



Community  
Care

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

# Annual Report

## 2024 - 2025



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

## Board President Message

Nowhere is the impact of Community Care Peterborough seen more clearly and honestly than in the client and family member testimonials that we receive every week.

From a client: *"...staff and Community Care do so much for us with genuine care. I was able to stay in my country place by myself as a full-time wheelchair user with your help with rides, food, etc...It was so good to know someone was watching out for me and building stronger community for everyone. Thank you."*

From a family member: *"I don't know what we would do without Community Care as the services help to keep mom at home and independent."*

Our organization is strong and capable and our mission aligns exactly with an individual's desire to remain in their own home and, indeed, the Province of Ontario's 'Home First' initiative.

Inside this report you will see how over 800 volunteers reach over 6000 clients in all corners of Peterborough County. Our organization is unique in having 8 offices that serve as regional hubs in their communities. In this way, our staff and volunteers can offer the personalized service that our clients so appreciate. Our services range from meal and grocery delivery to transportation, from falls-prevention exercise classes to home maintenance, and from reassurance calls and visits to PSW support when visiting your Primary Care doctor or when you return home after a hospital stay. All foundationally important services that allow people to remain independent and in their own homes.

As I complete my term as Board President, I can honestly say that it is an honour to be a part of such a hardworking and sincerely dedicated organization. I would like to thank our volunteers, staff, and administration for their unwavering

care for our clients. I would also like to thank our donors because, without their support, we would be unable to continue our critical work.

Thank you and well done everyone!



Danielle Belair, Chief Executive Officer



## Chief Executive Officer Message

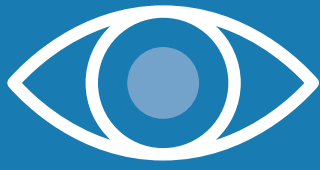
Community Care Peterborough has an ongoing commitment to our clients, volunteers, staff, and stakeholders to strive for excellence in the delivery of our many services. As we reflect on another year, 2024 was especially busy as more people than ever are turning to Community Care, seeking the support that enables them to live with dignity and independence.

We are very proud of what Community Care stands for and the vital work that we do. We thrive from the strong and firm roots we have in our communities. 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."*

We made some significant progress in our 2021-2026 Strategic Plan and have been successful in achieving objectives outlined in each of our four strategic directions. Special thanks to our Management Team! We couldn't have done many of these accomplishments without your leadership. Our work will carry on as we begin the planning for our next Strategic Plan.

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. Community Care will continue to seek out partners, develop collaborations, and cultivate innovation to enhance its impact and build a flourishing organization.

We sincerely want to congratulate and thank our dedicated staff and volunteers who made the vital work of Community Care possible. They continue to make a positive impact on our communities. Sincere thanks to each of the Board members for their commitment and dedication to our mission, vision and values. We look forward to an exciting year ahead. Our mission remains stronger than ever! Together, we can keep communities strong, no matter what life brings. Life Changes, Community Doesn't. Thank you for supporting Community Care.



## 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.

## Senior Management Team

<b>Danielle Belair</b>	Chief Executive Officer
<b>Catherine Pink</b>	Director, Operations
<b>Dalma Ladi-Vecsei</b>	Director, Finance & Administration
<b>Chris LeBlanc</b>	Director, Donor & Public Relations
<b>Aja Bax</b>	Manager, Care Navigation

## Recognizing Staff Milestones

**Penny Earle**, Personal Support Worker [5 Years]

**Michelle Weir**, Community Development Coordinator – Chemung [5 Years]

## 2024-2025 Board of Directors

<b>Dr. Janet Kelly</b>	President
<b>Beth Malcolm</b>	Vice-President
<b>Dave Stevenson</b>	Treasurer
<b>Beth Steinmiller</b>	Past President
<b>Debbie Anderson</b>	Director
<b>Gerry Bleau</b>	Director
<b>Richard Boire</b>	Director
<b>Andrew Graham</b>	Director
<b>Ramesh Makhija</b>	Director
<b>Anda Rungis</b>	Director
<b>Pete Wood</b>	Director

*We would like to extend a special thank you to retiring board member Martin Partridge.*



# Strategic Directions

## 2021 - 2026:

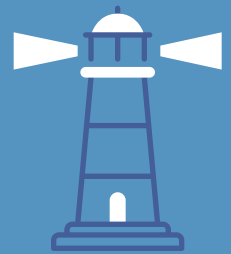
### Progress Toward Building Abundance

As we reflect on the past year, we are proud to share the continued progress we've made toward achieving the goals outlined in our 2021-2026 Strategic Plan. In this year's report, we spotlight one standout accomplishment in each of our four strategic areas, showcasing how our efforts are making a meaningful difference for those we serve and ensuring the sustainability of our organization for years to come.

