

# ANNUAL REPORT

2018 - 2019



# Greetings from Joanne Watson, Board President and Danielle Belair, Executive Director

## *Celebrating Excellence Together*

Community Care Peterborough has an ongoing commitment to our clients, employees, volunteers, and stakeholders to strive for excellence in the delivery of services and programs. To do so, one of our key strategic objectives in our 2015/2020 Strategic Plan was to ready the organization for accreditation, and incorporate continuous quality improvement in all our service delivery.



Community Care registered with FOCUS Accreditation in February of 2017. By doing so, we demonstrated our commitment to continuous quality improvement, organizational learning, and the values inherent in designing services to enhance the lives of people using our many services. In May 2019, we were advised by Focus Accreditation, that we achieved 98.85% of all standards, earning us a Four Year Accreditation, an outstanding achievement for our first attempt.



**Joanne Watson,**  
Board President

We are most proud of achieving this designation. This is a substantial endeavour, and there was a tremendous amount of hard work put into the accreditation process. This was truly a team effort. We are proud of our staff and the dedication and commitment they have demonstrated in providing the best possible care to our clients.

FOCUS Accreditation looked at all aspects of how an organization provides services – from how people are supported to the effectiveness of the operations. FOCUS Accreditation sent a team of five people to review Community Care Peterborough's services onsite, for four days. The team observed how services were provided, reviewed data, and collected input from various people who have a stake in the services being provided.

### **Many strengths were identified by the FOCUS Validators:**

- Volunteers play an instrumental role in providing services and fulfilling the mission.
- Services of Community Care are varied and designed with the needs of clients in mind.
- Community Care is described by stakeholders both internal and external to the organization as an innovative, client

and community focused organization with compassionate, committed staff and incredible, dedicated volunteers.

Celebrating Excellence Together! The volunteer conference held in November 2018 was a huge success. We are very proud of what Community Care stands for- the vital work we do through wonderful staff and volunteers. Our clients know they can count on us, we are there for them. As many clients say, "My family is not next door, but Community Care is." Our many services not only help people to achieve optimum levels of health and active living, but are also crucial in maintaining the flow across the healthcare system by averting preventable admissions to hospitals and long-term care as well as facilitating reintegration of clients from hospital to home.

It is important to ensure that organizational growth and change are sustainable and funded, and that Community Care continues to thrive as an organization so that it can perform its vital role for its clients, now and into the future. We had a very good year with fundraising ventures, raising a net amount of \$402,007.

We made significant progress in our 2015/2020 Strategic Plan, and have been successful in achieving objectives outlined in each of our four strategic directions. Our work will carry on as we begin the planning for our next Strategic Plan.

We sincerely want to congratulate and thank our staff and volunteers for "Empowering our clients to live at home". Last year, 830 volunteers, coordinated by professional and dedicated staff, worked together towards the common goal of helping over 7,247 individuals live independently at home and in their communities. Our volunteers contributed 112,612 hours of service which is equivalent to 61 full time positions.

We extend appreciation and thanks to Board members, community partners, donors, sponsors, and funders for contributing to the organization's success this past year. We look forward to working with all of you in the coming year.



**Danielle Belair,**  
Executive Director

## Vision

Communities where every person's health, wellness and independence is deeply valued and fully supported.

## Mission

Powered by Volunteers and Staff, Community Care Peterborough supports the health and well-being of individuals, caregivers and communities. As a trusted health care partner, our high-quality programs allow people across our rural and urban region to maintain their independence and dignity.

