



Community
Care

Empowering you to live at home
in the City and County of Peterborough

Annual Report 2020 – 2021



www.commcareptbo.org

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

As the pressures and stresses of COVID-19 linger throughout Peterborough City and County, Community Care Peterborough has continued to provide essential services and many forms of support to our client community. This work has been made possible by the dedicated efforts of our staff, led by Executive Director Danielle Belair and our faithful cadre of volunteers. In addition to their regular work, this team has assisted in ensuring that our clients have been able to take advantage of vaccination programs, by helping with booking appointments and transportation. Community Care Peterborough has received many accolades from community leaders, clients and their families and on behalf of the Board of Directors, I wish to acknowledge another year of empowering residents to live at home, wherever that may be in Peterborough City and County.



Susan Wood-Bohm
Board President



Danielle Belair,
Executive Director

Against this backdrop there have been some very exciting milestones in 2020-2021. Here are a few of these highlights:

- **The Havelock Health and Community Services Hub in Havelock has opened, improving access to services that support the health and well-being of residents in the Havelock-Belmont-Methuen area;**
- **A total of 6,707 clients were served by 45 employees and 631 volunteers, who contributed 71,405 hours of effort to support our programs;**
- **815 vaccine appointments booked in a matter of days for our clients 80 plus.**

From a Board perspective, one of the most exciting accomplishments of the year has been the development of a new strategic plan, which will guide the activities of Community Care Peterborough into the future. Building on our existing mission, vision and value statements, the new strategic plan identifies four pillars:

- **Be recognized as a service leader in our community**
- **Strengthen infrastructure to support excellence in client services**
- **Invest in human capital, and**
- **Diversify funding to sustain and grow the organization.**

I am certain that these new strategic directions will offer the organization the flexibility and resilience needed to address future challenges in these uncertain times. Already a strong and effective organization, Community Care Peterborough will continue to serve the community in an integrated way with its partners.

"We are very proud of what Community Care has accomplished this past year throughout this pandemic. We did not miss a day of service to our clients. We were resilient and never stopped.

We want to congratulate and extend sincere appreciation and thanks to all of our caring staff who have worked tirelessly this past year. Your dedication and commitment to our clients goes without notice. The services that continue to be delivered throughout this pandemic are provided by individuals for whom 100% effort is the minimum standard of performance. Every day, we witness staff willing to go the extra mile.

Special thanks to the Management Team for your support and guidance throughout these changing times. We made significant accomplishments and we couldn't have done it without your leadership.

Community Care is not moving forward but we can proudly say we are Leading Forward! Our mission remains stronger than ever.

Thank you for supporting Community Care Peterborough," said 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 and Leadership.

Community Care's Management Team

Danielle Belair	Executive Director
Nancy Frankish	Director, Finance & Administration
Catherine Pink	Director, Support Services
Aja Bax	Manager, Collaborative Care
Alicia Vandine	Donor Relations and Communications Lead
Darci Maude	Volunteer Development Coordinator



**Community
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in the City and County of Peterborough*

2020/2021 Board of Directors

Officers

Susan Wood-Bohm – President
Beth Steinmiller – Vice-President
Dave Stevenson – Treasurer
Joanne Watson – Past President

Directors

Louise Campbell
Alan Cavell
Karen Hicks
Dr. Janet Kelly
Ramesh Makhija
Doug Downer
Michael VanderHerberg

*We would like to extend a
special thank you to retiring
board members Joanne Watson
and Alan Cavell.*

Strategic Directions 2021–2026

Fostering Abundance

Community Care Peterborough identified the need to develop a new strategic plan that would be based on its existing vision, mission and values and foster a resilient and flexible organization.



The Stakeholder Survey was a critical step in gathering input on awareness, perceived performance of Community Care's programs and services, and suggestions for future directions.

"You are providing a lot of things to help us to survive and enjoy our golden years in our homes, please continue." - Survey Respondent

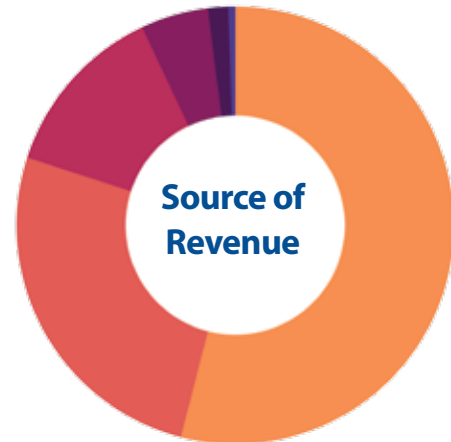
"They relieve the stress people experience in times of being unwell or not having the mobility to go out and seek care. Can't stress enough how this program is very much a necessity in this community and the information and care that is offered is so greatly appreciated." - Survey Respondent

