



Community Care
City of Kawartha Lakes



Community Care
Foundation

2021 - 2022

ANNUAL REPORT



LAND ACKNOWLEDGEMENT

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 37 years to serve thousands of residents of the Kawartha Lakes every year. Thanks to the caring, skill and dedication of our staff and volunteers, the organization now runs over 40 services designed to build healthy communities through care and support.

In fiscal year 2021/2022, we had 356 active volunteers who contributed over 43,000 hours to our programs each year— the equivalent of nearly 1,800 days! We sincerely thank our volunteers for their dedication to helping improve the lives of our clients.



"Volunteering is so very important to me because it gives me a sense of worth and purpose. Every morning I get up and put my feet on the floor and I realize I can do one more thing this day to help someone."

-Maureen J, Transportation Volunteer

2021-22 BOARD MEMBERS

Community Care

Michael Anderson (Chair)
Brad Sinclair (Vice Chair)
Linda Coles (Past Chair)
Cathy Burke
Anne Overhoff
Diane Cairns
Pat Ryan
Kerry Clifford (Secretary/Treasurer)
Patti Siegel
Julie Johnson
Natasha Vemb

Community Care Foundation

Diane Cairns (Chair)*
Brad Sinclair (Past Chair)*
Sheryl Benson
Lesley Barrett
Alex Richardson (Treasurer)
Paul Davidson
Patti Siegel*
Mark Mitchell
Mona Lucas
Wesley Letsholo
Sara Johnston

*Community Care Board representatives

A MESSAGE FROM THE CHAIRS



MICHAEL ANDERSON
COMMUNITY CARE CITY OF
KAWARTHA LAKES CHAIR

"The pages of this annual report bring to life the successes and highlights of another extraordinary year."

It is a pleasure to bring greetings from the CCCKL Board of Directors as I conclude the first year of my two-year tenure as Board Chair. The pages of this annual report bring to life the successes and highlights of another extraordinary year. Members of our clinical team attended COVID assessment centres to meet the demand early in the year and when the vaccines were finally available, they made a significant contribution to the effort to vaccinate all in our community. Our transportation team also played a key role in the vaccination campaign, providing many free rides to enable all to get to vaccination centres. And of course, our other essential programs continued to be provided as evident from the statistics included in this annual report. There is no doubt that Team CCCKL continues to make a difference.

It was an especially busy year for the Board, with each of our Directors once again contributing many hours of time and expertise. In partnership with the Foundation, the Joint Investment Committee completed a Request for Proposal competition to secure professional investment advisory services to optimize our stewardship of CCCKL's invested funds. A small Board task group led a review of the existing bylaws and recommended changes to enable CCCKL to apply for continuance under the new Ontario Not-for-Profit Corporations Act—a process now underway. The Quality Management Committee continued to monitor CCCKL's quality of care including client safety and other metrics such as program statistics, volunteer retention and transportation fleet use. It was an especially memorable year for the Board's Building Committee as it advanced construction of our new Community Health Centre. It is very exciting to see the construction now well underway at Kent and Angeline Street across from Ross Memorial Hospital.

In the year ahead I look forward to developing a new strategic plan for CCCKL. As has been done in developing previous plans, we will reach out to residents of the City of Kawartha Lakes, to our volunteers, clients, stakeholders and staff for ideas and input. Please stay tuned for opportunities to participate. In closing, it is a privilege to be a part of Team CCCKL and to extend sincere thanks to each of the Board Directors, the CCCKL staff and our many volunteers.