## Board of Directors Officers

Joanne Watson – President  
Susan Wood-Bohm – Vice-President  
Doug Downer – Treasurer  
Alan Cavell – Past President

### Directors

Wendy Love  
Les Morris  
Beth Steinmiller  
Ramesh Makhija  
Louise Campbell  
Sharon Davis  
Michelle McLean  
Karen Hicks  
Dr. Janet Kelly

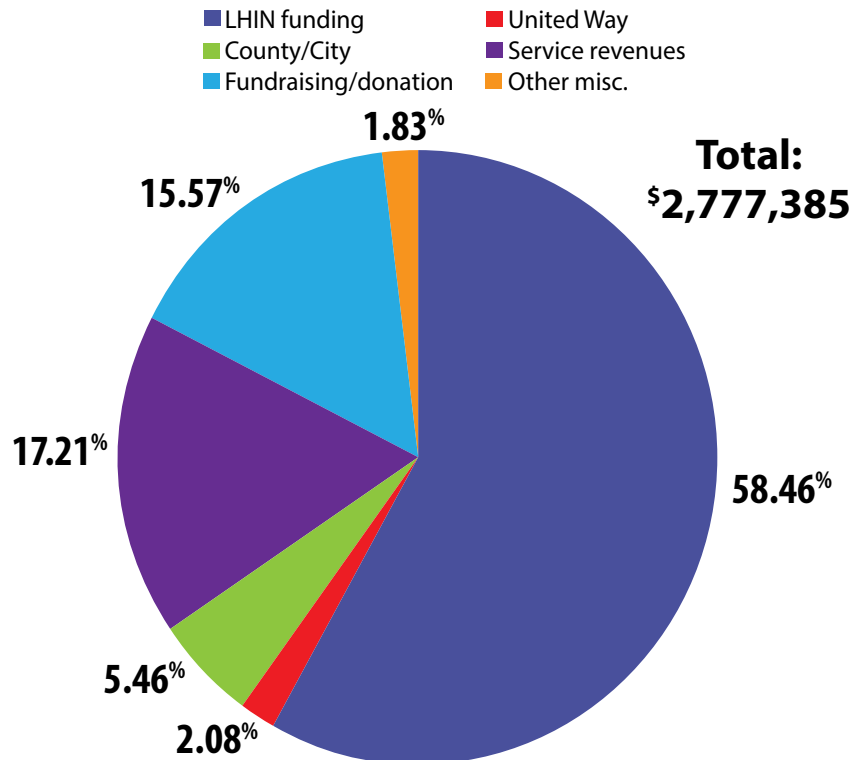
### The retiring Board of Directors are:

Michelle McLean  
Sharon Davis  
Wendy Love

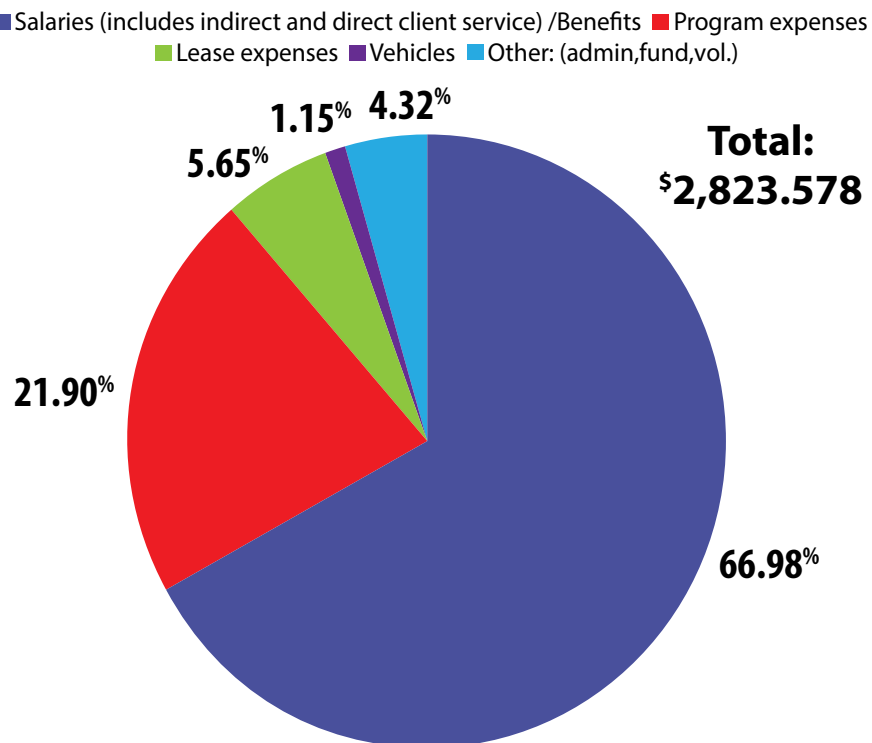
The Board meets monthly and operates in accordance to the agency's directive. Through it's leadership role, the Board approves policies and procedures under the guidance of the organization's mission and vision. Standing committees work on behalf of the Board and include Executive, Governance, and Finance and Audit. We are always looking for new faces for any of the above committees as well as our Board. If you would like to find out more about any of these opportunities, please contact: Danielle Belair at the administration office at 742-7067 ext. 210.