"Volunteers are good at promoting Community Care because they believe in the services and see first hand how it impacts." - Survey Respondent

2020/2021 Community Care Financial Highlights

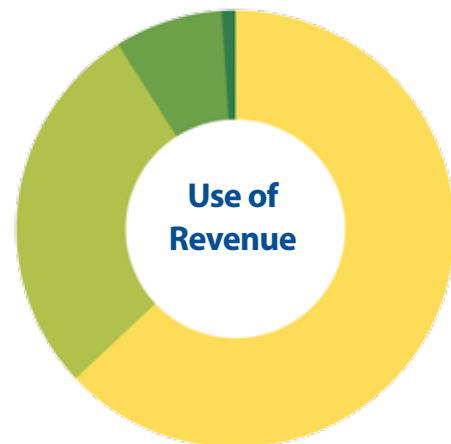
Source of Revenue for Agency Activities \$3,022,440

Central East LHIN	54%
Donations & Fundraising	26%
Service Revenues	13%
City & County/Grants	5%
United Way	1.5%
Other Revenue	0.5%



Use of Revenue for Agency Activities \$2,908,131

Direct Client Service	63%
Indirect Client Service	28%
Other (Volunteer)	8%
Fundraising	1%



Audited Financial Statements available on request



Impactful Stories and Testimonials at Community Care

"Thank you for all you do for physical and mental health during these dark times. I look forward to your vibrant, positive outlook and caring nature each week during Zoom exercise classes." ~ NB

To each and every one of you that work so hard in getting the meals to your clients. Thank you so very much. Keep up the amazing jobs that you do!

"Thank you so much. You have no idea how much we appreciate your support. It's so difficult for us to find this information on our own".



"I don't know what I would do without Community Care. I would have no way to get to Bancroft for groceries, and there's no way I could afford to pay for the trip every other week".

A local couple got their first COVID vaccine on their 70th anniversary! They were pretty excited about both events. They were part of the clinics scheduled by Community Care. The Buckhorn office supported over 500 individuals to schedule vaccine appointments. Each person was amazed and so incredibly grateful!

A client had a car accident last fall and was not able to drive for a while due to injuries and no car. His response:
"Your drivers are wonderful, always on time, they know exactly where they are going and they are so polite. Just great people and I appreciate all the help they provided me!"

A client shared that the pandemic has been causing him a lot of stress and he has not been sleeping well, worrying about the vaccine. Community Care went on line and signed him up for his first and second appointment and he was beyond grateful.

Norma is retired, has health problems of her own and is grateful for all our services available to help her and her husband Fred. Norma tells us that, *"She doesn't know what she would do without us. She and Fred couldn't stay in their home if it wasn't for Community Care."*

The Lakefield team has booked 250 vaccine appointments, and fielded over 1000 related calls. Volunteers have received gift cards, flowers, calls, and heartfelt notes such as this:
"Thank you so much for getting us a COVID appointment. Josh did try yesterday only to be one of those who got ERROR on his computer. Your phone call provided me with a feeling of pure joy and hope." ~ Leslie

"I wanted to thank you for the coffee club at the Masonic Temple. My mother is going and really enjoying it. Cheryl has been a saint and picks her up and drops her back home. This is the first independent activity my mother has done in 25 years. This is a perfect example of how Community Care programs make a real difference to peoples' lives."

Myrtle receives calls every morning from our rotating volunteers. Lovely cheerful woman but who rarely leaves her home due to severe anxiety issues and some recurring depression. We have become a constant for her – a voice to depend on when everything else is changing so quickly.

"Good morning, just a short email to say another THANK YOU for your concern and help. I cannot put into words how grateful I am to you and Community Care. My groceries have been delivered, I am feeling better than a few days ago. Have a wonderful week."

*Clients' and caregivers' names have been changed to protect their privacy.

The Value of One, The Power of Many

A total of 122 new volunteers
joined the agency during fiscal
year 2020/2021

2021 Volunteer Service Awards

35 Years:

Barb Diceman

30 Years:

Carole Shulver

25 Years:

Jack Adams

Ila Crichton

20 Years:

Ruth Deyell

Marion Guthrie

Tina Herder

Holly Hilker

Sondra Hoard

Beverley Ralston

Ian Ralston

Grace Reid

Sharon Simpkins

Peter Tiesma

Cathy Turner

15 Years:

Bev Adams

Patricia Barker

John Bennett

Cindy Blodgett

Margaret Burwell

Margaret Delorey

Bill Douglas

M. Bud Dunlop

Gordon Elliott

Nancy Graham

Wendy Larche

Lyn Lepper

Liz Madill

Gordon Rigby

Eric Sloan

Janice Sloan

Dorothy Temush

Edna Whitehouse

Judi Wilson

10 Years:

Nick Ahern

Dan Brown

Marilyn Brown

Janet Buchanan

Pamela Charman

Joan Crawford

Vicky Dellerba

Suzanne Fulton

Ron Gibbons

Joan Guyatt

Betty Hevenor

David Hevenor

Gail Hicks

Barbara Hogg

John Howe

Susan Jones

Carol Meadus

Annalene Miles

Bob Morrison

Jim Patterson

Joanne Ritchie

Gina Rothwell

Joan Shultis

Al Smith

Beverley Thompson

George Watson

Marilyn Weymouth

Carol Wilks

5 Years:

45 Volunteers

2 years:

90 Volunteers

Staff Years of Service Awards

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

20 Years: Iris Crowder

10 Years: Wendy Fulton
Darci Maude
Karen Morton



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.

