



Community Care Durham
Supporting People, Strengthening Community

Annual Report 2010 | 2011



www.communitycaredurham.on.ca

Community Care Durham

Community Care Durham, established in 1977, is a multi-service registered charitable organization that provides home support, respite (caregiver relief) and mental health services for adults and their caregivers who have needs related to aging, physical and/or mental health. These services are provided free of charge or for a minimal fee and are administered through seven service locations across Durham including: Ajax/Pickering, Brock, Clarington, Oshawa, Scugog, Uxbridge and Whitby.

Our Mission

“Community Care helps people live at home with a network of support in caring communities”

What We Seek To Accomplish

To ensure adults and their caregivers with needs related to aging, physical and/or mental health who live in Durham Region, have equal access within each local municipality to the range of services offered by Community Care Durham.

Values and Beliefs

Community Care Durham believes:

- communities are strengthened by people helping people;
- a person's independence is best supported and maintained by a strong personal and/or community support system;
- all people should be treated with empathy, dignity and respect;
- people have a right to confidentiality and privacy;
- people have the right to full disclosure of information and the right to make their own informed decisions;
- in a service model that focuses on well-being, independence and abilities within a continuum of care, and on working collaboratively with other community agencies;
- in the value of community input to ensure that our services are responsive and of high quality;
- a person's needs are best met through the provision of local community services;
- quality care is strengthened by service standards being defined and practiced;
- volunteers and staff play a significant role in the efficient and effective delivery of Community Care Durham services;
- volunteers and staff are a valuable resource and must be appropriately supported;
- in avoiding duplication of services;
- in the added value of not-for-profit delivery of community health services.

Report of the President and Executive Director

Established in 1977, and after 34 years of service, Community Care Durham (CCD) continues to be a dynamic contributor to the well-being of the local communities across Durham Region, creating its own distinctive identity.

We wish to express our gratitude to all our volunteers and staff for their exemplary efforts in meeting the needs of our clients and our communities under increasingly complex conditions.

Community Care Durham's success is a direct result of the superb efforts of our dedicated volunteers and staff. We are a reflection of our people who commit their time and expertise to benefit their communities and their neighbours.

Community Care is a partnership of volunteers, staff, and family caregivers, striving to assist adults who have needs related to aging, physical and/or mental health; by providing the resources necessary to remain in their homes and communities or to develop skills to live successfully in the community.

However, it is a much wider partnership because of the commitment of the Central East LHIN, the United Way of Durham Region, our MPPs, Municipal Councils, service clubs, and individuals and corporations who contribute to the financial needs of the organization. We are truly grateful for the contribution each one makes in helping us serve the community.

One of our newest partners, the Central East LHIN, is demonstrating its commitment to the engagement of consumers, health care providers and other stakeholders in the collective challenge of creating an integrated healthcare system through our combined involvement and effort.

"Change is the only constant" is certainly a truism for Community Care Durham. In order to meet the increasing needs of Durham Region's population, we must continue to grow and evolve.

This past year has marked another explosion of creative activity at Community Care Durham. This explosion of creative activity has once again gone well beyond our traditional networks. We have developed a number of new partnerships with other community and institutional health care service providers through the planning and engagement activities of the Central East Local Health Integration Network (CE LHIN).

We believe that Community Care Durham has positioned itself well within the health care service provider community as a leader in our field.

We have benefited from a strong team orientation among our staff, volunteers, clients and family caregivers to enhance our capacity to provide high quality services to people in their homes, to help them stay independent and develop the skills to live successfully in the community, where they want to be.

The Board of Directors is a group of very dedicated volunteers who work hard overseeing that Community Care Durham's Mission, Values and Beliefs are met. We wish to extend our thanks to all members for their ongoing commitment to volunteering for us.