A MESSAGE FROM THE CHAIRS



DIANE CAIRNS
COMMUNITY CARE
FOUNDATION CHAIR

I am pleased to share highlights of the 2021-2022 fiscal year on behalf of the Foundation's Board of Directors. Despite the pandemic-related limitations in our fundraising initiatives we had a successful year thanks to the generosity of our community and our many donors and sponsors. The ongoing support of the residents and businesses of the City of Kawartha Lakes is deeply appreciated. It remains heartwarming to see the engagement of the community at large in our initiatives—from participating in the virtual Hike for Hospice to responding so generously to our annual appeal. This year, we reached out to expand our monthly donor program and again I am tremendously grateful for the positive response. With this collective support, not only were we able to fund vital CCCKL programs such as Hospice and Specialized Transportation, Foundation staff also partnered with CCCKL staff in successful grant applications that enabled development of a new CCCKL public website (to be unveiled soon) and a number of outstanding videos showcasing the amazing efforts of our volunteers. That is remarkable success for a small foundation in year two of a global pandemic.

Our Board of Directors worked hard on changes to our bylaws and incorporation status that will enable us to apply for continuance under the new Ontario Not-for-Profit Corporations Act. These important achievements will further strengthen our contributions going forward. I am deeply aware that current economic circumstances impact so many individuals and businesses in our communities and it is clear that many continue to rely on CCCKL's services. Our focus at the Foundation is supporting CCCKL in keeping their programs strong, sustainable and accessible. There is no doubt that raising funds in a smaller geographical area with many competing good causes is both a challenge and a privilege. To all who make our continued efforts possible, I extend a most heartfelt thanks.

"Our focus at the Foundation is supporting CCCKL in keeping their programs strong, sustainable and accessible."

VOLUNTEERS AT CCCKL: VITAL, VISIBLE AND VALUABLE

BY: BARB MILDON, CEO

Against the backdrop of the ongoing pandemic in 2021-2022, CCCKL focused considerable attention on our volunteer program. Volunteers have always been vital to Community Care's services and success—a fact that was again evident throughout the pandemic as volunteers delivered Meals on Wheels, provided rides to crucial medical appointments or reached out by phone to lonely, isolated seniors.

In recognition of the vital contributions of our volunteers, in early 2021 CCCKL launched a formal project team with the mandate to "Reimagine volunteer engagement, deployment and appreciation"—one of the key priorities included in our 2020-2023 Strategic Plan.

We were very fortunate to receive funding from the Ontario Trillium Fund and the New Horizons for Seniors grant program to support our work. The project team was comprised of both staff and volunteers and together they reviewed and updated the various components of our Volunteer program—from welcoming and orienting; to thanking and celebrating.

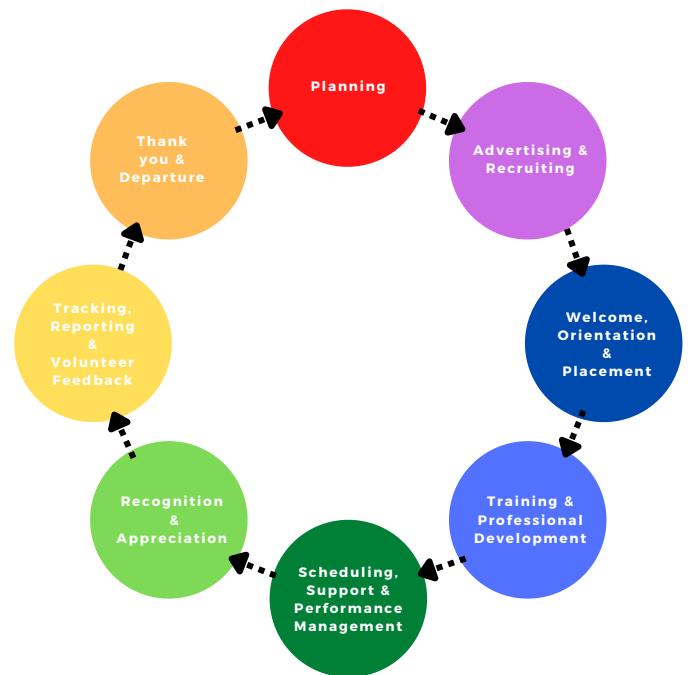


"We were very fortunate to receive funding from the Ontario Trillium Fund and the New Horizons for Seniors grant program to support our work."