COVID Relief Funding

Community Care would like to acknowledge the following organizations who provided us with enhancement funding and grants during this past year:

- City of Peterborough
- Community Foundation of Greater Peterborough
- County of Peterborough
- Greater Peterborough Health Services Foundation
- Enbridge
- Ontario Community Support Association - Ontario Community Support Program
- Ontario Trillium Foundation – Resilient Communities Fund
- United Way – New Horizons and Emergency Community Support Fund



Please Donate

As we are not a fully-funded government agency we rely heavily on community support in the form of donations, service fees, partnerships and grants to balance our funding model so that we can continue to service our clients in the City and County of Peterborough.

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



Community Care Services

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

Healthy Eating

Hot Meals on Wheels
Frozen Meals on Wheels
Grocery Shopping/Delivery

Transportation

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

Health and Wellness

Exercise, Falls Prevention, and
Wellness Classes
Blood Pressure Clinics
Foot Care Clinics

Help and Support at Home

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

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

peterborough@commcareptbo.org
www.commcareptbo.org

Our Caring Community

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

Apsley Office

ABC and Glen Alda Seniors
Anstruther Lake Cottagers Association
Apsley and District Lions Club
Apsley Central Public School
Apsley Community Chapel
Ball Real Estate
Be a Lifeline Donors
Boyer's Auto Group
Burleigh Road Historical Society
Chandos Lake Property Owners Association
Compass Early Learning and Care Apsley
Economic Development Cooperative of North Kawartha
Eels Lake Association
Jacks Lake Association
Lakeview Marina
Loon Call Lake Property Owners Association
North Kawartha Community Centre
North Kawartha Foodbank
North Kawartha Library
North Kawartha Township
Remax Real Estate
Royal Canadian Legion Branch 381
Sayers Independent Foodtown
Waddell Custom Homes

Buckhorn Office

Buckhorn Community Centre
Buckhorn & District Tourist Association
Buckhorn Lions Club
Buckhorn Police Association
Buckhorn Ratepayers Association
Chemung and Lakefield Lions Club
Knox Presbyterian Church
Royal Canadian Legion & Ladies Auxiliary, Branch 77
Sherry Bourne Family Foundation
St. Matthew - St. Aidan's Anglican Church
Townships of Trent Lakes & Selwyn
Wesley United Church

Chemung Office (Bridgenorth and Ennismore)

BEL Rotary
Bridgenorth Dental Clinic

Bridgenorth Home Hardware
Buckhorn Area Quilters Guild
Chemong Home Hardware
Chemong Physiotherapy
Chemung Lake District Lions Club
CIBC
Ennismore and District Horticultural Society
Ennismore Foodland
Ennismore Pharmacy
Ennismore Seniors Club
Garden Style, Bridgenorth
Guardian-Bridgenorth Pharmacy
Honky Tonk Restaurant
Jesse's Tap and Grill
John's Valu Mart, Bridgenorth
Pet Valu
Pizza Villa and Pasta House, Bridgenorth
Rallis Burger Family Restaurant, Bridgenorth
RE/MAX-Eastern Realty Inc., Bridgenorth
Rick Vaughan Expert Mortgage
Selwyn Libraries – Ennismore and Bridgenorth
Selwyn Township
Shaun Milne Signs
Sippin Dip Restaurant-Bakery, Ennismore
St. Martin of Tours Knights of Columbus
Style Boutique
Tamarac Golf & Country Club
The Bridgenorth Deli
Village Pet Food and Supply
Weiss Massage Therapy, Bridgenorth

Havelock Office

Covia
Havelock Community Pharmacy
Havelock Farmers Market
Havelock Foodland
Havelock Guardian Pharmacy
Havelock Home Hardware
Havelock Jamboree
Havelock Lions Club
Havelock Seniors Club
Havelock Tim Hortons
Havelock United Church



JC's Smokin' BBQ & Catering
Royal Canadian Legion, Branch 389
Township of Havelock-Belmont-Methuen
VON – Peterborough-Victoria-Haliburton
Wildflower Bakery

