



Community  
Care

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

# Annual Report 2023 – 2024



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

# A Message from Janet Kelly, Board President and Danielle Belair, Executive Director

## Building for our Future Success

This past year has been a period of strengthening and renewal at Community Care Peterborough. With the memories and experiences of the pandemic still fresh in our minds, Community Care Peterborough has continued to move forward.

CCP has undergone both an internal and external review during this past year. Our senior staff has undertaken a transformational review and the entire organization, including all of our stakeholders, participated in our second accreditation process.

The outcome of both of these exercises has been outstanding. Our staff has devised strategies to promote continuous renewal at Community Care. The accreditation team from FOCUS Accreditation was amazed at, and moved by, the rock-solid organizational and operational structure that results in the overwhelmingly positive testimonials from our clients.

And this brings me to what Community Care Peterborough is all about. All levels of the organization, from our volunteers and staff to our senior administration and Board, remain true to our mission, vision, and values. We are here to help people remain healthy and independent, and to support them in their own homes and communities.

It is a pleasure to serve on the Board of Community Care. We have had a very successful year and I look forward to continuing our important work in the year ahead.

– Janet Kelly



**Janet Kelly,**  
Board President

This report outlines many highlights and activities Community Care has embarked on this past year. We are very proud of what Community Care has accomplished, as we continue to thrive and make significant progress in each of our four strategic directions. The organization has an ongoing commitment to our clients, employees, volunteers, and stakeholders to strive for excellence in the delivery of services. We worked very hard to ready the organization for a second accreditation and incorporate continuous quality improvement in all our service delivery. We modernized our IT systems and processes to strengthen our infrastructure, and we undertook an internal transformational review to support organizational change to build for our future success. We also launched our Circle of Care Legacy Giving Program.

We want to congratulate and extend sincere appreciation and thanks to all our caring and dedicated staff who have worked tirelessly this past year. Your dedication and commitment to our clients and this organization does not go without notice. Special thanks to all our devoted volunteers for your commitment and support of CCP. 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. Together, we can help Community Care Sustain and Meet Future Needs. Thank you for your ongoing support of CCP.

– 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
Dalma Ladi-Vecsei	Director, Finance & Administration
Catherine Pink	Director, Support Services
Aja Bax	Manager, Care Navigation
Melissa Scott	Supervisor, Exercise & Wellness



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

## 2023/2024 Board of Directors

### Officers

Dr. Janet Kelly – President  
Beth Malcolm – Vice-President  
Dave Stevenson – Treasurer  
Beth Steinmiller – Past President

### Directors

Debbie Anderson  
Gerry Bleau  
Andrew Graham  
Adair Ireland-Smith  
Ramesh Makhija  
Martin Partridge  
Anda Rungis  
Pete Wood

*We would like to extend  
a special thank you to  
retiring board member  
Adair Ireland-Smith.*

# Strategic Directions 2021–2026

## Building Abundance

We are pleased to share through our 2023/2024 Annual 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 key highlights:

1



**Be recognized as a service leader in our community.**

- ❖ Successful Accreditation with FOCUS Accreditation achieving 100%!
- ❖ Very successful “Smile Cookie Campaign” raising over \$136,877 to support Community Care’s Give a Meal, Give a Drive subsidy programs.
- ❖ Successful partnership with Lifeline generating over \$11,600.
- ❖ Host and honoured recipient of the second Gary Dalliday Memorial Golf Tournament Fundraiser.
- ❖ Continued successful partnership between Community Care and GAIN.
- ❖ Continued partnership with the County of Peterborough Hub Program.

2



**Strengthen infrastructure to support excellence in client services.**

- ❖ Modernization of IT Systems and Processes
  - Successful implementation of AlayaCare platform – client information management database system.
  - Server replacement and 365 Microsoft office system migration.
  - Ocean/Caredove Integration e-referrals.
- ❖ Transportation program – replacement of new accessible Dodge Ram Promaster and rebranding wrapping of vehicles to be more representative of Community Care.
- ❖ New Hot Meals on Wheels program partnership with Maple Ridge Retirement Services.
- ❖ Review and enhancement of Brokered Home Help program through CSRF funding.
- ❖ New 2023/2027 Multi-Year Accessibility Plan developed.

