



Community Care Durham

Supporting People, Strengthening Community

Annual Report 2017 / 2018



Volunteering enriches your

life!

Message from the Board Chair and the Executive Director

This year has entailed a noteworthy dynamic at Community Care Durham (CCD) for both of us. Keith, the President of our Board, is finishing his final year in this role after 3 years in his position. Laura has experienced her first full year as Executive Director. We have partnered to ensure that this past year has been committed to open dialogue and flexibility, embracing new opportunities while remaining dedicated to honouring our history.

We took the opportunity to seek valuable input from our caregivers, volunteers, staff, external partner organizations and our funding bodies across Durham Region as a means of developing CCD's Strategic Plan for 2018-2023. The fundamental premise of our Strategic Plan is our strong commitment to the diverse communities of Durham Region. We strive to enable the citizens of our Region, where ever they may live, to lead the lives they choose for themselves, where they choose to be. We passionately believe in supporting independence for residents related to aging, physical and/or mental health, and in meeting the important needs of their caregivers. This Strategic Plan is our map for accomplishing our mission of, "Supporting People, Strengthening Communities" over the next five years.

This past year, CCD's staff have demonstrated unwavering commitment to the provision of our services under the ambiguity of what our agency's strategic transformation will entail. Their commitment to our clients is demonstrated in these times of evolving systemic change. We would like to formally recognize their dedication, support, and passion for their work. Our staff are the soul of our services.

CCD could not provide our services without the extraordinary and humbling dedication of our almost 2000 volunteers. We would like to extend our deepest thanks to each and every volunteer. In the words of Elizabeth Andrew, "Volunteers do not necessarily have the time, they just have the heart". Our volunteers' hearts are not just a vital element of CCD; they are the heart of CCD. We could not support our clients without you.

CCD's Board of Directors is a dynamic group of volunteers who govern our agency. We would like to extend our deep and sincere thanks to our Board members for their continuing dedication to volunteerism and to Community Care Durham. Our Board members are the eyes and ears of our agency, enabling us to focus on the needs of the real people and how we can best satisfy their real needs.

Last, but far from least, we would like to acknowledge the support of our partners that make the provision of our services to the citizens of Durham Region possible: The Central East Local Health Integration Network, United Way of Durham Region, our MPPs, Municipalities, service clubs, corporate and individual donors, the sponsors of our fundraising events and the organizations that extend their support in creative ways all contribute to the work that Community Care Durham is dedicated to. Your support is instrumental in the provision of our services. You are more to us than simply financial backers; you are the lifeblood of Community Care Durham.

Last year, we reported that we would be unafraid to face change. Today we remain committed to embracing the inevitability of change and the potential inherent in this dynamic. In this way, we see ourselves as an evolving organism, with a multifaceted anatomy built through dedicated people who together, form the embodiment of who we have been, who we are today, and who we will be in the future. It is through this commitment that we will continue to provide measurable community health care to the people of Durham Region with passion and integrity that will ensure that we will be "Supporting People, Strengthening Communities".

Keith Tournay, Board President
Laura Ricketts, Executive Director

Community Care Durham Profile

Community Care Durham (CCD) is a multi-service registered charitable organization providing a broad range of community support services for adults and their caregivers who have needs related to aging, physical and/or mental health. We assist our clients with services that support their independence, health and quality of life. In doing so, we help them remain in their own homes – where they want to live. Our offices are located throughout Durham Region in the communities of Ajax, Brock, Clarington, Oshawa, Pickering, Scugog, Uxbridge and Whitby.

Mission

“Supporting People, Strengthening Community”

With coordinated networks of volunteers and staff, enrich the well-being and quality of life for people who choose to live at home.

Vision

Communities where people are enabled to maximize their independence and thrive where they choose to live.