VOLUNTEERS AT CCCKL: VITAL, VISIBLE AND VALUABLE

To all involved in the project, volunteers, staff and external experts, I extend most sincere thanks. One of the outcomes of the project is the new Volunteer Services Program Life Cycle Model. For each of the model's components, tools and processes have been developed and newly implemented. Under the auspices of the project, short videos were created featuring volunteers across many of our programs. These videos eloquently showcase the contributions of our volunteers, giving their efforts visibility and telling the story of why volunteering is meaningful to each of them. They are a must see and will soon be available on our new public website. There is no doubt that CCCKL's volunteers are vital, visible and valued! They are at the heart of many of our programs including Care Companions, SAGES programs, volunteer transportation, adult day program, meals on wheels, hospice care and grief support, friendly visiting, wellness programs and more!

CCCKL VOLUNTEER SERVICES PROGRAM LIFE CYCLE



To every one of our volunteers, thank you for all you do and all you give. You are at the heart of our organization, and we couldn't do what we do without you!

-Barb Mildon, CEO



"It's very helpful to most people to know that there's places that they can go to and that they're not feeling alone."

-Lorie B, Hospice Volunteer

VITAL, VISIBLE AND VALUED

VOLUNTEER DRIVERS

Our volunteer drivers drive their own vehicles to get clients to their destinations. Volunteers take clients to life saving medical appointments, cancer treatments, community services, shopping or social and recreational activities. Over 26,594 rides were provided by volunteers last year, and over 29,000 of hours volunteered.

41

active volunteer drivers



HOSPICE CARE

Our Hospice Services volunteers facilitate a number of support and grief groups. Our volunteers also work on the Palliative Care Unit of RMH and work 1:1 with palliative and grieving clients in the community. Our hospice volunteers donate more than 4,000 hours of their time each year.

79

active hospice volunteers



HOME SUPPORT AND ADULT DAY SERVICES

Volunteers help on the front line by delivering Meals on Wheels to clients, assisting with meal preparation in our kitchens, serving meals to seniors at luncheons, supporting clients in the Adult Day program, visiting with clients in their homes, and more. Our volunteers generously gave over 6,000 hours of their time this past year.

125

active home support and ADP volunteers



"When the clients smile, it also makes me smile and that is what continues to motivate me to volunteer with Meals on Wheels"

-Larry G, Meals on Wheels Volunteer

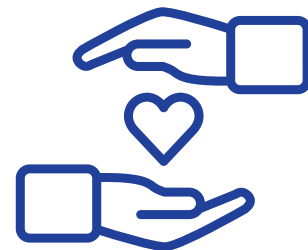
THE COMMUNITY CARE IMPACT



38,460 MEALS ON WHEELS DELIVERIES



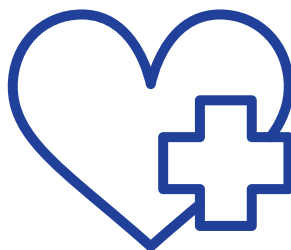
4,183 ADULT DAY PROGRAM VISITS



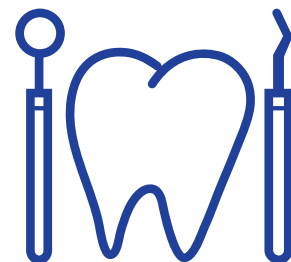
429 NEW REFERRALS TO HOSPICE SERVICES



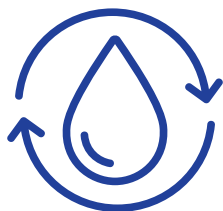
579 CLIENTS CARED FOR VIA OUR GERIATRIC ASSESSMENT AND INTERVENTION NETWORK CLINIC



