continue supporting Community Care throughout the pandemic. We introduced the COVID-19 Support Fund in June. The aim of the Fund was to raise money for programs and services that had experienced additional, unexpected costs pertaining to the pandemic.

Our community of donors responded to our appeal, and this generosity went a long way to ensuring that Community Care was able to continue to provide support during unprecedented times.



The Community Care Foundation extends a special thank you to long time community business and loyal supporter, The Lindsay Ear Clinic, for their generous donation of \$5,000 towards the COVID-19 Support Fund.



COMMUNITY CARE FOUNDATION HIGHLIGHTS

RESILIENCE

GRANTS

With the economic uncertainty of the global pandemic, the Community Care Foundation shifted gears to secure funding through grant programs. Not all grants are represented on the Foundation's financial statements, as they may flow directly through to Community Care City of Kawartha Lakes.

We are grateful to have received funding from the following sources:

Ontario Trillium Foundation

The Ontario Trillium Foundation (OTF) is an agency of the government of Ontario, and one of Canada's leading granting foundations. Last year, OTF invested \$115 million into more than 644 projects in communities across the province. Community Care was awarded a \$149,600 grant over 12 months to enrich our volunteer program. The Volunteer Enrichment project aims to enhance the overall experience of Community Care volunteers from onboarding and training, to volunteer engagement and appreciation.



New Horizons for Seniors

Community Care was also granted \$25,000 from the New Horizons for Seniors Program (NHSP). NHSP is a federal grant and contributions program that provides funding for projects that make a difference in the lives of seniors and their communities. This funding also supported the Volunteer Enrichment project to ensure our senior volunteers continue to support the clients and strengthen their volunteer experience with us.

Funded by the Government of
Canada's New Horizons for
Seniors Program



COMMUNITY CARE FOUNDATION HIGHLIGHTS

RESILIENCE

Petro-Canada CareMakers Foundation

The PetroCanada CareMakers Foundation was established in November 2020 with the goal of supporting family caregivers, while inspiring the rest of Canada to do the same. Family caregivers devote their lives to helping their loved ones- a challenging role that many step into unexpectedly, with no training.

Community Care was granted \$105,000 by the CareMakers Foundation to support our Specialized Transportation program, as well as to create a funding pool for caregiver services. Because of this support, Community Care put funding towards the purchase and retrofit a van, as well as to support the needs of caregivers access to support regardless of their financial circumstances.



Community Foundation of Kawartha Lakes

The Community Foundation of Kawartha Lakes facilitated three grants of which, Community Care was the recipient. Through the Government of Canada's Emergency Community Support Fund, we were granted \$45,000 towards the purchase of a new Specialized Transportation van. During COVID, our vans continued to travel in, out and across the City of Kawartha Lakes day after day, providing drives to and from essential medical appointments as well as supporting Ross Memorial Hospital with non-medical discharges. Through the same grant, the Community Care Foundation also received \$4,900 to meet the demand of new clients in our Meals on Wheels program. Through this funding, we were able to expand our capacity with the addition of a new kitchen in the Lindsay area to prepare and deliver fresh meals across the City of Kawartha Lakes.



The Community Foundation of Kawartha Lakes also granted Community Care \$5,000 through the Bobcaygeon and Area COVID-19 Relief Fund to support Hospice Services transitioning to virtual support groups.

COMMUNITY CARE FOUNDATION HIGHLIGHTS

RESILIENCE

City of Kawartha Lakes

The City of Kawartha Lakes' Community Pandemic Recovery Fund supports innovation of operations and practice to build capacity to foster long-term stability, and to establish intentional progressive planning. With this funding, Community Care was granted \$67,300 to rebuild our website to better communicate our support, create a more user-friendly experience, ensure accessibility, and develop an e-commerce platform for service delivery.



United Way City of the Kawartha Lakes

United Way CKL facilitated 2 grants of which, Community Care was the recipient. Through the Government of Canada's Emergency Community Support Fund, the Community Care Foundation received \$20,000 for our Community Dental Clinic. This contribution was essential to helping us re-open our Community Dental Clinic with COVID-19 health and safety protocols in place. Through the same grant, the Community Care Foundation also received \$7,500 for Hospice Services Standing Together and Receiving Support (S.T.A.R.S) Program. S.T.A.R.S is a new virtual program that provides peer support to children and youth experiencing grief and loss, as well as resources for parents or guardians.



On behalf of all of us at Community Care and the Foundation, we sincerely thank the granting organizations and we are deeply grateful for the support we have received during this unprecedented time.

COMMUNITY CARE FOUNDATION HIGHLIGHTS

REINVENTION

Events: Finding Ways To Be Together, While Staying Safely Apart

As the world changed around us, we learned how to adapt and pivot. Our first ever VIRTUAL Hike for Hospice was a huge success. With over 50 participants, we were able to rally as a community and raise over \$25,000 for Hospice Services. This was no easy feat, but as always, The City of the Kawartha Lakes came together to support those in our shared community who rely on Hospice Services to navigate grief, illness and loss. With virtual opening ceremonies and a moment of reflection, we were able to honor those who have passed. We are very grateful to our amazing sponsors.

Spotlight: Donors Make the Difference

For many, it can be difficult to choose where to direct their charitable giving. For local senior, Nazarenu “Sam” Sammut, the decision was easy; support the organization that supports him, and others like him, throughout the City of Kawartha Lakes.



“I have a personal support worker from Community Care who comes in once a week and she’s very good,” stated Sammut who has also used Community Care’s Meals on Wheels and Lifeline installation programs. “I live alone, so I like to have peace of mind that if I fall, I’m not alone.”

“I love living in Kawartha Lakes. I wanted to give back to my community where I live so ... Community Care was the perfect choice. They do a lot of good work, and I want to help them anyway I could,” explained Sammut.

Sammut hopes his generosity will help inspire others to make a difference in the community. Words cannot express how grateful we are to have a supporter like Sam. His kindness, happy spirit and unwavering support to Community Care inspires and motivates our efforts.

RECOGNITION

**We are grateful to our donors and appreciate each and every gift received.
Thank you for your generosity!**

CHAMPION LEVEL

**Petro-Canada CareMakers Foundation
The Community Foundation Kawartha Lakes
The Estate of Gordon Henry Alldred**

GOOD FRIEND LEVEL

**Employee Giving Program
United Way for the City of the Kawartha Lakes**

HELPING HAND LEVEL

**Bobcaygeon Curling Club
CIBC
Foster Hewitt Foundation
Lindsay Ear Clinic & Bobcaygeon Hearing Services**

CARE LEVEL

**Brian Davidson
Cable Cable
Carol Bahen
Chris & Jennifer Mabee
Deborah Smith
Dr. Julie Johnson
Economy Wheels Nissan
Gerald Leroy
Kathy & Peter Anderson
Kawartha Credit Union
KRG Insure
Lois Ann Sandiland**

**Margaret Cousins
Strang's Valu Mart
Patricia Monk
Mary McGee
Nazarenu Sammut
Paul Davidson
Remedy's RX on Kent
Scott Reid
Squires Concrete Forming Inc
Sturgeon Point United Church
Sydney Bovair
The Sister of St. Joseph**



Community Care

City of Kawartha Lakes

705-324-7323 | 1-800-461-0327

INFO@CCCKL.CA

WWW.CCCKL.CA