1

#### Be recognized as a service leader in our community

Celebrated the 60th anniversary of Meals on Wheels, showcasing our vital role in the community through public engagement and storytelling.



2

#### Strengthen infrastructure to support excellence in client services

Invested in new technology to enhance client and donor communications, increase service awareness, and boost staff efficiency.



3

#### Invest in human capital

Completed the Transformational Review with the recruitment of a Director for Donor and Public Relations to strengthen the Senior Management Team.



4

#### Diversify funding to sustain and grow the organization

Our New To You Thrift Stores achieved a record-breaking **\$100,000** in revenue, marking the highest total in our history.





# 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 & Wellness

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

## Help & Support at Home

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

## Safety at Home

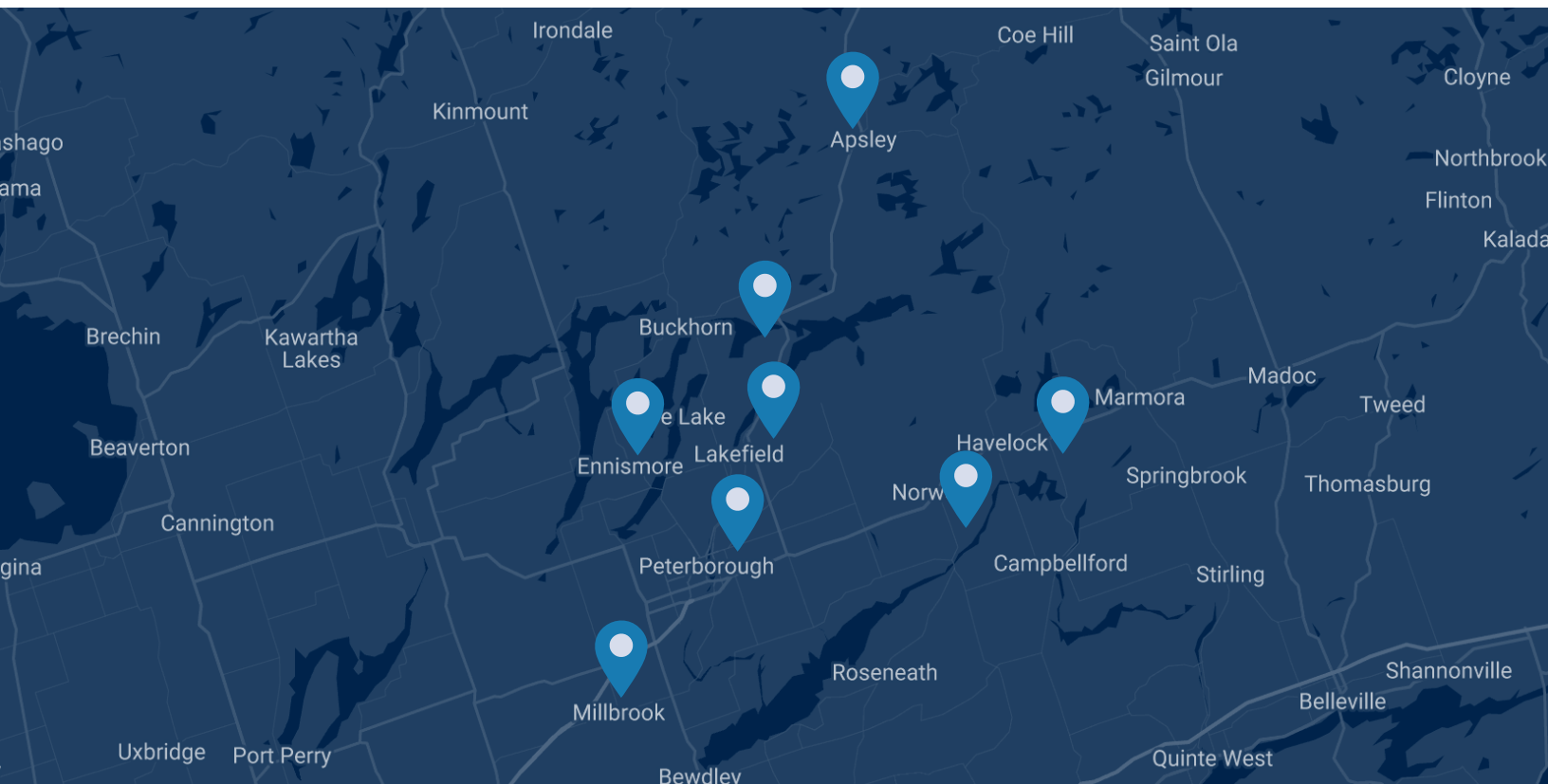
Telephone Reassurance Calls  
Lifeline Emergency Response