This year marks the retirement of Jack Taylor from the Board of Directors. Jack has served on the Board for 13 years, including two terms as Board President. Fortunately for us, Jack will continue to volunteer for us as a member of the Scugog Local Advisory Committee. Jack's contribution to the Board and to Community Care Durham in general has been, and continues to be, outstanding. Our sincerest thanks are extended to Jack for his ongoing dedication, commitment and support.

Community Care Durham is very fortunate to have a total of seven Local Advisory Committees consisting of committed volunteers working diligently with local staff to progress the work of Community Care Durham in the local communities, through their advice on services and support in public awareness, volunteer recruitment and fund raising.

Community Care Durham works ardently to preserve and strengthen our local and regional roots. We will continue to strive to be leaders in our local communities.

Community Care Durham continues to work with regional and LHIN-wide organizations to improve client ease of access to services, service standards and public awareness.

A special thank you is extended to all of our service provider colleagues with whom we work; together we can and do make a difference in our clients' lives.

This past year in order to better direct the work of the organization, the Board of Directors along with senior management staff, developed a vision of what the organization could/should look like in the next few years. In our strategic planning process we reiterated our Mission, What We Seek to Accomplish, our Values and Beliefs. Our overall Strategic Direction was reinforced following the input and support of our local office staff and LAC members.

Community Care Durham administered the fifth formal evaluation of its services in 2010. The survey results showed that Community Care Durham is carrying out its mandate successfully throughout Durham Region. Clients, volunteers, community organizations and staff gave high positive ratings for almost all performance indicators. The survey was designed to include questions that would give feedback on those indicators that measure performance against the organization's mission, what we seek to accomplish, values and beliefs.

The review of survey results in relation to Community Care's Ends Policy proved to be a useful tool and it is planned that future surveys will continue to use and improve upon this process.

Annually, over 8,000 clients make CCD their service of choice for our range of services. This number will continue to grow as Durham experiences substantial population growth.

According to Stats Canada Census data, there were over 60,000 older adults (65 and over) in Durham in 2006. We have only begun to scratch the surface of addressing the needs of our growing client base to live independently in the community.

In closing, we wish to express a sincere thank you to all of you who help make Community Care Durham successful.

*Cam Grierson, Board President
Brent Farr, Executive Director*

On a personal note, I would like to give my sincere thanks to Cam Grierson for his leadership and support during his term as Board President. This support, along with that of the Board of Directors and my fellow staff directors and all staff has made this past year as Executive Director a great pleasure.

Brent Farr

COPE Mental Health & Specialized Geriatrics



The COPE Mental Health & Specialized Geriatrics (COPE & SG) Programs with Community Care Durham (CCD) provide unique community based services that utilize staff and trained volunteers to support adults and older adults with frailties or living with mental health concerns. The goal is to assist clients to remain in the community, function as effectively as possible and to maximize their quality of life.

We are very proud of our accomplishments this past year. From the continuation of successful partnerships such as our Psychogeriatric Community Support Program, to the implementation of major initiatives such as Home First, it has been a significant year of growth and change.

It started with two very successful **Distinguished Speaker Events** hosted on April 20, 2010 in Port Perry and Oshawa. We were honoured by presentations by two wonderful speakers: Karen Lieberman, Executive Director of the Mood Disorders Association of Ontario, shared her inspiring and often times humorous personal journey through depression and loss. Murad Yunis, a local pharmacist, shared vital information for clients on safe medication use.

On May 8, 2010, COPE & SG reached a significant milestone by hosting the **5th Annual COPE Walk for Mental Health**. Although the weather was less than ideal, a small but determined group of participants braved the elements and showed their support in raising awareness of mental health concerns in our communities.

Also in May 2010, the COPE & SG Programs were very pleased to welcome the **Home at Last (HAL) Program** to our Team. HAL is a program funded by the Central East LHIN to provide settlement assistance to patients returning home from hospital. Services provided by HAL may include: driving the patient home, picking up medications, picking up groceries, meal preparation, personal care or homemaking services, making referrals to other community supports, and following up with a phone call or visit. CCD's partnerships with hospitals, the Central East Community Care Access Centre (CE CCAC) and community support services have been very successful since the program's inception in December 2008.