# 2018/2019 Community Care Financial Highlights

## Operating Revenue 2018/19



## Operating Expenses 2018/19



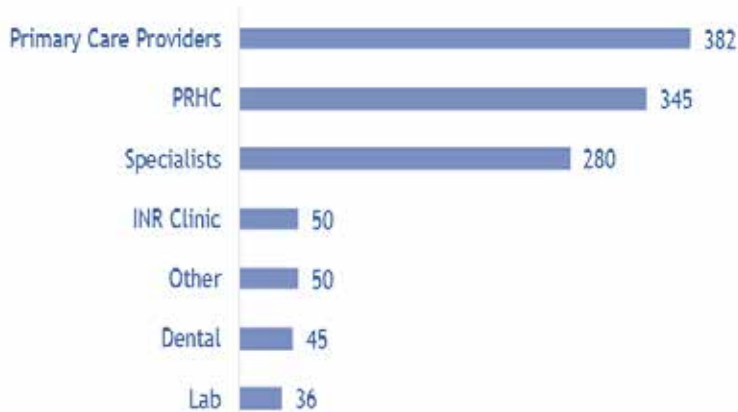
*Audited Financial Statements available on request*





APC supports seniors and individuals living with complex, high needs who would not otherwise be able to attend medical appointments due to mobility impairment, cognitive deficits, or unavailable caregiver support by providing patients with individualized PSW support and transportation.

### Appointments Attended with APC Support



### Service Costs

**\$136** Average cost per appointment

**1,188** Appointments attended

**195** Patients supported

**76** Average age



More than ½ live alone



1 in 4 APC patients have a caregiver unable to meet their support needs



9 in 10 are living with a physical challenge



1 in 2 are living with a cognitive impairment



1 in 4 are living with COPD



1 in 3 are living with a diagnosed mental illness



3 out of 4 APC patients are living with 3 or more chronic conditions

### PSW Accompaniment

**3,128** PSW hours

**3** average hours per appointment

#### PSW support for appointments may include:

- In-home personal care to prepare
- Encouragement to attend
- Reminders to bring relevant items
- Physical support getting in and out of home
- Note-taking & emotional support
- Assistance scheduling follow-up visits
- Reviewing health care instructions
- Reporting back to caregivers

# Strategic Directions: 2015-2020

Community Care Peterborough has committed to a five-year Strategic Plan. The strategic directions are therefore broad and oriented toward the future. This will allow the organization to respond and adapt as circumstances change.

The strategic directions offer a framework for the development of annual operational plans, with measurable goals and objectives. These annual plans will make the directions operational. The four strategic directions are as follows:

- 1  
**Build Organizational Strength and Capacity**
- 2  
**Develop Strategic Partnerships**
- 3  
**Review and Measure Performance**
- 4  
**Foster a Culture of Advocacy**

## Staff Years of Service Awards

In recognition of dedication and outstanding service given to Community Care Peterborough

### 15 Years of Service

Patty Tipton

Gail Wilson

### 10 Years of Service

Nell Riel

### 5 Years of Service

Catherine Pink

Anne Trudel-Inglis

# Volunteers Lift Communities

## 2019 Volunteer Service Awards

### 50 Years of Service:

Mona Ferguson

### 40 Years of Service:

Una Golding

### 35 Years of Service:

Carol Fletcher,  
Maxine Prentice

### 30 Years of Service:

Shirley Chapman,  
Ernie Ferguson  
Harold Simpson

### 25 Years of Service:

Gordon Campbell,  
Elizabeth Curry,  
Asha Mohindra

### 20 Years of Service:

Carol Atkinson, William Atkinson  
Paul Davis, Margaret Dawson  
David Green, Eve Kilroy  
Kay Sanders, Russ Sanders  
Marlene Thompson,  
Barbara Thompson, Ken Wingett  
Marge Wood