## 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  
**Buckhorn:** 705-657-2171  
**Chemung:** 705-292-8708

**Havelock:** 705-778-7831  
**Lakefield:** 705-652-8655  
**Millbrook:** 705-932-2011

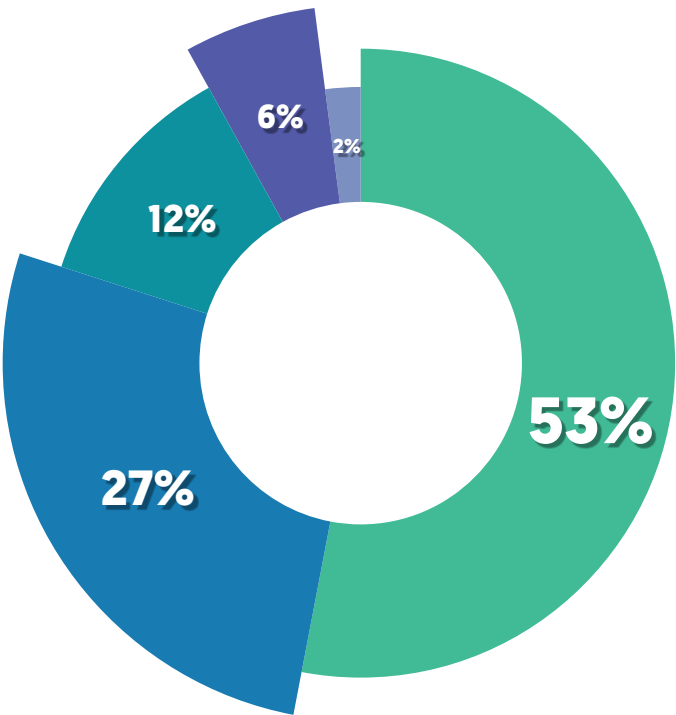
**Norwood:** 705-639-5631  
**Peterborough:** 705-742-7067

# Financial Highlights

Source of Revenue  
for Agency Activities

\$3,763,747

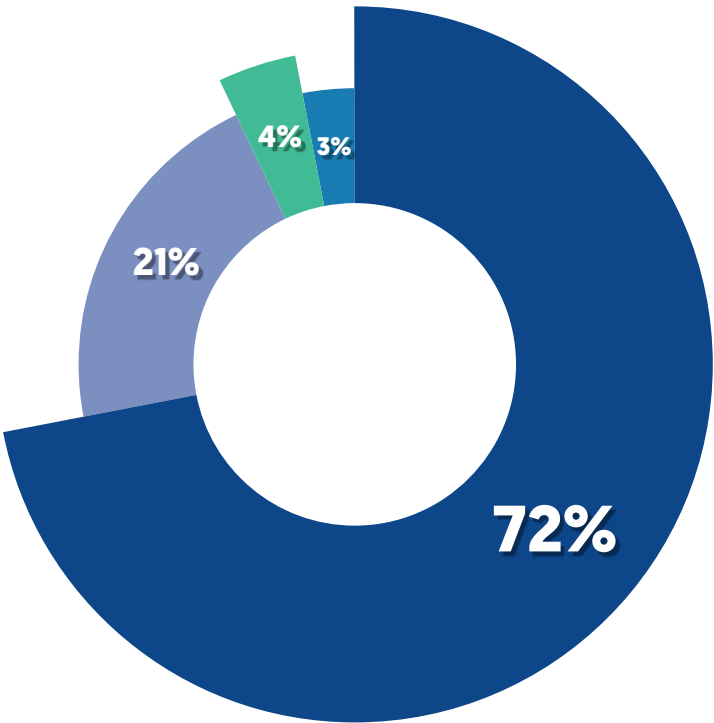
Ontario Health East	53%
Donations & Fundraising	27%
Service Revenues	12%
City & County/Grants	6%
United Way	2%



Use of Revenue  
for Agency Activities

\$3,794,715

Direct Client Services	72%
Indirect Client Services	21%
Other: (Volunteers)	4%
Fundraising	3%



Audited Financial Statements available on request

## Client Subsidy Support: Empowering Independence

In 2024-2025, **94 unique clients** accessed our services through direct subsidies, totalling **\$76,603**. These subsidies ensure that clients, particularly those with limited financial resources, can access essential services. Transportation, Meals on Wheels, and Brokered Helpers were the most utilized services by subsidy recipients. By providing these subsidies, we ensure that no one is excluded from the support they need to maintain their independence and quality of life.