In October, 2010, COPE & SG received a one-year project grant from the **New Horizons** for Seniors Program (Government of Canada) for Community Partnership and Leadership funding to expand social recreation programming for older adults with mental health concerns in West Durham. Programming began in January 2011.

COPE & SG coordinated the **19th Annual Mental Health Awareness Day** on October 23, 2010 at the Oshawa Centre with the support of many community mental health services who provided staffed information booths. This event offers the public an opportunity to learn about mental health issues and local services offered in the community.

The most ambitious undertaking this past year for CCD as a whole has been the implementation of the **Home First** initiative. Home First represents a philosophy that supports individuals returning home from hospital, in a safe and timely manner, after their acute medical stay has ended. CCD has been intensely engaged in supporting this philosophy with our partnering hospitals, the Central East Community Care Access Centre (CECCAC) and the Central East LHIN. CCD began receiving referrals from the CECCAC who acts as the system navigator, in October 2010. Through early engagement in the continuum of care, CCD actively works within inter-professional hospital teams to facilitate enhanced community based services for clients returning home from hospital.

Activity Statistics

I continue to be amazed by the accomplishments of our relatively small but mighty team of staff and volunteers who work together to support our clients. A breakdown of service totals for 2010/11 are as follows:

COPE Mental Health Program (COPE)

- 796 new referrals
- 6,619 hours of individual support provided
- 13,388 hours of group support provided
- 20,007 hours of direct client service

Psychogeriatric Community Support Program (PCSP)

- 130 total referrals
- 344 face-to-face contacts and 510 telephone contacts
(818 registered client contacts and 36 non-registered client contacts)

Home at Last (HAL)

- 574 total settlements provided (including 32 settlements to Home First clients)

Home First (HF)

- 243 total referrals (from mid-October/10 – March 31/11)

I am very proud of our entire COPE & Specialized Geriatrics Team, for their continued support, dedication, and contributions of time and effort this past year. It is through this level of commitment we are "Creating Opportunities for Personal Excellence"

Kim Lepine
Director, COPE Mental & Specialized Geriatrics

Services Report

Home Support Program



Once again, it is my pleasure to provide you with a summary of the activities of the Home Support Program during the 2010-2011 fiscal year. The Home Support Program provides support through a basket of eight services to assist individuals so that they can remain as independent as possible in their own homes. Thanks to the tireless efforts of a wonderful team of volunteers, helpers, foot care nurses, van drivers, and local office staff, we were able to provide 206,811 units of service to 5,754 clients.

These units of service, provided by the Home Support Program, include the following:

- ✓ 84,398 hot and frozen meals delivered to 1,209 clients
- ✓ 57,501 drives to medical appointments, day programs, shopping and other events for 2,550 clients
- ✓ 6,030 Luncheon Meals in social settings
- ✓ 8,535 friendly visits and 39,441 telephone calls to check on the well-being of 513 clients
- ✓ 19,968 hrs of light housekeeping and 6,590 hrs of grass cutting, yard cleaning and snow shoveling
- ✓ 9,653 foot care appointments for 1,737 clients

An exciting addition this year was the option of online ordering of frozen meals, presently available in the Brock, Scugog and Uxbridge offices and rolling out to all offices by the fall of 2011.

Throughout 2010-2011 1,758 Home Support volunteers provided an astounding 128,178 hours in the following ways:

- 117,409 hours delivering home support services
- 1,553 hours assisting with fundraising activities
- 7,981 hours assisting with administrative tasks in our local offices
- 1,235 hours participating on Local Advisory Committees

It would be difficult to summarize all the activities from the last year – the following is just a sampling. Our *fundraising and awareness activities* included local raffles, lottery calendar sales, golf books, garden tours, tag days, third party events and our annual pledge card campaign. We are also extremely grateful for the ongoing support we receive from the various municipalities and the United Way of Durham Region.