Values

- Treating one another with **Respect**, including **Respect** for the diverse nature of our communities
- Delivering **Compassionate** care
- Providing services in a way that upholds the **Dignity** of those we serve
- Supporting people so they can continue to live **Independently and Safely** at home
- Ensuring that we act with **Integrity** in all of our relationships, our services and our Mission
- Creating solutions that are **Responsive and Adaptive** to the needs of our clients and their caregivers
- Providing an environment for staff and volunteers that is **Supportive and Safe**

Services Report

COPE and Specialized Geriatrics



I am pleased to share the report for the COPE and Specialized Geriatrics programs. Not only is this an opportunity to highlight these programs, but a time to acknowledge and appreciate the staff and volunteers that support our clients and caregivers. I am truly thankful for their wonderful support, dedication, and contributions of time and effort this past year. It is through this commitment that we are able to provide quality service and programming that we can be extremely proud of.

Adult Day Program

During fiscal 2017/18 the Adult Day Programs (ADP) expanded on their partnership with the Alzheimer Society Durham Region allowing students the opportunity to participate in their education and learning series. CCD's Footcare program and the Falls Prevention classes continue to be successful at the ADP sites which provide an additional benefit to both clients and caregivers. Through the four ADP sites, 314 clients received 13,573 days of service.

CCD Walk for Mental Health Awareness

The 12th annual CCD Walk for Mental Health Awareness, which is CCD's largest fundraising event, held on June 10, 2017 raised \$33,862.41. The Walk continues to be a great success and is well received and supported by the communities. To build on this success, and to further raise awareness, the Walk took place at Heydenshore Park in Whitby where it has been held since inception as well as Palmer Park in Port Perry.

COPE

COPE is a community mental health service offering support to adults aged 16 and older with emotional and/or mental health concerns through a number of facilitated support groups. During fiscal 2017/18 the COPE program hosted 1,802 group sessions throughout Durham Region.

Excercise and Falls Pervention

CCD is responsible for classes hosted throughout 26 different locations in Durham Region. Of the 26 locations, 13 offer both the Exercise and Falls Prevention classes, while Exercise classes are offered at 9 locations and Falls Prevention classes offered at 4 locations as well as at our CCD Adult Day Programs. 1,187 clients took part in fiscal 2017/18. In addition, in 2017/18 we were pleased to secure a fourth Physiotherapy Service Provider, which will enable CCD to offer more classes at more locations.

Psychogeriatric Community Support Program (PCSP)

The PCSP provided service to 129 clients in the fiscal year 2017/18. As of March 31, 2018, the PCSP partnership with CCD and Ontario Shores was transferred in its entirety to Ontario Shores. All clients cared for and waiting for care by the PCSP program were transferred over to the care of Ontario Shores.

Respectfully submitted,

Jennifer Rusaw
Director, COPE and Specialized Geriatrics

Services Report

Home Support & CHIP



It is my pleasure to highlight and share the Home Support and CHIP (Collaborative Health Intake Program) programs through this report of ongoing services administered by staff and delivered by truly dedicated volunteers who contributed countless hours of service every day to deliver care and support to clients and their caregivers and families. This is a service we could not offer without our valued volunteers!

Community Care Durham continues to make available needed community-based services to assist individuals who choose to live at home, and within our role of promoting the independence of our clients within their homes and communities, the following supports were provided to clients over the course of the past year.

Meals on Wheels

*89,274 hot and frozen meals were delivered to support 1,093 clients
Explored cross border meal delivery between CCD locations for efficient client service*

Transportation services

*52,230 drives were provided to support 3,044 clients
Ministry funding provided for replacement of an 8-passenger accessible vehicle with lift to serve north Durham clients
Agency on call number provides back up for drivers/volunteers after hours*

Luncheon Out

*4,697 Luncheon Out meals were served in social settings to support 909 clients
Oshawa and Whitby utilized local restaurant chain as Luncheon Out site*

Visiting Services

*47,029 visits (friendly visits and reassurance calls) were provided to support 803 clients
Friendly Visiting In-Service Series provided for volunteers and staff*