# Fundraising Success

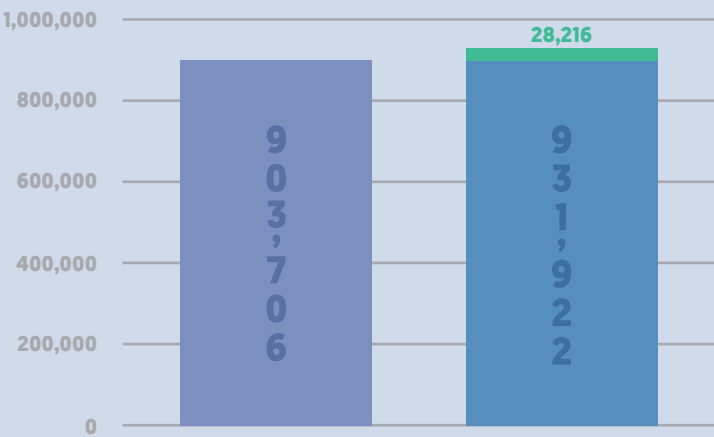
This year, we saw strong growth in fundraising revenue, driven by the best response ever to our annual direct mail campaign despite a postal strike, a growing base of monthly donors, and the unwavering commitment of our most loyal supporters. We are grateful for the continued generosity that allows us to strengthen our services and reach more people in need.

## Total Fundraising Revenue: A Year of Growth

In 2024-2025, we raised **\$931,922**, representing a **\$28,216 increase** from last year.

### Fundraising Revenue

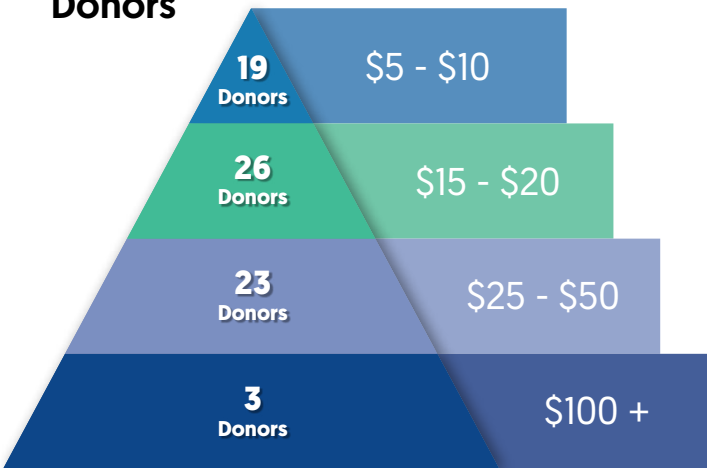
2023-2024 [Last Year] **\$903,706**  
2024-2025 [This Year] **\$931,922**



## Monthly Donor Update: Building a Steady Base of Support

Our **GEM (Give Every Month)** program continues to grow, with **68 monthly donors** contributing a total of **\$19,527** this year. These donors are the backbone of our ongoing efforts, with monthly support spread across various giving levels.

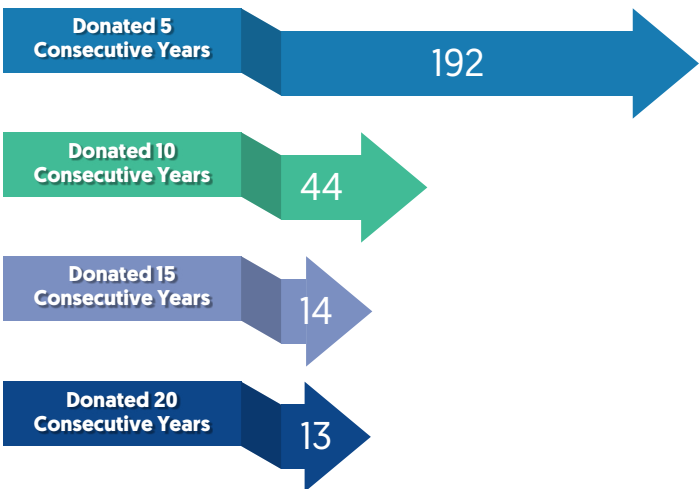
### GEM Donors



## Loyal Donor Spotlight: Long-Term Commitment to Community Care

We are deeply grateful to the **263 loyal donors** who have contributed for **at least five consecutive years**, demonstrating their unwavering belief in our mission and the impact of our work. Their continued support is crucial in sustaining the services that our community relies on.

### Loyal Donors



# 60

## Years of Meals on Wheels



### Elizabeth Janusz, Founder

Moved by a local tragedy, Elizabeth rallied the Peterborough community to set an example of caring for our neighbours.

