

ANNUAL REPORT 2019 - 2020



Greetings from Susan Wood-Bohm, Board President and Danielle Belair, Executive Director

Since March of 2020, a global pandemic caused by COVID19 has resulted in dramatic changes in the daily lives and activities of most Canadians. People across the nation, and certainly in Peterborough City and County, have experienced widespread closures, reductions in services of all kinds, bleak news reports and imposed isolation. It has been a stressful and often frightening situation, and at the time of writing this Annual Report, a clear path to the post-COVID19 future remains uncertain.

The Board of Directors of Community Care Peterborough (CCP) is immensely proud to report that by thoughtful adaptation, and careful delivery, not a single day of service to our community has been missed. This time of great anxiety for the most vulnerable in our community has highlighted both the necessity for CCP and value of its flexible delivery model, which has allowed rapid response to the needs of our community, even as those needs have increased and changed. We owe a great debt of gratitude to the courage and creativity of our management and staff, the immense generosity of our donors and the steadfast dedication of our volunteers for this success.

While some programs such as in-person falls prevention and exercise classes have necessarily been suspended in order to comply with the Peterborough Public Health recommendations, staff quickly adapted to virtual programs in order to connect with clients and volunteers. Other programs such as Meals on Wheels have seen a significant rise in demand, and these demands have been met. New requirements have arisen as well. Shopping for and delivering groceries and other essentials was identified early as a service that would support our most vulnerable community members, and with the support of generous donations and redeployment of employees, this need has been addressed. Our clients know they can count on us, we are there for them.

The COVID19 response plan has been carried out against a backdrop of other important systemic changes, with a plan for dramatic alterations to provincial healthcare

announced in 2019. CCP partnered with other health provision organizations in the region to develop an “Ontario Health Team”. Approval for the Peterborough Ontario Health Team was announced in October 2019, with the goal of delivering a client-focussed “connected care” approach. CCP is expected to play an active role in the new delivery model; the achievement of accreditation has improved credibility with our partner organizations, and the distributed CCP service model provides an excellent example of how rural communities may be well served.

Both the learnings from the experience of meeting pandemic needs and the changing nature of the provincial health care delivery model will influence the Strategic Planning activities, which will be undertaken by CCP early in 2021. Strategic Planning is an essential undertaking as the demand for current and future services is expected to grow as CCP’s reputation as a credible and effective support organization has been reconfirmed by its recent response to needs. And our population of clients is expected to grow as well. This year, 7,159 clients were served by an efficient team of 41 employees in 8 offices and a volunteer cadre of 897. Our volunteers contributed 113,532 hours of service which is equivalent to 62 full time positions.

It is important to ensure that organizational growth and change are sustainable and funded, and that CCP 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 raising \$455,703 through donations and fundraising initiatives.

We thank all those – volunteers, donors, partner organizations and staff – who made the vital work of CCP possible. We look forward to an exciting year ahead.

The 2019/2020 Annual Report outlines many highlights and activities the agency has embarked on this past year. Our mission remains stronger than ever! Thank you for supporting Community Care.



Susan Wood-Bohm,
Board President



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.

Values: Respect, Collaboration, Accessibility, Leadership.

Board of Directors

Officers

Susan Wood-Bohm – President
Beth Steinmiller – Vice-President
Doug Downer – Treasurer
Joanne Watson – Past President

We would like to extend a special thank you to a member of the Board of Directors who is retiring, Les Morris.

Directors

Louise Campbell
Alan Cavell
Karen Hicks
Dr. Janet Kelly
Ramesh Makhija
Dave Stevenson
Michael VanDerHerberg
Les Morris

"Our sincere thanks to the Community Care Board of Directors. We appreciate your contribution of time and expertise and the incredible support of our evolving work. Our mission remains stronger than ever! Thank you for supporting Community Care Peterborough", said Danielle Belair, Executive Director.

2019/2020 Community Care Financial Highlights

**Source of Revenue
for Agency Activities**
\$2,845,746



**Use of Revenue for
Agency Activities**
\$2,925,150

Audited financial statements available on request

2019/2020 SNAPSHOT OF COMMUNITY CARE OFFICES

10,959 Information & Referral Requests

Apsley **174** Clients Served



56 Volunteers & 4 Brokered Helpers

provided over 5,948 hours of service



Fundraising: \$65,831

Vintage & Gallery Shop raised a record high of \$24,300.

Lakefield **640** Clients Served



90 Volunteers & 29 Brokered Helpers

provided over 13,797 hours of service



Fundraising: \$47,066

Partnered with Performing Arts Lakefield bringing isolated clients to monthly music class at Lakefield College School.

Buckhorn **277** Clients Served



56 Volunteers & 11 Brokered Helpers

provided over 3,565 hours of service



Fundraising: \$76,041

Successful Food Voucher Program launched in March in partnership with Trent Lakes.

Millbrook **382** Clients Served



73 Volunteers & 8 Brokered Helpers

provided over 10,932 hours of service



Fundraising: \$41,957

Volunteer received the County distinction award as a role model for volunteerism.