Foot Care Clinics

*8,229 foot care appointments were provided to support 1,697 clients
Foot Clinics established at 4 Adult Day Program sites providing ease of access for clients and caregivers*

Home Help and Home Maintenance (Brokered Services)

880 clients were assisted in finding a helper to help them with their outside and in-home needs

To assist with connecting clients to CCD services through the CHIP program, our Supported Referral Coordinators (SRC's) work out of the Central East LHIN office in Whitby. Over 2,400 clients were referred to this program from Care Coordinators, Hospital, Client/Family, or LHIN intake and then connected, where appropriate, to local CCD services.

We recognize that our ability to best serve clients is anchored in the dedicated, supportive and safe environment of our staff and amazing volunteers. Helpful services that met client and care partner needs often were a combination of attentive professionals and compassionate volunteers working together for coordinated care. Focus and efforts with Volunteer Recruitment remain a priority as we recognize the changing environment of both client needs and volunteer commitment as we strive to maintain a volunteer base that is necessary to provide the volume of service within Home Support.

CCD continues to foster work with sister organizations and share partnerships to create coordinated and complete systems of care for clients. We look to the future as we align our services with established community connections and new opportunities within Durham.

Respectfully submitted,

*Sally Barrie
Director, Home Support & CHIP Programs*

Services Report

Respite and Assisted Living Services



The Respite and Assisted Living Services portfolio consists of eight services:

- | | |
|------------------------------|-----------------------------|
| Access to Primary Care (APC) | Home First |
| Assisted Living Services | In-Home Respite |
| Congregate Dining | LEAP |
| Home at Last (HAL) | Supportive Housing Services |

These services are in place to provide support to clients allowing them to remain in their home for as long as possible. Our Personal Support Workers (PSW) provide support in a number of areas including assistance to/from primary care appointments, settlement at home after a hospital stay, personal care, light housekeeping, and safety and security checks. Most services are available on a 24/7 basis. In addition to case management and PSW support, the Home First program provides one-time supports to clients who are experiencing a barrier to discharge from hospital.

Our Congregate Dining service provides nutritious meals with social interaction to those residing in our Supportive Housing buildings. Clients may choose to visit a common dining area, or enjoy their meal in the comfort of their own home with the assistance of our PSWs.

Throughout this portfolio a number of initiatives took place over the past year in an effort to create efficiencies, align PSW services and pave the way for future growth. The year began with a review of all PSW services, and their respective processes. With a focus on the client experience, services were realigned to ensure consistency and ease of use for the client, while at the same time eliminating duplication of work. To better meet objectives set forth by our funders, we overhauled our administrative processes, ensuring that we capture meaningful data, which allows us to have a better understanding of the services provided to clients and the availability of personal support worker hours. In addition, through the use of technology, we were able to modify our scheduling practices using real-time data. This ensures staff have access to the most up-to-date information on their clients and ensures a higher level of accountability. Over the next year we will continue to reassess and improve upon our model of service delivery.

Respite and Assisted Living Services by the Numbers:

Service	Clients Served	Hours of Service
Access to Primary Care	197	1,723
Assisted Living Services	332	72,435
Home At Last	685	1,397
Home First	208	3,449
In-Home Respite	257	32,606
LEAP	53	2,807
Supportive Housing	101	29,081

Respectfully submitted,

*Gennifer Doucette
Director, Respite and Assisted Living Services*

Community Care Durham Makes A Difference

89,341

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

1,802

support group sessions offered by COPE Mental Health Program!