3



**Invest in human capital.**

- ❖ Transformational Review completed to support Organizational Change to ensure continued growth and success of the organization.
- ❖ Positive responses from Volunteer and Employee Engagement Surveys.
- ❖ Summer Social and Holiday Social activities for all staff at Community Care.
- ❖ Successful targeted volunteer recruitment campaign for Drivers and Brokered Helpers.
- ❖ 20 Community Care Volunteers were recognized at the Ontario Volunteer Recognition Event.

4



**Diversify funding to sustain and grow the organization.**

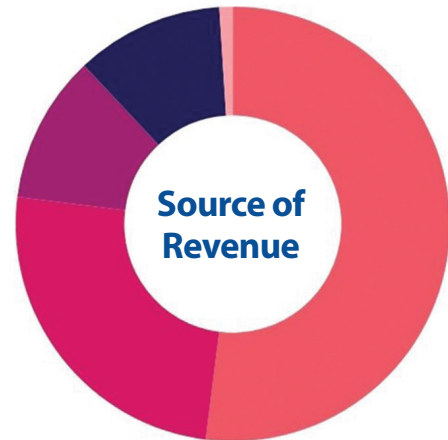
- ❖ Successful launch of new Circle of Care Legacy Giving Program.
- ❖ Increase GEM (Give Every Month) campaign in fundraising communications -18% increase in new monthly donors.
- ❖ Successful Annual Campaign “Sustain and Meet Future Needs” 25% increase!
- ❖ Exceeded Donations’ target by 110%.
- ❖ 76 clients had access to subsidy funds for meals, transportation, and home help.



# 2023/2024 Community Care Financial Highlights

## Source of Revenue for Agency Activities \$3,705,113

Ontario Health East	52%
Donations & Fundraising	25%
Service Revenues	11%
City & County/Grants	11%
United Way	1%



## Use of Revenue for Agency Activities \$3,723,454

Direct Client Service	64%
Indirect Client Service	37%
Other (Volunteers)	8%
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

## Dining & Recreation 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](mailto:peterborough@commcareptbo.org)  
[www.commcareptbo.org](http://www.commcareptbo.org)



# Volunteer and Client Testimonials at Community Care



## Volunteer Testimonials

*"I was a volunteer myself at Community Care as a friendly visitor for a couple (the husband had dementia, so the wife needed some respite) and another senior when her daughter was away. I loved spending time with them! I was helping them, but they also taught me so much."*

*"When you do something to help someone else, it's the best feeling. Community Care truly helps others, so it's a great place to spend your time."*

*"Community Care services are so important to keep people in their own homes, not only is it more affordable for seniors, it's also more comfortable and familiar to them too."*

*"Volunteering with Community Care makes me feel that I have a purpose and it's the most enjoyable job I have ever had."*

## Client Testimonials

*"Thank you for getting me set-up with Shopping Buddy – it is a great service. Also, thanks for all the help I receive from the Foot Care Clinic. The volunteers are all great and are helping to educate me about looking after my feet."*

*"I had my first drive today and it worked out very well. The service was just terrific."*

*"I do want to emphasize how impressed we are with the frozen meals and the extent you go, to help people out. Thank you from the bottom of our hearts!"*

*"You are amazing! I am so thankful for you! After my fall, Community Care Peterborough referred me to Lifeline and the install was completed very quickly. Thank you!"*

*"I have been using your driving service for some time and the*



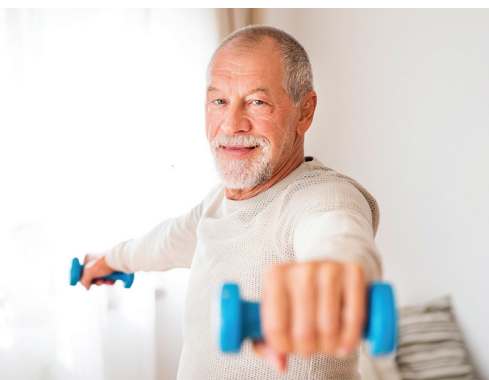
*drivers have all been most pleasant. I have been very happy with the service."*