152 NEW CLIENTS AT OUR COMMUNITY HEALTH CENTRE



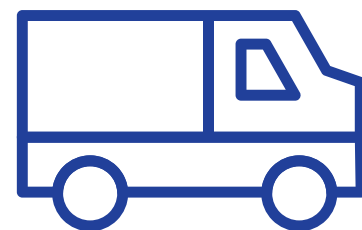
3,753 VISITS TO OUR DENTAL CLINIC



8,175 RIDES TO DIALYSIS APPOINTMENTS



2,405 UNIQUE TRANSPORTATION CLIENTS



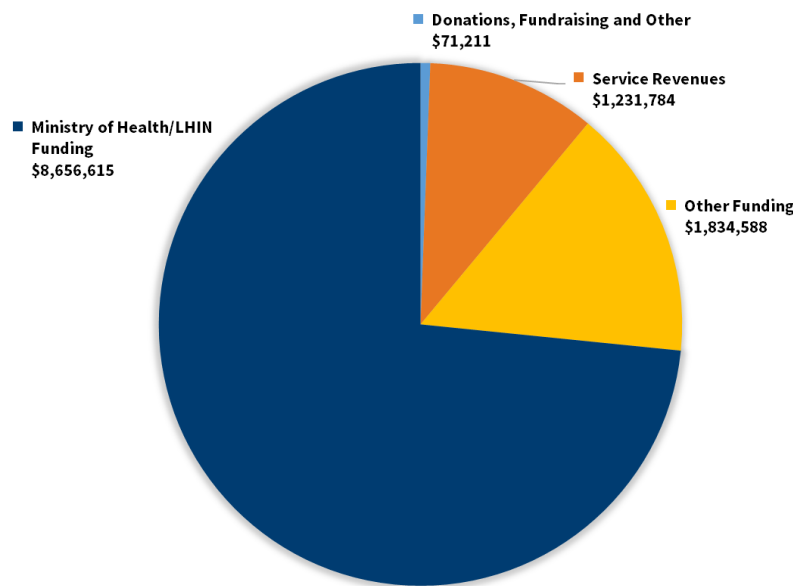
35,957 RIDES PROVIDED BY OUR TRANSPORTATION PROGRAMS (35% increase from last fiscal year)

FINANCIAL HIGHLIGHTS

Community Care City of Kawartha Lakes is primarily funded by Ontario's Ministry of Health through 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.

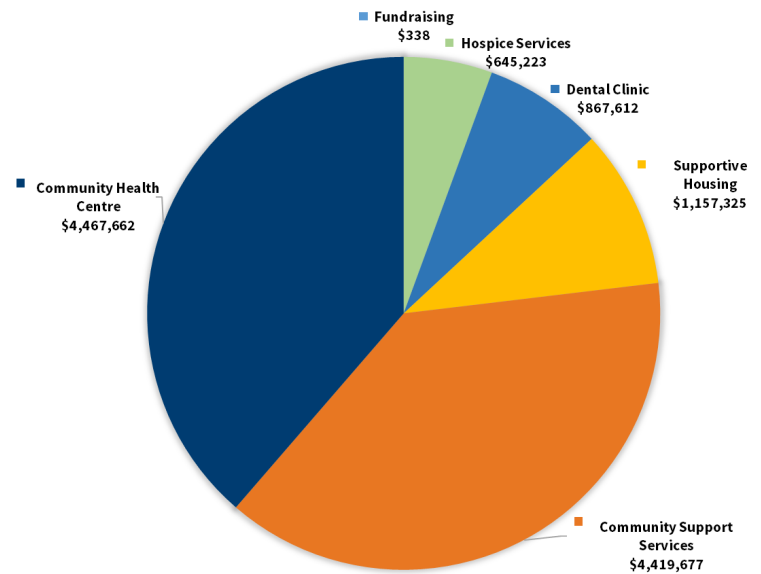
21/22 OPERATING REVENUE

TOTAL \$11,794,198



21/22 OPERATING EXPENSES BY SECTOR

TOTAL \$11,557,837



Audited Financial Statements available on request

"I have elderly parents and I like the idea that I can help somebody the same as my parents would need help."