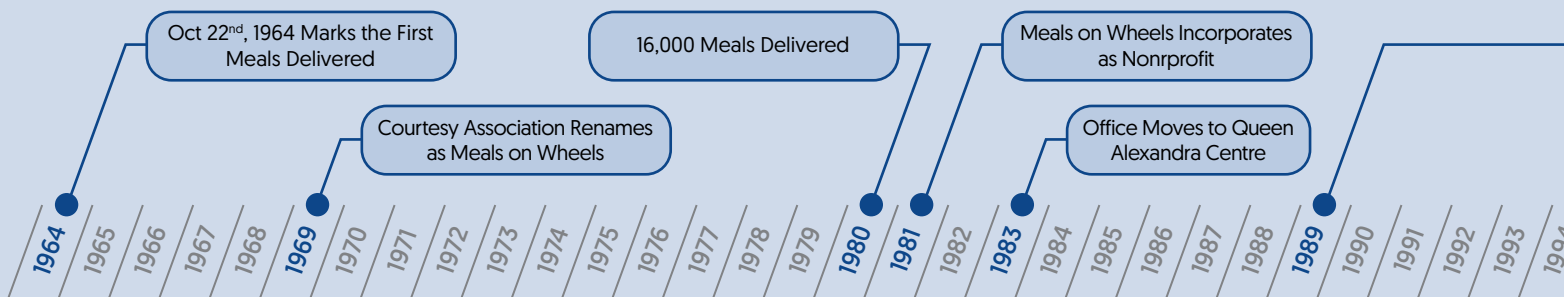
### Bernice Clark, Coordinator

Known for her big personality and even bigger heart, Bernice oversaw the growth of Meals on Wheels from a grassroots campaign to a respected service organization delivering tens of thousands of meals per year.

#### Client Testimonial:

“Having meals delivered three times a week is so helpful to me. I have so many appointments and I get so tired, so I appreciate having meals delivered very much.” - D.A.

### Meals on Wheels Timeline





# Campaign Raises 600 Donated Meals

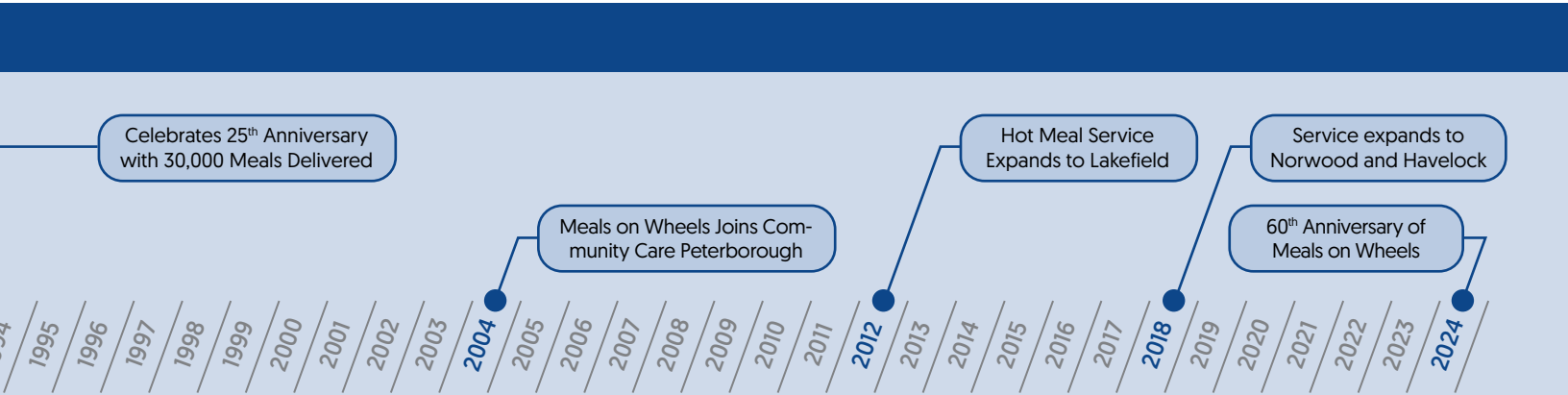
In December 2024, the annual Meals to Go fundraiser set an ambitious goal to raise 600 donated meals in celebration of the 60<sup>th</sup> anniversary of Meals on Wheels. The campaign invited local businesses to purchase lunches, which were prepared by our Meals on Wheels hot meal provider and delivered by our dedicated team of volunteers. Through a combination of meal sales and generous donations, we surpassed our goal, ultimately **donating 634 meals** to our clients. This success not only helped meet the immediate needs of our community but also reaffirmed the vital role Meals on Wheels continues to play in Peterborough.

## FACT:

Demand for Meals on Wheels has increased **44%** in the last five years.