8,791

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

32,606

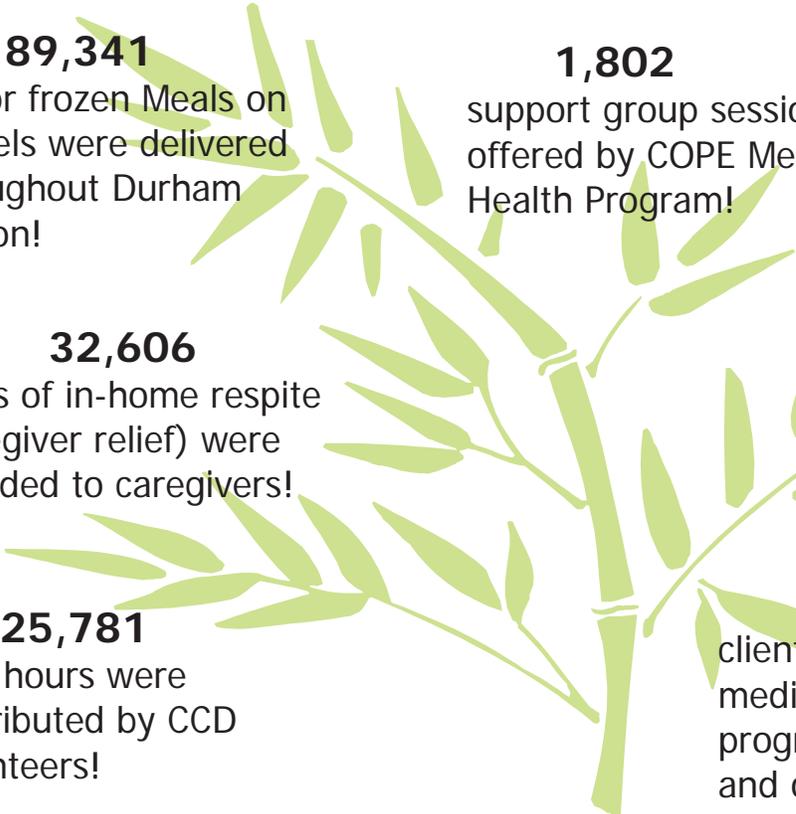
hours of in-home respite (caregiver relief) were provided to caregivers!

125,781

total hours were contributed by CCD volunteers!

52,236

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



2017 - 2018		
Services*	Units of Service	Clients Served
Adult Day Programs	13,573 Days	314
In-home Respite	32,606 Hours	257
LEAP	2,246 Hours	53
Case Management	13,686 Visits	3,614
Homemaking	6,577 Hours	947
Transportation	52,236 Drives (1 Way)	3,045
Meals on Wheels	89,341 Meals	1,097
Service Arrangement-Home Maintenance/Home Help	1,545 Arrangements	880
Telephone Reassurance/Friendly Visiting	47,029 Visits	803
Luncheon Out	4,697 Meals	909
Congregate Dining	14,460 Meals	127
Exercise & Falls Prevention	39,304 Attendance Days	1,187
Foot Care	8,300 Visits	1,698
COPE Mental Health- Case Management	3,191 Visits	725
COPE Mental Health- Social Recreation & Rehab	12,144 Visits	645
Psychogeriatric Program	808 Visits	129
Assisted Living Services & Supportive Housing	77,780 Resident Days (101,516 Hours of Care)	435
Totals	419,523	16,865

Community Care Durham's Everyday Heroes!



Volunteers are the heart and soul of our daily operations. With more than 12,000 clients served each year within their local communities across Durham Region, 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 issues 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.

Thank you!

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"

The Importance of Volunteering – taken from portions of wonderful words by Elicia Chamoun, Volunteer and Community Care Durham Service Coordinator.

My new university degree was not going to get me a job as soon as I thought. I started to brainstorm my next step; how could I get experience if nobody would hire me in the first place?

After many months of sending out resumes and receiving no interest, I turned towards something I did not think I would be doing — volunteering. When I applied to volunteer at Community Care Durham, an organization that keeps seniors independent as long as possible, I did not realize how much the next year would prepare me for the real world.