### 15 Years of Service:

Debbie Birmingham  
Kathleen Clysdale,  
Robert Clysdale, Andrea Dowey  
Vivien Falls, Doreen Gadsby  
Jim Green, Al Hughes  
William Knowles, Bev McLuhan  
Patty Piggott, Peggy Pratley  
Nicole Scott, Dick Simpkins  
Jim Squire, Andrew Stevenson  
Hennie Tiesma, Theo Van Will

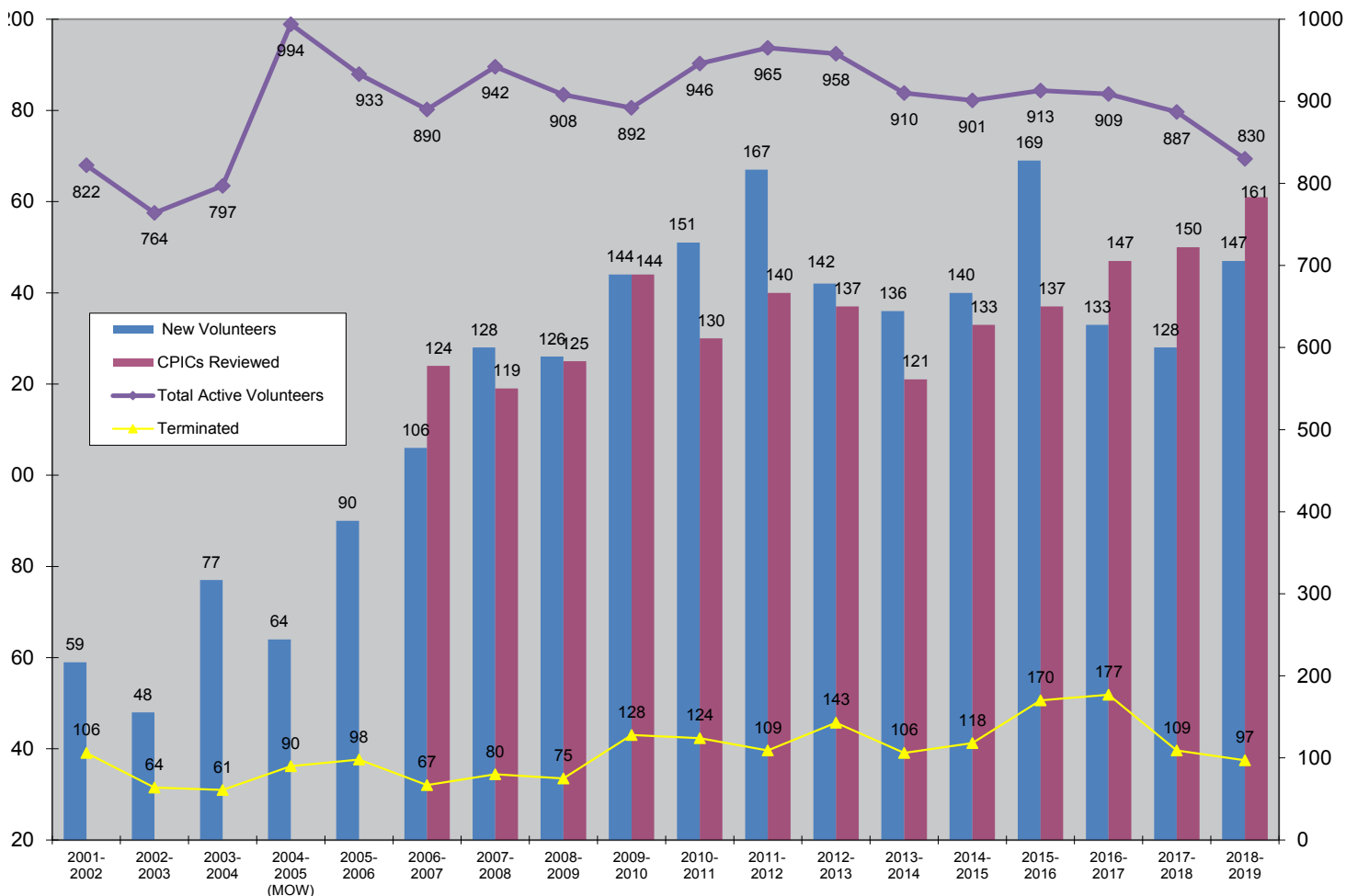
### 10 Years of Service:

Don Adamson, Elaine Bast  
Janet Branscombe,  
Jeffery Breskey, Joyce Burgess  
Martha Butler, Charlene Cloutier  
Darlene Harman, Anne Hershberg  
Barb Jinkerson, Joan Knapp  
Peter Marrs, Wendy Marrs  
Dianne Neill, Dave Offenbeck  
Joy Panabaker, Bert Reynolds  
Mary Soder, John Tompson  
Tamara Tompson  
Cheryl Van Schyndel  
Clayton Vardy, Deanna Wagner  
Cheryl Willoughby

### Community Care also acknowledged:

38 volunteers who  
received 5 year pins  
and 61 volunteers who  
received 2 year pins.

## Volunteer Trends



# 2018/2019 Community Care Highlights

*Earned*  
a Four Year  
Accreditation  
Award  
with FOCUS  
Accreditation  
**98.85%**

Celebrating  
*Excellence*  
Together  
Volunteer  
Conference  
Event

Successful  
in  
*Raising*  
**\$402,007**  
in Fundraising  
Ventures

*Extension*  
of  
**Access to  
Primary Care  
Service**

**Apsley**  
*Vintage*  
&  
**Gallery  
Shop**

**Full**  
*Review*  
of agency  
Policies &  
Procedures

Increased  
*Visibility*  
on Social  
Media

**Community  
Services**  
*Hub &  
Resource  
Centre*  
in Apsley

*New*  
**Hot Meals  
on Wheels  
Provider**

*56 clients*  
benefited from  
CCP subsidy  
fund to access  
services

2018 Community  
Care Volunteer  
*Video*  
**Your Story  
Matters**

*New*  
**electronic  
version of  
The Thread  
newsletter**

## Our thanks to ...

Community Care receives a significant financial contribution from the Local Health Integration Network (LHIN).

We would like to take this opportunity to acknowledge and thank them for their financial support to our services.

We would also like to thank The United Way of Peterborough & District (of which we are a member agency), the City of Peterborough, the County of

Peterborough, all Township offices, individuals, the media (for helping to promote the agency), service clubs, churches and businesses who have provided financial contributions, encouragement and gifts in kind which assist Community Care with its many programs and services.

Sincere thanks to our many business partners who donate, supply, or work with us to provide services.



# **This organization was founded on the belief that we are all responsible for wellness and social inclusion in our community.**

## **Community Care Support Services:**

### **Healthy Eating:**

Hot Meals on Wheels  
Frozen Meals on Wheels

### **Transportation:**

Volunteer Drivers  
Specialized Transportation  
Shopping Buddy or Attendant  
Access to Primary Care

### **Help and Support at Home:**

Brokered Home Help & Home Maintenance  
Friendly Visiting - In Home or Telephone  
Medical Equipment

### **Health and Wellness:**

Exercise and Falls Prevention Classes (EFP)  
Fitness Classes  
Blood Pressure Clinics  
Foot Care Clinic

### **Safety at Home:**

Telephone Reassurance Calls  
Personal Distress Alarms

### **Hospital to Home:**

Home at Last (HAL)  
Home First

### **Social and Diner Events:**

Diners' Clubs

**For information about services in your area,  
contact the office nearest you.**

Apsley:	705-656-4589	Lakefield:	705-652-8655
Buckhorn:	705-657-2171	Millbrook:	705-932-2011
Chemung:	705-292-8708	Norwood:	705-639-5631
Havelock:	705-778-7831	Peterborough:	705-742-7067



# Client Testimonials



“Thank you for the great Transportation service you provide. It’s a wonderful thing you do and so helpful.”