Community involvement is critical in creating awareness of our services and the ongoing need for volunteers. This is accomplished through presentations, displays, and participation in numerous committees. This year we once again partnered with the Durham Regional Police to deliver Meals on Wheels during Community Support Month in October. In conjunction with OCSA (Ontario Community Support Association) we participated in the National "Mayors for Meals" event, where local Mayors assisted with the delivery of meals during Volunteer Week in April. Staff also participated in the OCSA conference, MSAA training workshops and various planning committees within their local communities.

At the beginning of the 2010-2011 fiscal year several offices completed moves to new locations. In June, the Clarington office held their official opening to celebrate the joint sharing of space for the Home Support, COPE and Adult Day Programs within the G. B. Rickard Recreation Complex. In September, the Oshawa & Whitby offices held their official opening to celebrate their collocation to new offices on Sunray Street in Whitby.

All this activity requires committed effort and dedication. Our communities benefit from the efforts of the entire Home Support team. It is with sincere appreciation that I acknowledge the following groups of individuals for their tremendous work:

To our Home Support Volunteers: Our clients' lives are enriched thanks to your support. You are always ready with a smile, a word of encouragement, a listening ear, or a helpful hand. We hear constantly from our clients that the support you provide gives them the opportunity to remain independent within their homes and that they so look forward to the regular checks, visits and phone calls. Each spring we honour you at local events, but our appreciation extends each and every day throughout the year. We sincerely thank you for all that you do. I also want to extend a special *thank you* to our Local Advisory Committee members who support our staff, provide advice, and help with fundraising and community events.

To our Home Support Staff: I want to take this opportunity to acknowledge all Home support staff who work behind the scenes in our offices to meet the needs of clients and volunteers. This past year has been an extremely busy one. In the midst of coordinating services, managing fundraising events, giving presentations, promoting awareness of our services, recruiting staff and volunteers, maintaining community connections, attending meetings, and producing statistical reports, you remained focused on one ideal – meeting client need, so that wherever possible, remaining independent at home was an individual's choice. I also want to extend my gratitude to our great van drivers and foot care nurses who continue to provide "service with a smile." I am also privileged to have a highly dedicated and motivated group of Administrators who provide ongoing direction and leadership within each local office to support the mission and values of Community Care Durham and who help ensure that we remain leaders in the support of clients at home.

***"In every community, there is work to be done. In every nation, there are wounds to heal.
In every heart, there is the power to do it." ~ Marianne Williamson***

*Annamaria Maccarone
Home Support Program Director*

Services Report

Respite Program



Each year staff and volunteers within the Respite Program work hard to assist clients as they deal with the responsibilities of being informal/family caregivers. Often these caregivers are caring for loved ones who are in need of personal support and day program services in order to maintain their maximum level of independence, or to prevent a premature admission to a long-term care facility. The valuable services provided under the Respite Program offer caregiver relief reducing the risk of caregiver burnout.

The Community Care Durham Respite Program is comprised of the In-Home Respite Program, the Adult Day Program, the Long-Term Emergency Avoidance Program and provides Personal Support Workers for Home First/Enhanced Services.

The regional In-Home Respite Program coordinates service out of the Administration office in Port Perry at the client's request; providing affordable, reliable and consistent caregiver relief by one of our 50 Relief Caregivers, (Personal Support Workers). In June 2011 we will be relocating to the Ajax/Pickering office. At Year End the In-Home Respite Program provided 36,086 hours of service to 343 families throughout Durham Region (including 1,494 hours of service to 47 clients for Home First).

The Long-Term Emergency Avoidance Program began offering services in June 2010 to clients who require the skills of a Personal Support Worker in order to remain healthy at home, possibly postponing long-term placement or a trip to the emergency department. These clients are often elderly, living on their own and are in need of personal care, light homemaking, laundry, meal preparation or help with errands in order to remain independent at home. This past year we have provided over 580 hours of service to 25 individuals.