Chemung **422** Clients Served

(Bridgenorth & Ennismore)



83 Volunteers & 13 Brokered Helpers

provided over 9,420 hours of service



Fundraising: \$30,146

Operates two Thrift Shops in partnership with the Selwyn Public Libraries.

Norwood **163** Clients Served



33 Volunteers & 3 Brokered Helpers

provided over 5,290 hours of service



Fundraising: \$21,345

Introduction of Foot Care Clinic in partnership with Maple View Retirement Residence.

Havelock **269** Clients Served



71 Volunteers & 10 Brokered Helpers

provided over 7,690 hours of service



Fundraising: \$53,740

162 clients benefited from Falls Prevention & Exercise Classes.

Peterborough **2,220** Clients Served



304 Volunteers & 53 Brokered Helpers

provided over 56,893 hours of service



Fundraising: \$101,858

Partnership with Dixon's Property Maintenance to provide home maintenance service for clients on a wait list.

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

10 years of service

Jutta Molnar

5 Years of Service

Alex Rawek

Charlene Galloway

Rhonda Lockyer

Tracy Kennedy

Stand with us as we applaud our volunteers

A total of 161 new volunteers joined the agency during fiscal year 2019/2020

2020 Volunteer Service Awards

50 Years of Service:

Marilyn McKenzie

30 Years of Service:

Emil Burkhardt
Fern Debaeremaeker
John Downey
Lynne Faught

25 Years of Service:

Carol Payne
Elizabeth Hickey

20 Years of Service:

Betsy Anne Gynane
Dorothy Byers
Laurie Deshane
Linda Chopping
Lois Howieson
Margaret Currie
Marjorie Topping
Roxanne Murduff
Thomas Passarello
Yvonne Passarello

15 Years of Service:

Albina Chiasson
Clare Trussler
Elgin Northey
Eva Smith
Irene Wilson
Jeanette Rowley
John Allin
Madeline Pearson
Mary Northey
Susan Jackson

10 Years of Service:

Art Hiltz
Carroll Finn
Cathy MacDonald
Diane Harris
Diane Mitchell
Doreen Allen-Bell
Grace Carlo
Heidi Vanerlinde
Iva Harnden
Judy Dodd

Jutta Molnar
Linda Steele
Lorne Fenton
Lynda Allair
Maggie Allin
Marion Gibson
Marney Horton
Mary Soder
Nancy Whitmore
Peter Morden
Ron Horton

Community Care also acknowledged:

2020 Service Pins

62 - 2 year recipients
46 - 5 year recipients



2019/2020 Community Care Highlights

Partnership with GAIN Geriatric Clinic to utilize Community Care office space

2019 Employee Engagement
Survey completed with **positive results**

Successful in Raising \$455,703 through donations and fundraising ventures

Secured Annualized Funding for Access to Primary Care Service

New to You Community Thrift Shops generated a record of **\$69,231**

Community Rural Transportation Project Partnership – The Link

Increased Visibility on Social Media – Monthly E-Thread newsletter

New Havelock Hub Development

76 clients benefited from our subsidy fund to access services

Ontario Seniors Dental Care Program in partnership with Peterborough Public Health

Lead Agency for 2020 Seniors Summit on Aging

Hosted a Volunteer Information Fair

Community Care is one of 22 partner organizations to form the Peterborough Ontario Health Team

Our thanks to ...

Community Care receives a significant financial contribution from the Central East Local Health Integration Network. We would like to acknowledge and thank them for their financial support to our services.

Community Care a funded partner agency gratefully acknowledges the partnership with the United Way and the financial support received.

Community Care would also like to thank the City of Peterborough, the County of Peterborough, all Township offices, individuals, the media, service clubs, churches and businesses who have provided financial contributions, encouragement and gifts in kind which assist Community Care with the many programs and services.

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

Community Care is very well recognized and established throughout the City and County of Peterborough. We deliver a basket of essential services that supports the health and wellbeing of individuals, caregivers and communities.

Community Care Support Services:

Healthy Eating:

- Hot Meals on Wheels
- Frozen Meals on Wheels

Transportation:

- Volunteer Drivers
- Accessible Transportation
- Caremobile
- 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 Clinics

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

“I had a bad fall six years ago; you have been instrumental in keeping me independent.”

“Thank you so very much. The wonderful blessing of frozen dinners. I am so grateful for all the support.”

“First I want to thank you for all your help while I am going through this. I am very grateful for everything you’ve done for me.”

“This is a surprise but certainly appreciated, we have been dealing with so much this will help offset some of our medical expenses.”

“I had an appointment at PRHC recently, I tried your Community Care service so that I would know what to do if I need help in the future. Your arrangements, the volunteer driver, all excellent!”

“Thank you so much to Community Care for the huge help this month. Thanks to your awesome ongoing concern, care and help.”

“Knowing that you are there to depend on gives me a very secure feeling. I don’t feel isolated anymore.”

“You do not know how much easier this had made my life. I am absolutely thrilled with this service – thank you!”