*"My grocery shopper is amazing, and has a wonderful sense of humor."*

*"My Brokered Helper went above and beyond. I am extremely impressed with his work on my yard. He is an extremely hard worker, very nice, and friendly."*

*"I had the pleasure to experience the assistance provided by the Home at Last program. This program relieved all the anxieties I was feeling while planning my discharge from the hospital. You see, I am a single woman who had errands to do before I entered my house: grocery shopping, and needing prescriptions filled. Home at Last offered all the help I needed as I returned home. My house was even inspected to make sure my surroundings were safe for me to enter my home. This service is so important for those in need. Thank you."*

*"Just after my husband died, I was very depressed and was hospitalized. The hospital referred me to Community Care for a telephone visit with one of your volunteers. She still calls me to this day and I can say now that without her I wouldn't be here today."*





# 2023-2024 Highlights

## Lorri Rork Celebrates 30 Years of Service

In May 2023, Lorri Rork, Community Development Coordinator with our Lakefield Office, celebrated an amazing milestone of 30 years as a staff member with Community Care Peterborough. Our longest-serving employee with the agency!

Over the years, Lorri has overseen the move of our Lakefield office to Rabbit Street, introduced a hot meal program in Lakefield, and developed many partnerships within the community.

"Lorri is extremely dedicated to our clients and volunteers and has provided ongoing support to our staff team; especially our new staff members joining our local county offices," said Danielle Belair, Executive Director, Community Care Peterborough.



## 2nd Annual Gary Dalliday Memorial Caring For Our Communities Golf Tournament

On August 14, 2023, we were so pleased to host the 2nd Annual Gary Dalliday Memorial Caring For Our Communities Golf Tournament in Gary's honour, with the help from his friends and family members, as well as our generous sponsors and golf enthusiasts.

The event raised an incredible total of over \$15,000 to support a cause that Gary believed in, as a previous volunteer with Meals on Wheels, helping empower clients to remain safe and healthy in their own homes.

Thank you to all the golf participants, sponsors, prize donors, and supporters - the day was jam-packed full of great golf, prizes, and special guests.

## Long-standing Volunteer Marilyn McKenzie Retires

In October 2023, we congratulated Marilyn McKenzie, our long-standing volunteer of 53 years, on her retirement as a Meals on Wheels volunteer in Peterborough.

A long-time resident of East City, Marilyn shared, while many aspects changed over the years, she always found joy in meeting wonderful clients and working alongside other volunteers.

"I remember climbing up snowbanks and down again to deliver meals to clients," said Marilyn. "As long as clients were happy and looked after, that's all that mattered."



## New Circle of Care Program Launched

On November 10, 2023, Community Care Peterborough launched our new Circle of Care initiative. This program was made possible thanks to a \$91,500 Resilient Communities Fund grant awarded by the Ontario Trillium Foundation (OTF). Circle of Care will promote planned giving options in support of our programs and services throughout the City and County of Peterborough.

The Circle of Care initiative was launched with its founding members and long-term supporters of Community Care, Peter Darling and Andy Stevenson, there to share with donors their stories about why they have chosen to leave a legacy to Community Care in their will.

# \$136,877.94 Smiles for City and County of Peterborough



Community Care Peterborough was so honoured to have been selected again as the 2023 recipient of the Tim Hortons Smile Cookie Campaign!

The Tim Hortons Smile Cookie reveal took place on June 8, 2023 at Community Care's office in Peterborough to a room full of cheering from our staff, volunteers, and Board members. An incredible \$136,877.94 was raised from the campaign to support Community Care's Give A Meal, Give A Drive subsidy program, as well as other services offered across the City and County of Peterborough.

"The Smile Cookie week was such an amazing opportunity for us to spread the word about Community Care and to raise funds for our programs and services that empower seniors and adults with physical challenges," said Danielle Belair, Executive Director, Community Care Peterborough.

Across Canada, the Tim Hortons 2023 Smile Cookie campaign raised an impressive total of more than \$19.7 million for over 600 charities, hospitals, and community groups from coast to coast.

"We could not have done this without our dedicated staff and volunteers who helped decorate cookies all week at various Tim Hortons locations, and Gail Wilson, Smile Cookie Campaign Special Event Coordinator. It was a pleasure working with the staff at the participating Tim Hortons. Everyone has been very supportive," added Belair.

