



Community
Care

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

Impact Report 2022 – 2023



www.commcareptbo.org

A Message from Beth Steinmiller, Board President and Danielle Belair, Executive Director

Growing Our Future

"I have just returned from a Volunteer Appreciation Event at one of our county offices, and what a delight that Community Care Peterborough (CCP) has been able to resume events and activities that have been on hold due to the pandemic. Our Volunteer Appreciation Events are celebrations of all that is most valued at Community Care, all the caring people who together weave the ability to empower people to live at home in the City and County of Peterborough.

It has been my privilege to have been the President the past two years. I have witnessed unwavering commitment and dedication to the mission, the vision, and values of Community Care. I have seen the work of volunteers, staff, and board members, all with their various and unique roles and gifts impact the lives of people in our communities."

– Beth Steinmiller



Beth Steinmiller,
Board President

As we reflect on another year, 2022 was especially busy and CCP has been there to lend a helping hand. Although we continue to lead forward from the COVID crisis to recovery, we are also mindful of what we need to sustain and meet future needs. As our communities began to return from isolation and lock down, we have seen a surge in the need for our programs and our communities are also growing.

The one constant is how important staff and volunteers are to CCP. So much of what we do only happens because we have such dedicated and amazing people who completed the work this past year. In times of stress and constant changes and unknowns, they kept programs going. We are proud of our staff and volunteers. Thank you so very much. If you look back at the last three years you can say yes, we made it through and we fulfilled our mission and vision.

CCP is governed by an amazing Board of Directors. We are entering our third year of our Strategic Plan and about to complete our second Accreditation Review. Both important activities as the Board continues to review and examine needed resources, funding unknowns and the ever-changing needs of our clients and communities. Sincere thanks to each of the Board of Directors for your contribution.

This report outlines many highlights and activities CCP has embarked on this past year. Despite all the changes that COVID has brought, our mission remains the same and CCP will strive to ensure people can stay healthy, maintain their independence and dignity in the homes and communities that they love. As we look ahead, even with many unknowns on the horizon, we are excited to build on our successes and continue to make a positive impact on our communities. Thank you for your ongoing support of CCP. Together, we can create a brighter future for us all.

– Danielle Belair



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, Care Navigation
- Alicia Vandine Donor Relations and Communications Lead
- Darci Maude Volunteer Development Coordinator



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2022/2023 Board of Directors

Officers

- Beth Steinmiller – President
- Dr. Janet Kelly – Vice-President
- Dave Stevenson – Treasurer
- Susan Wood-Bohm – Past President

Directors

- Debbie Anderson
- Gerry Bleau
- Louise Campbell
- Karen Hicks
- Adair Ireland-Smith
- Beth Malcolm
- Ramesh Makhija
- Anda Rungis

We would like to extend a special thank you to retiring board members Louise Campbell, Karen Hicks, Michael VanderHerberg, and Susan Wood-Bohm.

Strategic Directions 2021–2026

Building Abundance

We are pleased to share through our 2022/2023 Impact Report, the exciting work we have been leading and the progress we have achieved in each of our four key strategic directions. Here are a few of these highlights:

1



Be recognized as a service leader in our community.

- ❖ 2022 Winner & Recipient of the Not-for-Profit Business Excellence Award
- ❖ Very successful “Smile Cookie Campaign” raising over \$92,000 to assist our Give A Meal, Give A Drive subsidy programs
- ❖ Host and honoured recipient of the Gary Dalliday Memorial Golf Tournament Fundraiser
- ❖ Lead Partner with the County of Peterborough Hub Program
- ❖ Continued successful partnership between Community Care and GAIN
- ❖ Successful campaign with Electoral Officials

2



Strengthen infrastructure to support excellence in client services.

- ❖ Modernization of IT Systems and Processes
 - Transition and implementation of AlayaCare platform – client information management system
 - Subscription to new Caredove portal e-referral services for clients/caregivers
- ❖ Ongoing expansion and growth of social media communication platforms
- ❖ Central Intake record-breaking up by 16%
- ❖ Local pop-up Community Care office at the Asphodel-Norwood Public Library

3



Invest in human capital.

- ❖ New position introduced as Database and IT Systems Coordinator
- ❖ New Float Care Navigator position introduced
- ❖ Day bus tour of all Community Care offices with staff and board
- ❖ Launch of targeted volunteer recruitment campaign

4



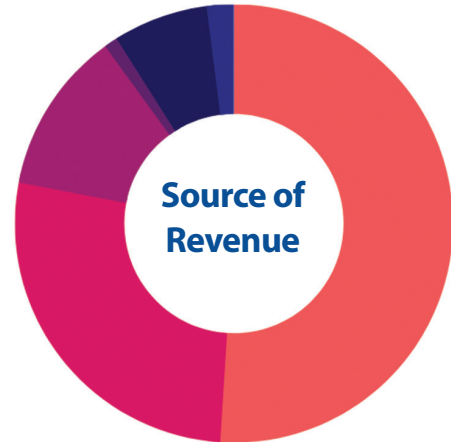
Diversify funding to sustain and grow the organization.