-Doug C, Transportation Volunteer

COMMUNITY CARE FOUNDATION HIGHLIGHTS



The Community Care Foundation is committed to building healthier communities within the city of Kawartha Lakes - both now and for the future - by generating and managing donated funds and other gifts in order to enhance the programs and services offered by Community Care City of Kawartha Lakes. We do this by acting on our values of accountability, respect, excellence, and trust. Our donors share these values and prove the power of this commitment as their donations, both from and for our shared community, allow us to improve the quality of life of our neighbours through compassionate care and excellence in service. Ultimately, donations from our community members are what support our mission of creating a healthier Kawartha Lakes.

To our active donors, truthfully, we could not do this without you. We, and those we serve, sincerely appreciate your generosity. This year, we want to take the time to sincerely thank our donors who supported us through the pandemic and onwards. You have made sure that Community Care remains able to provide needed and appreciated programs and services.



"Our city thrives on the connection between neighbours and our community's willingness to give back to one and other."

THANK YOU TO OUR DONORS WHO...

GIVE MONTHLY

In 2021, the Community Foundation re-envisioned monthly giving by introducing the Luminary Circle. Community Care's Luminary Circle is a special, dedicated group of people who reach out each month to provide ongoing support for vulnerable seniors in our shared community. Our monthly donors play a pivotal role in ensuring that our clients have dependable support in accessing life-giving programs and services. Your monthly donations keep our funding pool sustainable and help us do what we do best; bring care, comfort and hope to the increasing number of people who need it. To our Luminary Circle, thank you for being true partners in care, for investing in the value of accessible care, and for believing in our mission. You are our champions of accessibility and a light of hope in our community. Your gifts keep working month after month to support a senior and a cause you believe in. For this, we can't thank you enough. Because of you, seniors in Kawartha Lakes can access our services at a reduced rate or even free of charge. Thank you for your ongoing generosity!

GIVE THROUGH COMMUNITY GROUPS

The Kawartha Lakes Community is one that is caring and philanthropic. Our city thrives on the connection between neighbours and our community's willingness to give back to one and other. The Community Care Foundation has the privilege of working with service groups in the Kawartha Lakes year after year and has experienced first hand, the generosity and commitment members have to their shared community. These monetary gifts given to the Foundation go a long way in ensuring we are able to offer care and comfort to friends, family and neighbours who need it the most. We express our sincerest thanks to the groups across the Kawartha Lakes who think of The Community Care Foundation when deciding where to make their charitable donations. Your support means the world to us and we could not do what we do without you.

GIVE THROUGH FOUNDATIONS

Foundations play an integral part in our success. Annually, the Community Care Foundation applies for funding through applications to foundations who support our mandate of providing accessible and equitable access to health care and well being services. In 2021, we were fortunate enough to be the recipient of funding from several philanthropic organizations. With their support, the Community Care Foundation is able to ensure that our unfunded or under funded programs and services receive the support they need in order to operate day to day. This fiscal year, the Community Care Foundation is thrilled to announce we received over \$50,000 of funding for our programs. We extend our thanks to Foundational groups, who help organizations both large and small, in making their communities a better place.

This year we extend our thanks to the following foundations: The Children's Grief Foundation, The George Lunan Foundation, The Foster Hewitt Foundation, Harvey and Hazel Jewell Foundation and HDR Architecture Associates Inc.

THANK YOU TO OUR DONORS WHO...

GIVE JUST BECAUSE

Thank you to the donors who give how and when they can. It's those who respond to our direct mail campaigns, are first-time attendees at our fundraising events, those who come by for a coffee to share their experiences of Community Care with us, and those who simply learn of our mission and feel compelled to support our cause, that remind us every day how compassion extends through every corner of our community.