## 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
- 110 Chandler Cres.

### In Lakefield

- 139 Queen Street

### In Bridgenorth

- 758 Ward Street North

### In Curve Lake

- 1420 Mississauga Street

Visit [www.timhortons.com](http://www.timhortons.com) for an up-to-date list of charities who participated in the Smile Cookie 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:

- Applewood Retirement Residence
- Bell Retiree's Grant Program
- Chemung Lake District Lions Club
- Congregation of the Sisters of St. Joseph
- Kinsmen Super TV Bingo
- Lakefield District Lions Club
- Lakefield United Church
- Millbrook Cavan United Church
- Millbrook & District Food Share
- Millbrook District Lions Club
- Municipality of Trent Lakes
- Ontario Trillium Foundation - Resilient Communities Fund
- Royal Canadian Legion, Lakefield
- Royal Canadian Legion, Norwood
- Township of Asphodel Norwood
- Township of Havelock-Belmont-Methuen
- Township of North Kawartha
- Township of Selwyn
- Trinity United Church - Apsley
- United Way of Peterborough - Community Services Recovery 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 Pamela Beauchamp, Marketing & Fund Development Coordinator at 705-742-7067 ext. 221 or visit [www.commcareptbo.org](http://www.commcareptbo.org)





# Volunteering at Community Care

818 Volunteers worked together to contribute 92,996 hours of service!

100 new Volunteers joined Community Care

April 1, 2023 – March 31 2024

THANK YOU  
TO OUR INCREDIBLE  
VOLUNTEERS

EVERY  
MOMENT  
MATTERS



NATIONAL  
VOLUNTEER WEEK  
APRIL 14 – 20, 2024  
#NVW2024 #EveryMomentMatters

## 2024 Volunteer Service Awards

### 40 Years:

Maxine Prentice

### 35 Years:

John Downey

### 30 Years:

Elizabeth Curry

### 25 Years:

Carol Atkinson

William Atkinson

### 20 Years:

Debbie Birmingham

Vivien Falls

Jim Green

Bev McLuhan

Dick Simpkins

Andrew Stevenson

Hennie Tiesma

Theo Van Will

### 15 Years:

Don Adamson

Janet Branscombe

Joyce Burgess

Anne Hershberg

Barb Jinkerson

Bert Reynolds

Cheryl Van Schyndel

Cheryl Willoughby

### 10 Years:

Marie Buchl

Wendy Burgess

Lynda Coons

Don Delorey

Ian Deslauriers

Susan Diamond

Sarah Dobbin

Kathy Eakins

Christine Evans

Steve Illott

Anne Heuft

Dave Heuft

Monty Johnston

Brian Marshal

Mary Beth Marshall

Barbara Morrison

Ernest Morrison

Janet Morrow

Mary Preston

Patricia Schier

Nancy Sloan

Beth White

David Wolff

818 Volunteers worked together  
to contribute 92,996 hours!

2 Years: 57 Volunteers  
5 Years: 59 Volunteers

## Staff Years of Service Awards

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

### Five Years:

Maria Galazka

Caylea Smith

Erin Summers

### Ten Years:

Catherine Pink

### Fifteen Years:

Tammy Ross

### Thirty Years:

Lorri Rork



# A Year at a Glance at Community Care

Fiscal Year April 1, 2023 to March 31, 2024



Served over  
**6,024**  
individuals



**7,989**  
Home Help &  
Maintenance Visits



**719**  
Access to Primary  
Care Appointments



**50,945**  
Exercise & Falls  
Prevention Classes



**818** volunteers & brokered helpers  
contributed **92,996** hours of service  
– the equivalent of **51** full time employees



**50,325**  
Meals Delivered



**4,305**  
Grocery Deliveries



**31,651**  
Drives Provided



**24,243**  
Reassurance  
Calls & Visits



**301**  
Lifeline Emergency  
Response



**341**  
Home at Last  
Settlements



**12,046**  
Information &  
Referral Calls

## Community Care Peterborough



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



@CommCarePtbo

Charity # 1366 80865 RR0001 • June 2024