“I want to thank you and all of the staff regarding the amazing care that volunteers and staff have given to me over these past years. You have provided excellent care.”

“I have lived at numerous locations around Ontario and have dealt with many organizations pertaining to assistance to peoples in need. I have found the breadth and quality of services offered by Community Care unparalleled and of extreme deliverance.”

Please Donate

By supporting Community Care, you’re making it possible for our clients to stay independent and in their own homes and communities – where they want to be!

If you would like to help support the vital services provided by Community Care, please contact Alicia Vandine, Donor Relations & Communications Lead at 705-742-7067 ext.224 or visit www.commcareptbo.org

Our Caring Community

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

Apsley:

ABC and Glen Alda Seniors
Anstruther Lake Cottagers Association
Apsley and District Lions Club
Apsley Central Public School
Apsley Legion
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
North Kawartha Economic Development Cooperative

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: (Ennismore)

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
Guardian-Bridgenorth Pharmacy
RE/MAX-Eastern Realty Inc., Bridgenorth
John's Valu Mart, Bridgenorth
Bridgenorth Home Hardware
Buckhorn Area Quilters Guild
Chemong Physiotherapy
Bridgenorth Dental Clinic
Style Boutique
Village Pet Food and Supply
Pet Valu
Weiss Massage Therapy, Bridgenorth
Garden Style, Bridgenorth
Honky Tonk Restaurant
Rick Vaughan Expert Mortgage

Havelock:

Havelock Lions Club
Havelock Seniors Club
Havelock United Church
Royal Canadian Legion, Branch 389
Township of Havelock-Belmont-Methuen
Havelock Foodland
Havelock Home Hardware
Havelock Historical Society

Havelock Baptist Church
Havelock Tim Hortons
Covia
Havelock Belmont Public School
Havelock Jamboree
Havelock Farmers Market
Havelock Guardian Pharmacy
Havelock Community Pharmacy

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
Lakefield IDA Pharmacy
The Village Pharmacy

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
Township of Asphodel Norwood
Norwood Country Jamboree
Norwood Agricultural Society
Norwood Foodland
Norwood Centennial Pharmacy
Norwood Holistic Health
Norwood Historical Society
Westben
Indian River Acres
Norwood Home Hardware
Norwood Chiropractic
Drain Bros.
Lynn's Flowers and Gifts
Ralph's Butcher Shop
Wrap it Up and Go
Havelock Tim Horton's
Becky's Diner
Neilson's Lumber

Peterborough:

City of Peterborough Parking Authorities
Grady's Feet Essentials
St. John's Retirement Living
Marycrest at Inglewood
Peterborough Housing Corporation
Community Training and Development Centre
Village Business Improvement Association
Crosswind Farm
Sysco
Outpost Packaging Products Limited
Peterborough Chrysler Jeep Dodge Ram
Universal Motion
Humberview Mobility
City of Peterborough
The Mount Community Centre
Peterborough Appliances
Brant's Office Supply
EnviroPest
Dixons
4 Aces Auto Centre
Print Hub
Signarama
Kawartha Chrysler
Corus Entertainment
Fresh Radio
Johnsons Greenhouse

Agency Wide:

Align Home Health Care
Apetito
Brant Basics
Nexicom
Community Foundation of Greater Peterborough
Greater Peterborough Health Services Foundation
City of Peterborough
County of Peterborough
Peterborough Regional Health Centre
Peterborough Retirement Residence
Peterborough Leadership Council
Peterborough This Week
Peterborough Utilities Group
Royal Canadian Legion, Poppy Fund
The Gardens of Peterborough Retirement Communities (AON Inc.)
Trent Security Systems Ltd.
Trent Centre for Aging & Society
Trent University
Fleming College
Computer Concepts Peterborough
Castle Voice & Data Communications Inc.
CE LHIN Home and Community Care
Peterborough Family Health Team
Bennett's Furniture and Mattresses
Sherbrooke Heights
Peterborough Volkswagen
Kawartha TV & Stereo
Peterborough Housing Corporation
Peterborough Leadership Council
Age Friendly Peterborough
Darling Insurance
Fortify Network Solutions Inc.
Kawartha Heights Retirement Living
Russelle Toyota
Culligan Water
Rees Counselling & Consulting
Silver Bean Café
TD Bank
Black's Distillery
BMS Sanitation
Disaster Mitigation Services (DMS)
Jacobs & Thompson

You too, can lead this community into the future!

A Year at a Glance at Community Care

Served over



individuals this year
... Hard work and
dedication of 41 staff



693

Access to
Primary Care
Assignments



54,693

Falls Prevention
& Exercise
Classes

This year we had



897

volunteers & brokered
helpers that contributed



of service – the
number of volunteer
hours – representing
62 FTE



33,743
Meals
Delivered



44,366
Drives
Provided



32,254
Reassurance
Calls & Visits



464
Personal Distress
Alarms Installed



528
Home at Last
Settlements

Community Care Peterborough

ADMINISTRATION OFFICE:

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www.commcareptbo.org



@CommCarePtbo



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