



Community Care Durham
SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

2020 / 2021

Annual Report



Our Mission

Supporting People, Strengthening Community

With coordinated networks of volunteers and staff, enrich the well-being and quality of life for people wherever they call home.

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

Our Vision

Our Values



Compassion



Enrichment



Equity and Inclusion



Integrity



Optimism



Quality and Innovation



Respect



Responsiveness



Safety



Our Services

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 be.



Board of Directors

Wendy Marks



Board President
Elected in 2012

Keith Tournay



Past President
Elected in 2008

Jennifer Cree



Director
Elected in 2007

Marsha Ely



Director
Elected in 2004

Charlotte Empringham



Director
Elected in 2006

Lisa McCoy



Director
Elected in 2020

May Lewars



Director
Elected in 2020

Katelyn Ostropec



Director
Elected in 2020

David Sudbury



Director
Elected in 2020

Our Journey

**A message from
Wendy Marks, Board President &
James Meloche, CEO.**



James Meloche
CEO



Wendy Marks
Board President

March 17, 2020 – A day many of us will not forget. It was the day Premier Doug Ford declared a State of Emergency in response to the COVID-19 Pandemic. What followed was a year of tremendous loss, innovation, sorrow and growth.

Over the past year, Community Care Durham (CCD), like so many of our Durham Region health and social service partners, responded to meet the challenge. We adapted, we protected, we led and followed, and most of all we served. This commitment to service is the hallmark of our proud heritage, and the spirit of our future.

Not only did we respond to the dynamic realities of a global pandemic, we continued forward with renewed focus on client service and innovation. A simple look at the 65% growth in our meal deliveries last year, for both our Meals on Wheels (MOW) program and our new Community Food Box (CFB) program, and our highest ever hours of personal support care are testaments to the commitment of the organization to our mission and vision.

At the best of times, maintaining one's community independence can be a difficult task. We may never know the full extent of that effort, but rest assured that we remain committed to helping enrich the well-being and quality of our clients' lives, wherever they call home.

Without question, safety has always been a high priority for our organization but it's taken on an urgency like never before since COVID-19. As workplaces and

schools began to shut down, CCD continued to provide the essential programming and services our clients needed in order to live at home safely, where they belong.

One such area was our Adult Day Program (ADP). The program transitioned to online early on in the pandemic but later was able to safely re-open for clients who most needed in-person programming. Margaret Steadman was one of those clients. Margaret has dementia and could not do the online programming. Her daughter Dawn Ferguson, said her Mom was going downhill fast in those early days of COVID-19.

When our ADP went back to in-person in the fall, Margaret was the first client through the door. Granted, there were fewer participants, due to our COVID-19 safety protocols, but the ones participating were thrilled by their experiences. Dawn said her Mom's face lit up like a "teenage school girl" when she dropped her off at the ADP.

COVID-19 helped to jumpstart the creation of our highly successful CFB program. Developed to support vulnerable members of the community who are not able to safely acquire the essentials for healthy eating, response to the program was phenomenal. In our first year of operation, more than 5,865 food boxes were delivered. That's the equivalent of 32,258 meals.

Demand for all our meal delivery services also spiked during the last year with the organization delivering 158,000 meals in 2020-2021. That's equivalent to providing 433 meals every day of the year to individuals in our community. Compared to 2019-2020, CCD delivered an extra 67,000 meals, serving an additional 800 clients. Remarkable.

We also want to recognize the amazing work in our COPE Mental Health program. The team quickly adapted from providing in person groups to online group

sessions and expanded their programs throughout the year, reaching their target of 12,000 participants.

Our Foot Care service also continued to operate throughout the pandemic year, providing vital in-person care. We followed strict COVID-19 protocols knowing that the service was essential to our clients.

And our dedicated Personal Support Workers provided more than 137,072 hours of Assisted Living and Supportive Housing services so that our clients were able to live safely in their own homes.

In the midst of all these accomplishments, a number of other initiatives were brought to life in 2020-2021, including:

- The establishment of CCD's Ethics, Equity and Inclusion Committee (EEIC). Its purpose is to foster a just and inclusive culture where individuality and a sense of belonging drive excellence in community and in-home supports throughout the organization. The committee will also complete regular equity self-assessments and training, adhere to a framework for equity and inclusion, and, if present, dismantle any forms of discrimination within the organization;
- Launching a new Client and Family Advisory Committee to report to the Board of Directors with advice on how to improve our services;
- Accreditation preparation. CCD is Accreditation Ready, as every day we work to put our policies and practices in place for our Accreditation Audit taking place in February, 2022;
- Taking the lead in the new Community Geriatric Nurse Specialist (CGNS) pilot project. This innovative project, a first of its kind in the community services sector, is bringing providers and persons with lived experience together to design a solution that will accelerate community responses in order to sustain