Whether through letters, emails, or in-person visits, we love hearing about how CCCKL has impacted your life or that of a loved one and why you felt compelled to give back to our programs and services. When compassion sparks generosity, we are so incredibly grateful that you have chosen Community Care as the beneficiary of your giving spirit in these moments.

When you share with us your journey with Community Care and any accompanying donations, you bring our purpose to life; re-invigorating the excitement we have to be agents of care for the community of Kawartha Lakes. Your impact strengthens and sustains our services, programs, clients, and hearts. Thank you for your support in creating a healthy and hospitable community for us all.

GIVE THROUGH SPONSORSHIP

Sponsors make the difference. Every year the Community Care Foundation hosts several fundraising initiatives and events that require the support of local businesses. From Hike for Hospice to our Holiday Appeal, sponsorship helps us to offset costs and gives us the ability to raise as much as possible for Community Care's programs and services. Sponsors not only offer their generous support through a monetary contribution, but they also give us the privilege of leveraging their network of support to help raise funds for Community Care. In 2021, we raised over \$17,000 in sponsorship. This is an incredible dollar value and went a long way in enabling our overall fundraising success.

Without the support of our local businesses, we would not be able to provide equitable access to health and wellness services to those in our shared community who need them. The Community Care Foundation extends our most heartfelt thanks to our 2021 Sponsors: TD Bank, Economy Wheels Nissan, KR Ginsure, Cable Cable, Mabee & Associates, Dr. Julie Johnson, Moynes Ford Lindsay, Kawartha Dairy and CIBC. We are so proud to have wonderful community partners who share our vision of building healthy communities through care and support.



"Without the support of our local businesses, we would not be able to provide equitable access to health and wellness services to those in our shared community who need them."

COMMUNITY CARE FOUNDATION FINANCIAL HIGHLIGHTS

MISSION

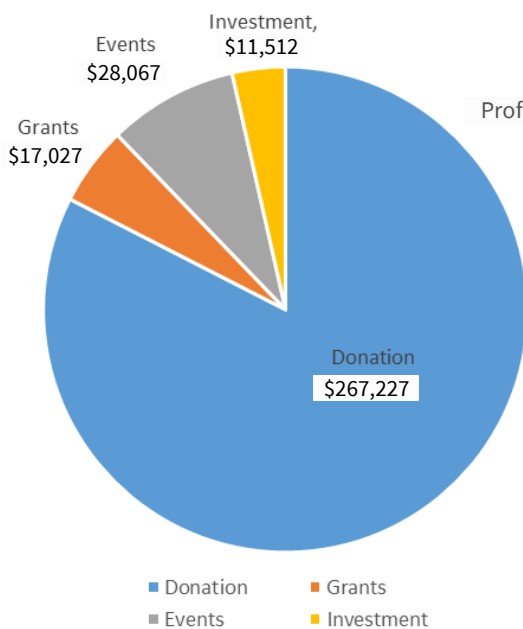
The Community Care Foundation generates and manages donated funds and other gifts to enhance the programs and services of Community Care City of Kawartha Lakes, helping to support healthier communities and improve quality of life.

FINANCIAL HIGHLIGHTS

The Foundation raises funds primarily via grants, fundraising events, sponsorship and both corporate/charity and personal donations. Below is a breakdown of revenue and expenses, as well as disbursements made to Community Care.