# Series Aims to Keep History Alive

The **60 Stories for 60 Years** series launched on the 60<sup>th</sup> anniversary of Meals on Wheels to celebrate the contributions of the countless people who have stepped up and made a difference in our community. These weekly stories preserve the memories of Meals on Wheels in Peterborough and inspire our work today by connecting us to our past. The series is available on our website: [www.commcareptbo.org](http://www.commcareptbo.org)

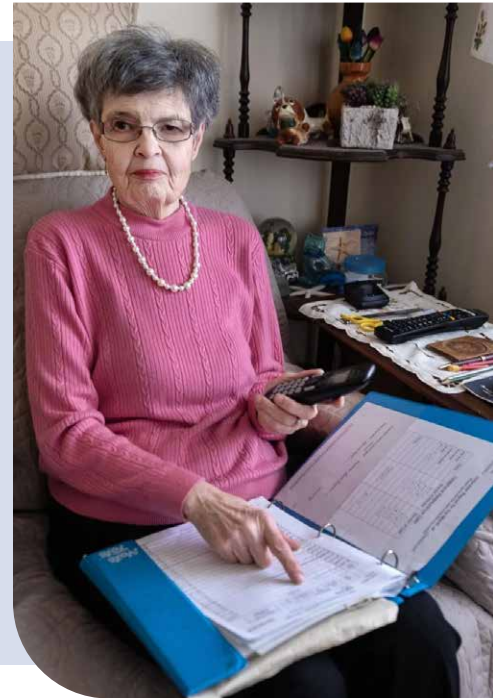


# Volunteer Spotlight

At Community Care Peterborough, it's not just our services that create community—it's the dedication of our volunteers. Their presence and commitment build human connections, bringing people together and fostering a sense of belonging. Whether it's through a friendly phone call, a delivered meal, or a shared moment, our volunteers are the heartbeat of the organization, turning our services into meaningful experiences that truly make a difference in the lives of those we serve.

## Carol Payne: 30 Years of Dedication & Connection

Carol Payne has been volunteering with Community Care Peterborough for over 30 years, providing telephone reassurance calls to clients who often face isolation. What started as a desire to help seniors in her community has turned into a rewarding, long-term commitment. Carol speaks with the same clients regularly, offering a friendly check-in and a listening ear. For Carol, these clients have become like family, and the role continues to bring her joy. "I just love doing this job," she says. Carol's dedication and care represent the heart of Community Care Peterborough, providing essential emotional support to clients and making them feel valued. Even though her work isn't always seen, Carol's impact is deeply felt by those she serves. "There's a lot of people where you're the first voice they hear that day," she explains. Carol's continued commitment to Community Care Peterborough is a testament to the enduring power of volunteerism and the lasting impact of those who dedicate their time to others.



## Lynne Faught: Thirty-Five Years of Showing Up

When Lynne Faught first agreed to deliver Meals on Wheels, she never imagined it would lead to 35 years of service. Encouraged by her friend Maxine, Lynne found that the work wasn't just about delivering meals—it was about building connections. "The people were so happy to have someone to speak to," she recalls. Over the years, volunteering became personal for Lynne, especially as she saw the need for support when her own mother aged. Lynne's commitment to helping others was strengthened by the bonds she formed with fellow volunteers. "It's a great way to build friendships," she says. Lynne's service has had a profound impact on the community, and she encourages others to get involved, emphasizing how volunteering connects you to the community and provides a meaningful way to give back. After decades of service, Lynne's legacy is a reminder of how even the smallest acts of kindness, repeated over time, can make a lasting difference.

## Volunteer Satisfaction: A Strong Commitment to Excellence

In our recent volunteer survey, **100% of respondents** reported their volunteer experience as **Excellent** or **Very Good**. Specifically, **63%** rated their experience as **Excellent**, while **37%** rated it as **Very Good**. This feedback reflects the strong commitment and satisfaction of our volunteers, who are the backbone of our organization. Their dedication to Community Care Peterborough and the impact they make in the lives of our clients is truly invaluable.



# A Sweet Success for the Third Year in a Row

Community Care Peterborough is thrilled to share that, for the third consecutive year, we were selected as the recipient of the Tim Hortons Smile Cookie Campaign! This generous partnership is a testament to the belief in our mission and the trust placed in our organization by local Tim Hortons owners.

The official Smile Cookie reveal took place on May 30, 2024, when local Tim Hortons owners gathered with our team to announce the incredible total of **\$136,877.45** raised to support Community Care's programs and services for seniors and adults with physical challenges in our community.