The Respite team (office staff and PSWs) have also been involved in the "Home First" initiative by providing personal support services when patients are discharged from the hospital and require enhanced homecare services while they transition to regular community based services or a long-term care facility. We provided 1,494 hours of service to 47 clients.

The Adult Day Program offers three locations - Pickering, Uxbridge and Clarington. Together they have provided over 10,000 days of service to 211 clients. This program allows our caregivers to work outside the home, or have a well deserved break from their caregiving responsibilities, while their family member enjoys a wide array of social and recreational activities offered through staff, volunteers and students.

This past year approximately 39 volunteers gave over 2,000 hours of their time assisting staff with regular programming or by sharing an interest or hobby with Day Program members, or helping at different bazaars and fundraisers. We couldn't do it without them!

As always, each Day Program site has applied for summer student funding made available through the Canada Summer Jobs initiative.

I would like to take this opportunity to express my thanks to all the Respite staff who each day are committed to making the lives of our clients easier, and to our wonderful volunteers who have chosen to spend their valuable time with Community Care Durham. Thank you.

Susan Haines
Respite Program Director

Community Care Durham Makes A Difference In 2010 – 2011

11,961

volunteer hours of support were given to clients through COPE Mental Health services!!

84,697

hot or frozen Meals on Wheels were delivered throughout Durham Region!!

36,086

hours of in-home respite (caregiver relief) were provided to caregivers!!

143,659

total hours were contributed by CCD volunteers!!

58,040

client drives were provided for medical appointments, day programs, grocery shopping and other events!!

SERVICES *	Units	2010/2011	
		Clients Served	Units Of Service
Adult Day Programs	Day	211	10,731
In-home Respite	Hour	343	36,086
Case Management	Visit	714	4,507
Homemaking	Hour	512	2,276
Transportation	1 Way	3,055	58,040
Meals on Wheels	Meal	1,217	84,697
Service Arrangement/Home Maintenance/Home Help	Arrangement	713	1,261
Telephone Reassurance/Friendly Visiting	Visit	513	47,976
Luncheon Out	Meal	1,067	6,030
Footcare	Visit	1,737	9,653
COPE Mental Health– Case Management	Visit	1,223	5,344
COPE Mental Health– Social Recreation & Rehabilitation	Visit	1,442	9,642
Psychogeriatric Program	Visit	186	818
Totals		12,933	277,061

* Includes Home at Last, Home First/Enhanced Services

Community Care Durham's Everyday Heroes!



Volunteers are the heart and soul of our daily operations. With more than 8,000 clients and seven service locations, our success depends on the commitment and contribution of our volunteers to help maintain our clients' well-being, independence and quality of life.

Community Care Durham volunteers help out with a wide range of services and activities including delivering Meals on Wheels, providing companionship to clients in their home, supporting people with mental health problems or assisting staff with Adult Day Program activities. Their contribution of time, skills and friendship is outstanding.

Our volunteers are compassionate, caring people who enjoy sharing their time with others. Many of our volunteers find that volunteering gives them enormous satisfaction knowing they are making a positive and immediate contribution to their community.



We give thanks to our more than 2,000 volunteers across the region! Through their energy, skills and generosity, it is possible for Community Care Durham to achieve its goals and help people live at home in supportive and caring communities.

"Volunteering Enriches Your Life"

"I enjoy doing meals on wheels and I hope I can continue to do this for many years to come."
- J. Hambly

"Who said you can not volunteer and have a full life. It gives me satisfaction and enthusiasm to enjoy a full life more."
- M. Collins

"The pleasure I have working with Community Care and the opportunity I have to help others is very rewarding."
- V. Ashton

"Volunteering with Community Care Durham is very rewarding. It is an opportunity to be available for people and to get involved in the community. It enriches my life."
- J. Muir

Financial Statement

Condensed Statement of Operations and Changes in Net Assets For the year ended March 31, 2011.