- ❖ Successful “Building Abundance” campaign raising over \$80,000
- ❖ Engagement of *PGgrowth* for the development of an integrated Legacy Giving Program
- ❖ Successful Meals to Go Fundraising Event – 70 workplaces and 600 lunches delivered raising over \$9,500
- ❖ New to You Community Care Thrift Shops raising over \$75,000
- ❖ Successful acquisition mailing targeting growth areas throughout the County
- ❖ 74 clients had access to subsidy fund for meals, transportation, and home help

2022/2023 Community Care Financial Highlights

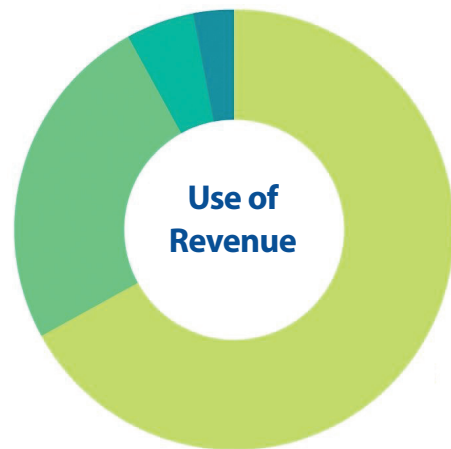
Source of Revenue for Agency Activities \$3,533,848

Ontario Health East	51%
Donations & Fundraising	27%
Service Revenues	12%
Bequests	1%
City & County/Grants	7%
United Way	2%



Use of Revenue for Agency Activities \$3,494,554

Direct Client Service	67%
Indirect Client Service	25%
Other (Volunteer)	5%
Fundraising	3%



Audited Financial Statements available on request



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
Lifeline Emergency Response

Hospital to Home

Home at Last (HAL)
Home First

Social and Diner Events

Diners' Clubs
Coffee, crafts, and various groups

For more information about our supports, contact your local service office:

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

Impactful Stories and Testimonials at Community Care



Healthy Eating & Transportation

"Thank you for Meals on Wheels. Having them delivered makes me feel that I am not alone."

"I can't thank my volunteer driver enough. She drives me to my dialysis appointments at PRHC, 3 times a week, through rain, shine or through snow!"

Health and Wellness

"Between weight watchers and the online classes I have lost 88 pounds and my mobility increased tremendously. I am pole walking with Michelle, exercising with Jodie, and doing Zumba with Jasmine. They helped me so much with my weight loss and getting my health back. My blood pressure went back to normal, my blood sugars dropped and I am now mobile. My joints don't hurt any more. I can manage my anxiety and depression better too. My doctor is so happy with my health now. I no longer need my CPAP machine to sleep!!! The doctor is amazed too."

Help and Support at Home

"The best organization and the volunteers are amazing. Highly recommend Community Care to others. Community Care calls me monthly ensuring that I have my meals on wheels program, and they also include me in their friendly visiting calls."

"Community Care kept me safe and well before and during COVID, making sure that I had groceries delivered to me, and calling every day to check in when my family couldn't be with me. I love having my family come back to visit me in my home now, and they see how I am doing, it makes them worry less about me being on my own."



Above and Beyond – After the Derecho of March 2022

"My Dad was left without power for 7 days, and Community Care checked on him every day, volunteers brought him meals and fresh water. Brokered Helpers, checking his property and helping him clean up after the big storm. I live far away but the office contacted me every day to keep me posted. I was so touched by the volunteers who cared so much about his safety and comfort. They went above and beyond for him until I could get there."

Volunteer Story

"Initially, a daughter wanted to volunteer with her dad but as his health declined, she became his caregiver. When she was tidying up papers from her Dad's estate, she kept noticing Community Care volunteer flyers appearing. Each pile that she worked through, she found something new about Community Care. She felt this was a sign. She is now a Meals on Wheels, Brokered Helper and grocery shopper and thinks of her dad fondly as she volunteers."

*Names of volunteers and clients changed to protect privacy.



Leaving a Legacy

Community Care Peterborough currently operates a passive planned giving program, and on occasion receives a letter from a lawyer stating that a client or volunteer has left a gift to us in their estate. Our goal is to actively seek at these donors so that we can build meaningful giving opportunities that will grow the agency into the future.

Thanks to a grant provided by the Ontario Trillium Foundation's Resilient Community Fund, Community Care Peterborough engaged the services of PG Growth, a specialist in the field of planned giving, in order to move this program from passive to active, with new marketing materials.

One of the major benefits of these planned gifts is that they promise future funding for an organization.

Building on the work in a previous grant to purchase a new donor management software system, this year's grant will see the development of our first targeted planning giving newsletter that features a 20 year volunteer and sharing with readers why he and his family have chosen to make a gift in his will to Community Care Peterborough.

We are so excited to be moving forward on this initiative as it was identified as a project under the strategic direction of Diversify Funding to Sustain and Grow the Organization.