“Thank you so much. You made the last year with our Mom wonderful”

“I have to tell you, I’m thrilled with your driving service. It has been wonderful for Mom and Dad.”

“I really appreciate everything you have done. You have been a great help to me. Thank you so much.”

“God bless you guys for delivering Meals on Wheels on such a terrible day.”

“I have Don do my snow shoveling and he does a wonderful job.”

“Thank you very much for the quick service. I just love it. You are all angels, you should have wings.”

“I have not felt so well and enthusiastic in a very long time. I am so grateful for your services.”

“A load has been lifted from my shoulders. All I can say is Thank you Community Care.”

“I feel like I’ve been out here on my own. You’ve thrown me a life line and I really appreciate it.”

# Our Caring Community

Community Care service offices express their thanks to our generous sponsors and community champions!

## **Apsley:**

ABC and Glen Alda Seniors  
Apsley and District Lions Club  
Apsley Central Public School  
North Kawartha Community Centre  
North Kawartha Township  
Burleigh Road Historical Society  
North Kawartha Library  
Chandos Lake Property Owners Association  
Loon Call Lake Property Owners Association  
Sayers Independent Foodtown  
Apsley Community Chapel  
Eels Lake Association  
Jacks Lake Association  
North Kawartha Foodbank  
Ball Real Estate  
Remax Real Estate  
Waddell Custom Homes  
Compass Early Learning and Care Apsley  
Lakeview Marina  
Peterborough Housing Corporation

## **Buckhorn:**

Area Churches and Businesses  
Buckhorn Community Centre  
Royal Canadian Legion & Ladies Auxiliary, Branch 77  
Sherry Bourne Family Foundation  
Lakefield and Chemung Lions Club  
Townships of Trent Lakes & Selwyn  
Buckhorn & District Tourist Association  
Buckhorn Ratepayers Association

## **Chemung:**

BEL Rotary  
Chemung Lake District Lions Club  
Ennismore Seniors Club  
Selwyn Libraries – Ennismore and Bridgenorth  
Selwyn Township  
St. Martin of Tours Knights of Columbus  
Ennismore Pharmacy  
Tamarac Golf & Country Club  
Ennismore and District Horticultural Society  
Jesse's Tap & Grill  
Ennismore Foodland  
CIBC  
Shaun Milne Signs

## **Havelock:**

Havelock Lions Club  
Havelock Seniors Club  
Havelock United Church

Royal Canadian Legion, Branch 389  
Township of Havelock-Belmont-Methuen  
Havelock Masonic Lodge  
Havelock Historical Society  
Havelock Scouts  
Havelock Baptist Church  
Havelock Tim Hortons  
Covia  
Havelock Belmont Public School  
Havelock Jamboree  
Havelock Farmers Market

## **Lakefield:**

Bulletins Plus-Lakers Link  
Lakefield Foodland  
Royal Canadian Legion, Branch 77  
The Lakefield Herald  
Regency Retirement Lakefield  
Peterborough Retirement Residence  
Applewood Retirement Residence  
Motion Specialties  
Lakefield Lions Club  
Township of Selwyn  
Township of Douro-Dummer  
The Turner Catering Company

## **Millbrook:**

Centennial Place  
Millbrook B.I.A.  
Millbrook and District Lions Club  
Millbrook Manor  
Royal Canadian Legion, Branch 402  
St. Thomas Anglican Church  
Baxter Creek Golf Club (The Larmer Family)  
Cavan Monaghan Libraries  
Girl Guides Canada – Millbrook  
The Millbrook Needlers Quilt Guild  
The Township of Cavan Monaghan Fire Department  
Advantage House Painters/Chris Shier  
The Millbrook Times  
Millbrook & District Food Share