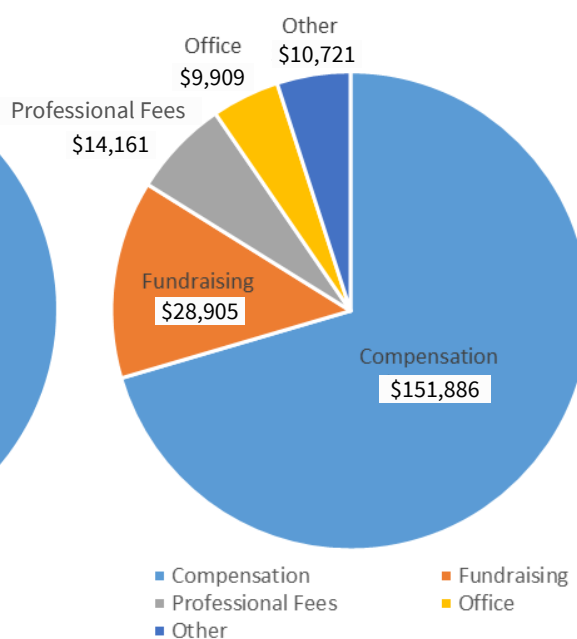
FOUNDATION REVENUE

TOTAL \$323,833



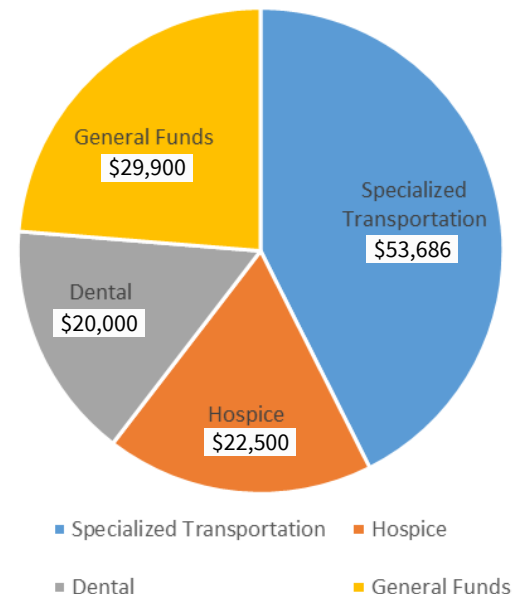
FOUNDATION EXPENSES

TOTAL \$215,582



FOUNDATION CONTRIBUTIONS TO CCCKL

TOTAL \$126,086



Unrealized investment revenue is not included in the figures above.

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 Winnifred Mabel Field

GOOD FRIEND LEVEL

- Employee Giving Program
- The Estate of Gordon Henry Alldred
- United Way for the City of the Kawartha Lakes

HELPING HAND LEVEL

- 100 Women who Care
- Bobcaygeon Curling Club
- CIBC
- Economy Wheels Nissan
- Foster Hewitt Foundation
- Harvey & Hazel Jewell Foundation
- HDR Architecture Associates Inc.
- New Horizons for Seniors
- Lindsay Ear Clinic & Bobcaygeon Hearing Services

CARE LEVEL

- Kathy & Peter Anderson
- Michael Anderson
- Carol Bahen
- Sydney Bovair
- Cable Cable
- Children's Grief Foundation
- CIBC
- Janice and Peter Craig
- Brian Davidson
- Paul Davidson
- Tracey Desroches
- Janet DI Bello
- Elizabeth Elliot
- Michelle Griepsma
- Dr. Julie Johnson
- Reginald Jones
- Gerald Leroy
- The George Lunan Foundation
- Kawartha Credit Union
- Kawartha Dairy Limited
- KRGinsure
- Chris & Jennifer Mabee
- Mary McGee
- Patricia Monk
- Jamie Morris
- Wayne Moss
- Moynes Ford of Lindsay
- Keith Mullen
- Charles Pitcher
- Scott Reid
- Remedy's RX on Kent
- Nazarenu Sammut
- Lois Ann Sandiland
- Sisters of St. Joseph
- Deborah Smith
- Squires Concrete Forming Inc
- Strang's Valu Mart
- Sturgeon Point Union Church
- TD BANK
- The Estate of Sharon Toland
- Beatrice Vitorino
- Mary Walling-Field



Community Care

City of Kawartha Lakes



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