Community Care Peterborough accepts the following examples of planned gifts:

o Wills

- A bequest to Community Care in your will is the simplest way to arrange a planned gift.

o Charitable Gift Annuities

- A charitable gift annuity allows you to support Community Care Peterborough now, while still receiving a guaranteed annual income for life.

o Gifts of Life Insurance

- Many people discover that life insurance provides an affordable way to make a significant gift to Community Care Peterborough.

o Gifts of Investments / Listed Securities

- Many people find that giving a listed security, or investment, allows them to make a substantial contribution to the vital work of Community Care Peterborough, while offering significant tax benefits.

Under the guidance of PG Growth, Community Care Peterborough will be launching the first materials in June 2023.



92,608.26 Smiles for City and County of Peterborough



The Tim Hortons Smile Cookie reveal took place on November 15, 2022 in Community Care's office in Peterborough to thunderous applause. A record year, \$92,608.26 dollars raised for Community Care to assist their Give A Meal, Give A Drive subsidy programs.

"We are awe-struck with this year's result," said Danielle Belair – Executive Director, Community Care. "We cannot say thank you enough to our communities, the local Tim Hortons teams and our volunteers who together made this happen for us."

From coast to coast, Tim Hortons sold a record-breaking number of cookies **over \$15M**, and this is a record breaking year locally too.

"Our best year ever and 100 percent of the sales of cookies were donated to Community Care," said Mary Blair – a Tim Hortons Owner. "People also made donations in lieu of purchases and this is included in the \$92,608.26 total too."

Participating locations:

In Peterborough

- 721 Ashburnham Drive
- 1527 Water Street
- 1200 Lansdowne Street West
- 336 Lansdowne Street East
- 871 - 875 Chemong Road
- 157 George Street North
- 645 Lansdowne Street West
- 55 Park Street North
- 81 Hunter Street East
- 898 Monaghan Road
- 1781 Lansdowne Street
- 1420 Crawford Drive
- 1901 Lansdowne Street West
- 949 Highway 7 East
- Chandler Cres at Parkhill

In Lakefield

- 139 Queen Street

In Bridgenorth

- 758 Ward Street North

In Curve Lake

- 1420 Mississauga Street

Visit www.timhortons.com for an up-to-date list of charities and cities who participated in this year's campaign.



Our Thanks to...

Community Care receives a significant financial contribution from the Ontario Health East. 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.

Enhanced Funding

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

- Bell Retiree's Grant Program
- Community Foundation of Greater Peterborough
- Millbrook & District Food Share
- Municipality of Trent Lakes
- Ontario Community Support Association
– Ontario Community Support Program
- Ontario Trillium Foundation – Resilient Communities Fund
- Tim Horton's Smile Cookie Campaign
- Township of Havelock-Belmont-Methuen
- Township of North Kawartha
- Township of Selwyn
- United Way of Peterborough



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



Volunteering Weaves Us Together

134 new volunteers joined Community Care April 1, 2022 - March 31, 2023



2023 Volunteer Service Awards

30 Years:

Ann Calberry

20 Years:

Betty Bennett
 Carol Forsythe
 Carol Reynolds
 Caroll Shearon
 Jacqui Whyte
 Jane Mansell
 Marion Kelly
 Mary Hall
 Myla Bell-Peirce

Peter Darling

Peter Knapp

15 Years:

Anne Crouse
 Barb Finley
 Beverley Fraser
 Carol Ellis
 David Dodd
 Don Watkins
 Gail Irvine
 Ken Fines

10 Years:

Al Snelgrove
 Bill Burgess
 Bonnie Davidson
 Brenda Patrick
 Brion Aubrey
 Chuck Chuckleton
 Dom Bellissimo
 Greg Donaldson
 Jill Stocker
 Jim Blakeley
 Laurel Fish

Linda Brown
 Marilyn Emery
 Merrell Morrissey
 Paul O'Donnell
 Robert Little
 Rose Mackie
 Ruth Lewis
 Sandy Saunders
 Sharon McLean
 Susan Taylor

735 Volunteers worked together to contribute 108,426 hours!

**2 Years:
 58 Volunteers
 5 Years:
 34 Volunteers**

Staff Years of Service Awards

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

Five Years:

Gloria Anderson
 Shannon Burton
 Paula Rushnell

Ten Years:

Nancy Frankish

Twenty Years:

Aja Bax
 Danielle Belair



A Year at a Glance at Community Care



Served over
6,693
individuals



Hard work and dedication
of **47**
employees



609
Access to Primary
Care Assignments



44,531
Falls Prevention &
Exercise Classes



735 volunteers & brokered helpers
contributed **108,426** hours of service
– the equivalent of **60** full time employees



47,259
Meals Delivered



4,300
Grocery Deliveries



32,011
Drives Provided



27,288
Reassurance
Calls & Visits



309
Lifeline Emergency
Response



303
Home at Last
Settlements



12,046
Information &
Referral Calls

Community Care Peterborough



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Administration Office:

185 Hunter Street East, Peterborough, ON K9H 0H1

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www.commcareptbo.org

    @CommCarePtbo

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