	<u>2011</u>	<u>2010</u>
REVENUE		
Ministry of Health/CE LHIN	\$4,478,123	\$4,255,360
United Way	254,814	206,306
Local Municipal Grants	33,265	33,265
Fundraising, Donations and Other Income	514,787	325,975
Client Fees	1,431,153	1,375,609
Other	97,828	130,816
	6,809,970	6,327,331
EXPENSES		
Staffing Costs	4,465,489	4,201,125
Volunteer, Travel and Program Costs	1,040,229	1,022,633
Office Operations	860,460	899,839
Other	91,746	101,159
	6,457,924	6,224,756
Excess of Revenue over Expenses	352,046	102,575
Net Assets, opening balance	1,106,765	1,004,190
Net Assets, Closing Balance	\$1,458,811	\$1,106,765

A complete set of audited Financial Statements is available at the Community Care Durham Administration Office.

We appreciate our community supporters and partners including the Central East LHIN, Ministry of Health and Long-Term Care, the United Way of Durham Region, and donors who contribute to the successful operation of Community Care Durham and the development and delivery of our services.

In addition to our partnerships, our local offices conduct various fundraising initiatives to supplement existing funding which is integral to meeting the demand of more than 8,000 clients and to recruit and support 2,000 volunteers who provide many of our services.

Supported by:



Board of Directors — 2010-2011

Ted Aldridge
Jennifer Cree
Campbell Grierson
Don Sabean
Jack Taylor

Jeff Brown
Marsha Ely
Fay McCorkell
Al Strike
Keith Tournay

Bill Clapperton
Charlotte Empringham
Doug McKeown
Anne Thompson *
Dianne Oad Winder

* resigned



Community Care Durham Locations

Ajax-Pickering

1420 Bayly Street, Unit 6
Pickering, ON L1W 3R4
Home Support: 905-837-0017
COPE: 905-837-0017
In-home Respite: 1-888-255-6680
Adult Day Program: 905-837-0017
Home at Last (HAL): 905-914-1574

Oshawa

20 Sunray Street, Unit #6
Whitby, ON L1N 8Y3
Home Support: 905-430-5613
COPE: 905-666-0689
In-home Respite: 1-888-255-6680
Home at Last (HAL): 905-914-1574

Whitby

20 Sunray Street, Unit #5
Whitby, ON L1N 8Y3
Home Support: 905-668-6223
COPE: 905-668-6223
In-home Respite: 1-888-255-6680
Home at Last (HAL): 905-914-1574

Brock

1 Cameron Street East
Cannington, ON L0E 1E0
Home Support: 705-432-2900
COPE: 705-432-3044
In-home Respite: 1-888-255-6680
Home At Last (HAL): 905-914-1574

Scugog

16100 Old Simcoe Road
Port Perry, ON L9L 1P3
Home Support: 905-985-8461
COPE: 905-985-8461
In-home Respite: 1-888-255-6680
Home At Last (HAL): 905-914-1574
Administration Office
905-985-0150

Clarington

2440 Hwy 2, Unit #1
Bowmanville, ON L1C 0K6
Home Support: 905-623-2261
COPE: 905-623-4123
Adult Day Program: 905-697-7231
In-home Respite: 1-888-255-6680
Home At Last (HAL): 905-914-1574

Uxbridge

75 Marietta Street, Unit #1
Uxbridge, ON L9P 1K7
Home Support: 905-852-7445
COPE: 905-852-7445
In-home Respite: 1-888-255-6680
Home at Last (HAL): 905-914-1574
Adult Day Program
Testa Professional Building
2 Campbell Drive, Unit #104
Uxbridge, ON L9P 1H6
905-852-7222

www.communitycaredurham.on.ca



*Celebrating 34 Years of serving clients
throughout Durham Region*

Home Support

COPE Mental Health and
Specialized Geriatrics

Respite (Caregiver Relief)

“Community Care helps people live at home
with a network of support in caring communities”

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