Volunteering is a great way to make a lasting impact. Whether it be within your community or abroad, or at an NGO (non-governmental organization) or grass-roots organization, volunteering opens doors to understanding issues from a deeper level. My experience volunteering introduced me to community members with mental illness. It has also provided me with various integral community development and health promoting strategies. It allowed me to understand the social factors that go along with health and how they work hand-in-hand.

Volunteering will provide you with experience to improve your interpersonal skills and network with other professionals; and not to mention, a handy addition to your resume when applying to jobs or graduate programs. Volunteering will also mold your interests for the future, and help you get a foot in the door to apply to positions within the company or organization you are volunteering at.

Financial Statement

Condensed Statement of Operations and Changes in Net Assets For the year ended March 31, 2018

REVENUE	2018	2017
Ministry of Health/CE LHIN	\$10,465,253	\$10,128,897
United Way	100,000	126,190
Local Municipal Grants	40,500	39,500
Fundraising, Donations and Other Income	316,596	458,301
Client Fees	2,029,560	2,128,419
Other	160,778	176,698
	13,112,687	13,058,005
EXPENSES		
Staffing Costs	9,563,559	9,196,488
Volunteer, Travel and Program Costs	2,020,295	2,058,663
Office Operations	1,132,051	1,166,626
Other	224,701	287,814
	12,940,606	12,709,591
Excess (Deficiency) of Revenue over Expenses	172,081	348,414
Net Assets, opening balance	1,667,250	1,318,836
Net Assets, Closing Balance	\$1,839,331	\$1,667,250

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 12,000 clients and to recruit and support over 2,000 volunteers who provide many of our services.

Supported by



Board of Directors — 2017-2018

Jim Blight
Marsha Ely
Sharon Kennedy
Gail Rickard
Keith Tournay

Jane Carcich
Charlotte Empringham
Wendy Marks
Dave Sansom
Sharon Williams

Jennifer Cree
Arlene Inkster
Roger Ramkissoon
Jack Taylor



Community Care Durham Locations

Ajax-Pickering

1420 Bayly Street, Unit 6
Pickering, ON L1W 3R4
Home Support: 905-837-0017
COPE: 905-837-0017
Respite/HAL/APC: 1-888-255-6680
Adult Day Program: 905-420-5010
Assisted Living: 905-427-2888

Brock

1 Cameron Street East
Cannington, ON L0E 1E0
Home Support: 705-432-2900
COPE: 705-432-2900
Respite/HAL/APC: 1-888-255-6680

Clarington

2440 Hwy 2, Unit #1
Bowmanville, ON L1C 0K6
Home Support: 905-623-2261
COPE: 905-623-2261
Adult Day Program: 905-623-2261
Respite/HAL/APC: 1-888-255-6680
Assisted Living: 905-623-4553

Oshawa

20 Sunray Street, Unit #6
Whitby, ON L1N 8Y3
Home Support: 905-430-5613
COPE: 905-666-0689
Respite/HAL/APC: 1-888-255-6680
Assisted Living: 905-240-2285

Scugog

16100 Old Simcoe Road
Port Perry, ON L9L 1P3
Home Support: 905-985-8461
COPE: 905-985-8461
Respite/HAL/APC: 1-888-255-6680
Administration Office
905-985-0150

Uxbridge

75 Marietta Street, Unit #1
Uxbridge, ON L9P 1K7
Home Support: 905-852-7445
COPE: 905-852-7445
Respite/HAL/APC: 1-888-255-6680
Adult Day Program: 905-852-7222

Whitby

20 Sunray Street, Unit #5
Whitby, ON L1N 8Y3
Home Support: 905-668-6223
COPE: 905-668-6223
Respite/HAL/APC: 1-888-255-6680
Adult Day Program: 905-668-4863
Assisted Living: 905-668-7729

www.communitycaredurham.on.ca



Community Care Durham
Supporting People, Strengthening Community

*Celebrating 41 Years of serving clients
throughout Durham Region*

www.communitycaredurham.on.ca



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