Throughout the week of April 29 to May 5, 2024, dedicated volunteers, staff, and Board members came together at Tim Hortons locations across Peterborough, Lakefield, Bridgenorth, Curve Lake, and Havelock to help decorate Smile Cookies. "We are incredibly grateful to the Tim Hortons owners for selecting us once again as the recipient of the Smile Cookie campaign," said Danielle Belair, CEO of Community Care Peterborough. "These funds will help us continue our mission to empower individuals to remain healthy and independent in their own homes. It's heartwarming to see the community's commitment to our services grow year after year."

With **100% of the proceeds** from each Smile Cookie sold going directly to support our services, this campaign continues to demonstrate the power of community support in making a lasting impact.



April 29<sup>th</sup>  
May 5<sup>th</sup>, 2024

Cheque presentation with local Tim Hortons owners from left to right: Jasmine Lacoste, Stephane Lacoste, Danielle Belair – CEO of Community Care Peterborough, Greg Blair, Mary Blair, Ryan Graham, and Jen McCall.



## 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 Crescent

### In Lakefield

139 Queen Street

### In Bridgenorth

758 Ward Street North

### In Curve Lake

1420 Mississauga Street

### In Havelock

50 Ottawa St W

*Tim Hortons.*

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

# 2025 Volunteer Service Awards

<b>35 Years</b>	John Allin	Maggie Allin	Kerry Taylor	Mildred Lunn
Lynne Faught	Albina [Binka] Chiasson	Diana Mitchell	Timmi Brady	<b>5 Years</b>
<b>30 Years</b>	<b>15 Years</b>	Peter Morden	Robert Misener	30 Recipients
Carol Payne	Doreen Allen-Bell	Nancy Whitmore	Theresa Lux	<b>2 Years</b>
<b>25 Years</b>	Jutta Molnar	Arthur Hiltz	Jocelyn Aubrey	61 Recipients
Margaret [Marg] Dawson	Lynda Allair	<b>10 Years</b>	Frank Williams	
<b>20 Years</b>	Ron Horton	Wayner Archer	George Corfe	
John Bennett	Marney Horton	Colin Taylor	Steve Ilott	



**821 Volunteers providing 86,893 hours of service,  
equivalent to 47.75 full-time employee positions.**

**141 new volunteers joined Community Care Peterborough this year.**

## Volunteer Quotes

- “ We feel strongly that it is important to give back to our community. ” - Anne & Dave
- “ At Community Care volunteering gives me purpose and connects me to the community. ” - Ellen
- “ Giving back while I can matters. I may need help one day too. ” - Volunteer
- “ Community Care is a caring, welcoming, and essential part of our community. I’m proud to be involved. ” - Volunteer
- “ Retirement can feel isolating, but Community Care gives me purpose and a sense of belonging. ” - Volunteer

# Our Thanks To...

Community Care Peterborough is grateful for the generous financial support provided by **Ontario Health East**. Their contribution plays a crucial role in helping us deliver essential services to our community.

We also extend our heartfelt thanks to the **United Way** for its continued partnership and funding, which supports our efforts to make a meaningful impact.

Our sincere appreciation goes to the **City of Peterborough**, the **County of Peterborough**, local **Township offices**, and the many individuals, media outlets, service clubs, churches, and businesses whose financial contributions, encouragement, and in-kind donations help sustain our programs and services.

Finally, we would like to acknowledge our business partners, whose generosity in supplying goods or collaborating with us on service delivery ensures that we can meet the growing needs of our community.

## Enhanced Funding

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

4th Line Theatre	Kyle Family Foundation	Peterborough Appliances
Align Home Health Care	Ladies Auxiliary, Royal Canadian Legion # 402 (Millbrook Branch)	Peterborough Minor Hockey Council
Asphodel Norwood Friendship Club	Lakefield and District Lions Club	Phyllis MacMartin Charitable Fund
Bailieboro-Springville United Church	Lakefield Baptist Church Women's Ministries	Rotary Club of Bridgenorth Ennismore Lakefield (BEL)
Beta Sigma Phi - Delta Master Chapter	Lakefield United Church A.O.T.S. Men's Club	Royal Canadian Legion Branch #300 (Norwood)
Buckhorn District Lions Club	Lakefield Village Lions Club	Royal Canadian Legion Branch #389 (Havelock)
Buckhorn Heights Cottagers Association	Mark Street United Church Women	Royal Canadian Legion Branch #402 (Millbrook)
Canadian Mental Health Association	Millbrook & District Food Share	Royal Canadian Legion Branch #577 (Bewdley)
Cavan Monaghan Library Board	Millbrook And Cavan Historical Society	St. George the Martyr Anglican Church
Chandos Lake Property Owners Association	Millbrook BIA	St. Thomas More Catholic Women's and Men's Council
Chemung Lake District Lions Club	Millbrook Farm and Pet Supply	The Gainey Foundation
Congregation of The Sisters of St. Joseph	Millbrook Manor Seniors Association	The Gardens of Peterborough
Economic Development Cooperative of North Kawartha	Millbrook Non-Profit Housing Corporation	Township of Cavan Monaghan
Ennismore Senior Club	Municipality of Trent Lakes	Township of North Kawartha
Fellowship Baptist Church	Northminster United Church Stewardship	Township of Selwyn
Greater Peterborough Health Services Foundation	Norwood Agricultural Society	Trent Athletics
I.O.O.F. #179 Madoc Lodge	Parish of Belmont	
K-40 Club of Bancroft-Cardiff	PARN (Peterborough AIDS Resource Network)	
Kawartha Centre - Redefining Healthy Aging - Memory Clinic	Peterborough and Kawarthas Chamber of Commerce	