Lakefield Office

Applewood Retirement Residence
Bulletins Plus-Lakers Link
Lakefield Foodland
Lakefield IDA Pharmacy
Lakefield Lions Club
Motion Specialties
Peterborough Retirement Residence
Regency Retirement Lakefield
Royal Canadian Legion, Branch 77
The Turner Catering Company
The Village Pharmacy
Township of Douro-Dummer
Township of Selwyn
Warsaw United Church Pastoral Charge

Millbrook Office

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



Our Caring Community

Norwood Office

Becky's Diner
 Drain Bros.
 Havelock Tim Hortons
 Indian River Acres
 J.J. Stewart Motors Ltd.
 Lynn's Flowers and Gifts
 Maple View Retirement Residence
 Neilson's Lumber
 Norwood Agricultural Society
 Norwood Asphodel Fire Dept.
 Norwood Centennial Pharmacy
 Norwood Chiropractic
 Norwood Country Jamboree
 Norwood Foodland
 Norwood Historical Society
 Norwood Holistic Health
 Norwood Home Hardware
 Norwood IODE
 Norwood Lions/Lioness
 Norwood Public Library
 Norwood United Church
 Oakland Greens
 Ralph's Butcher Shop
 Royal Canadian Legion, Branch 300
 Township of Asphodel Norwood
 Westben
 Wrap it Up and Go

Peterborough Office

4 Aces Auto Centre
 City of Peterborough
 Dixons
 Grady's Feet Essentials
 Green Up
 Hannamar's Bridal
 Humberview Mobility

Kawartha Chrysler
 Kawartha Sexual Assault Centre
 Marycrest at Inglewood
 Outpost Packaging Products Limited
 Peterborough Appliances
 Peterborough Chrysler Jeep Dodge Ram
 Print Hub
 Signarama
 St. John's Retirement Living
 Sysco
 Trent University
 Universal Motion

Agency Wide

100 Women Who Care
 Age Friendly Peterborough
 Align Home Health Care
 Apetito
 Bell Canada Retirees Grant
 Black's Distillery
 BMS Sanitation
 Brant Basics
 Canada Helps
 Castle Voice & Data Communications Inc.
 City of Peterborough
 Community Foundation of Greater Peterborough
 Community Training & Development Centre
 Computer Concepts Peterborough
 County of Peterborough
 Disaster Mitigation Services - DMS
 Fleming College
 GAIN Clinic - Geriatric Assessment Intervention Network
 Greater Peterborough Health Services Foundation
 Home and Community Care Support Services Central
 East, Peterborough Branch
 Jacobs & Thompson
 Nexicom
 Peterborough Family Health Team
 Peterborough Housing Corporation
 Peterborough Leadership Council
 Peterborough Ontario Health Team
 Peterborough Regional Health Centre
 Peterborough Volkswagen
 Ricart Promotions & Recognition
 Rocky Ridge
 Rotary Club of Peterborough Kawartha
 Royal Canadian Legion, Poppy Fund

Rx BIO
 Signed, Sealed and Delivered
 SKBailey Marketing & Design
 TD Bank
 The Creative Link
 The Gardens of Peterborough Retirement Residences
 The Mount Community Centre
 Trent Centre for Aging & Society
 Trent Security Systems Ltd.
 Trent University
 Vincent Press

Media

101.5 The Wolf
 100.5 Fresh Radio
 Apsley Backroads
 Cogeco Connexion Inc., Your TV Peterborough/Lindsey
 Corus Entertainment
 Global Peterborough (Chex TV)
 Kawartha 411
 Kawartha Chamber of Commerce
 Kawartha Now
 Keene Correspondent
 OLDIES 96.7/FREQ 90.5/PTBOTODAY.ca
 Peterborough Currents
 Peterborough Examiner
 Peterborough This Week
 Peterborough Chamber of Commerce
 PTBO Buzz
 Pure Country 105/Move 99.7/Bounce Radio 91.9
 Snapd Peterborough
 The Lakefield Herald
 The Millbrook Times
 The Rail
 The Trent Hills & Norwood Tribune
 TVO



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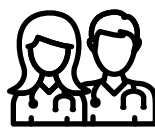
A Year at a Glance at Community Care



Served over
6,707
individuals



Hard work and dedication
of **45**
employees



416
Access to Primary
Care Assignments



25,057
Falls Prevention &
Exercise Classes



631 volunteers & brokered helpers
contributed **71,405** hours of service
– the equivalent of **40** full time employees



43,280
Meals Delivered



7,887
Grocery Deliveries



22,990
Drives Provided



44,375
Reassurance
Calls & Visits



420
Personal Distress
Alarms Installed



384
Home at Last
Settlements



13,398
Information &
Referral Calls

Community Care Peterborough



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Administration Office:

185 Hunter Street East, Peterborough, ON K9H 0H1

705.742.7067 | peterborough@commcareptbo.org

www.commcareptbo.org



@CommCarePtbo

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