## **Norwood:**

J.J. Stewart Motors Ltd.  
Jeff Dornan, Douro-Dummer News  
Maple View Retirement Residence  
Norwood Asphodel Fire Dept.  
Norwood IODE  
Norwood United Church  
Norwood Lions/Lioness

Royal Canadian Legion, Branch 300  
Norwood Public Library  
Oakland Greens

## **Peterborough:**

City of Peterborough Parking Authorities  
Chartwell Foods  
Grady's Feet Essentials  
St. John's Retirement Living  
Marycrest at Inglewood  
Peterborough Housing Corporation  
Shorelines Casino Peterborough  
Community Training and Development Centre  
Village Business Improvement Association  
Trent University  
Crosswind Farm  
Sysco  
Outpost Packaging Products Limited  
City of Peterborough  
The Mount Community Centre  
Darling Insurance  
Kawartha Heights Retirement Living  
Peterborough Appliances

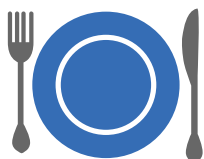
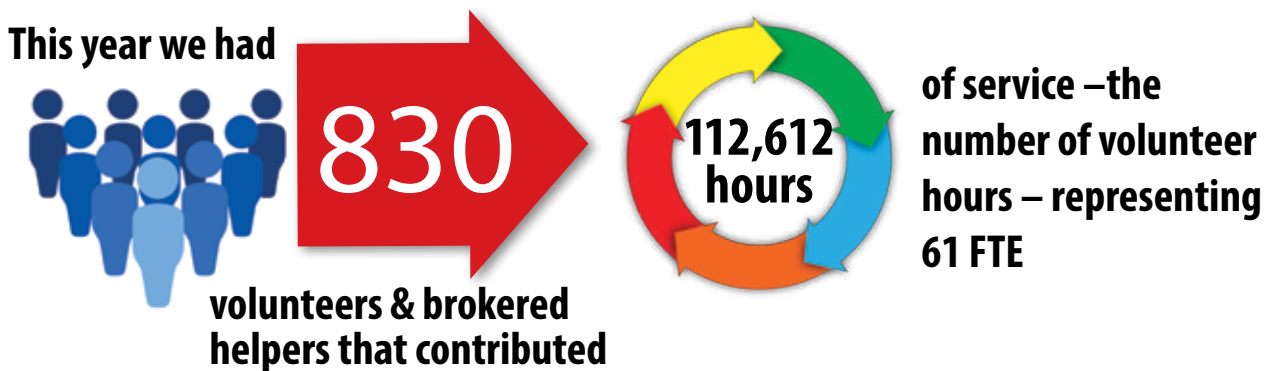
## **Agency Wide:**

Apetito  
Brant Basics  
Community Foundation of Greater Peterborough  
Greater Peterborough Health Services Foundation  
Central East Regional Cancer Program  
Peterborough Regional Health Centre  
Peterborough Retirement Residence  
Peterborough This Week  
Peterborough Utilities Group  
Royal Canadian Legion, Poppy Fund  
The Gardens Peterborough  
Trent Security  
Trent Centre for Aging & Society  
Nexicom  
CE LHIN Home and Community Care  
Peterborough Family Health Team  
Align Home Health Care  
Home Suite Home Transitions  
Bennett's Furniture and Mattresses  
Sherbrooke Heights  
Peterborough Volkswagen  
Kawartha TV & Stereo  
Peterborough Housing Corporation

**You too, can lead this community into the future!**



# A Year at a Glance at Community Care



**37,777**  
Meals  
Delivered



**42,763**  
Drives  
Provided



**28,044**  
Reassurance  
Calls & Visits



**581**  
Personal Distress  
Alarms Installed



**707**  
Home at Last  
Settlements

## Community Care Peterborough

ADMINISTRATION OFFICE:

185 Hunter Street East Peterborough, ON K9H 0H1  
705.742.7067 [peterborough@commcareptbo.org](mailto:peterborough@commcareptbo.org)

[www.commcareptbo.org](http://www.commcareptbo.org)



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