## Please Donate

As a non-government funded organization, Community Care relies on the generous support of our community to provide vital services to seniors and adults living with physical disabilities in the City and County of Peterborough. Your donation helps ensure that our clients can remain independent and live in the comfort of their own homes.

To support our mission, please contact **Pamela Beauchamp**, Marketing & Fund Development Coordinator, at **705-742-7067 ext. 221**, or visit our website at [www.commcareptbo.org](http://www.commcareptbo.org) to donate today.



# 2024-2025 Highlights



1

## FOCUS Accreditation Re-Achieved with 100% Rating

Community Care Peterborough has been awarded re-accreditation status for the period from June 2024 to June 2028 with an exceptional 100% rating by FOCUS Accreditation. This achievement recognizes our ongoing commitment to excellence in delivering services to the community and upholding the highest standards of care and operations.



2

## Launch of the Senior Connectors Project

In collaboration with Age Friendly Peterborough, we proudly launched the Senior Connectors Project in 2024. Led by Kate Killoran, the Senior Connector Lead, this initiative trained volunteers to provide resources and information to individuals aged 50 and older. Senior Connectors have since staffed public kiosks across Peterborough, helping community members access important services and support.



3

## Partnership with Peterborough Ontario Health Team Makes Accessing Services Easier

Community Care Peterborough has partnered with the Peterborough Ontario Health Team to expand our use of Caredove referral management software. This allows individuals, family members, caregivers, and healthcare providers to easily request services. In 2024, we extended Caredove's functionality to the Home at Last program, supporting smoother transitions for clients leaving Peterborough Regional Health Centre (PRHC).



4

## "Life Changes, Community Doesn't" Awareness Campaign

In 2024, we partnered with Unmanned AV to produce the "Life Changes, Community Doesn't" commercial. This campaign aimed to increase awareness of our services and highlight how Community Care Peterborough is there for the community, especially for seniors and adults living with physical disabilities. The commercial has played a key role in raising visibility and understanding of the vital services we offer.

# Client Testimonials

“ I am in total awe that these people are so busy and still take the time to help. ” - J.S.

“ Thank you so much for facilitating our trip. It was great. No stress for me and our driver Jim, was wonderful. I have only good things to say about Community Care. ” - C.E.



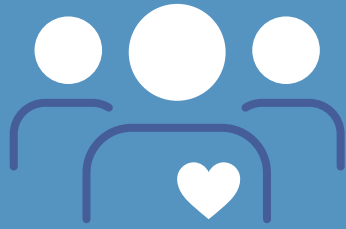
“ Having meals delivered three times a week is so helpful to me. I have so many appointments and I get so tired, so I appreciate having meals delivered very much. ” - D.A.

“ The exercise classes have helped improve the strength and stability of everyone. We're doing things we didn't think possible a few months ago. ” - P.C.



# A Year at a Glance at Community Care

Fiscal year April 1, 2024 to March 31, 2025



Served over 6,166 clients, with 821 volunteers.  
Provided 86,893 hours of service, equal to  
47.75 full-time employee positions.



52,281 Meals  
delivered



20,853 Reassurance  
calls/Friendly visits  
provided



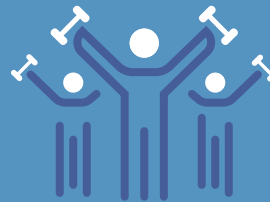
4,824 Grocery  
deliveries



9,333 Home Help  
& Maintenance visits



31,312 Drives  
provided



48,806 Exercise &  
Falls Prevention  
Classes



405 Home At Last  
settlements



875 Access to  
Primary Care  
appointments



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

Community Care is a registered charity with the Canada  
Revenue Agency. Charitable Registration No. 1366 80865 RR0001



185 Hunter Street East, Peterborough, ON K9H 0H1

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

tel: 705-742-7067