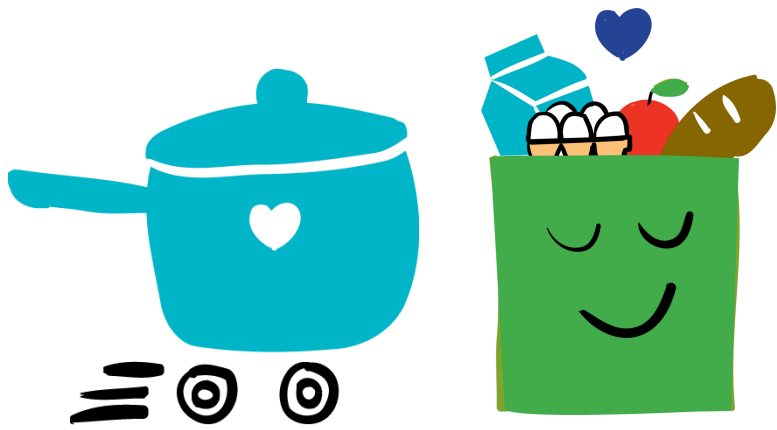
a client's health and wellbeing, while preventing avoidable hospital visits. It will help identify and address emergent conditions that threaten a person's capacity to remain living independently in the community; and,

- A refresh on our Strategic Plan, mapping out our common goals.

As much as we wish to celebrate the accomplishments of this past year, we also need to recognize that we could not have done all this without the support of our dedicated staff, our amazing volunteers, our collaborative community partners and our generous donors. And most of all, we wish to acknowledge the heroic efforts of our clients and caregivers themselves. Without you, CCD would not continuously be able to reach the levels of excellence it does.

Responding to COVID-19 has challenged us to tap into our resiliency in the way we provided many of our program and services but it didn't prevent us from making great strides at improving our community impact. CCD continues to be a leader in the Community and Support Services (CSS) sector, delivering critical services to its clients.

Thank you to all for your continued support.



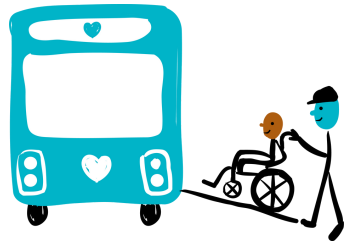
158,000

MEALS DELIVERED



19,107

RIDES GIVEN



1,494

ACTIVE CCD
VOLUNTEERS

15,726

MENTAL HEALTH
SUPPORT GROUP VISITS



137,072

HOURS OF CARE

**(IN-HOME RESPITE / ASSISTED LIVING /
SUPPORTIVE HOUSING)**



Financial Statement

Consolidated Statement of Operations and Changes in Net Assets

For the Year Ended March 31, 2021.

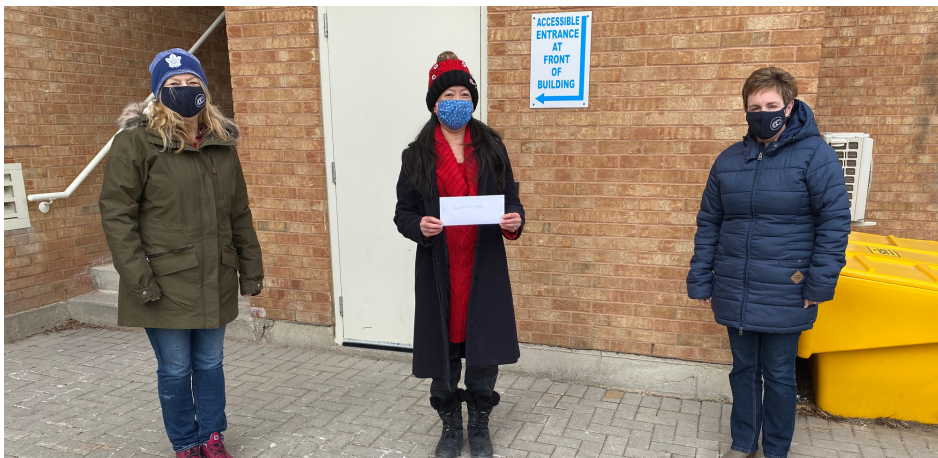
Revenue	2021	2020
Central East LHIN	\$11,552,969	\$10,294,434
United Way	68,000	68,000
Government Grants	130,187	145,068
Fundraising and Donations	326,538	247,372
Client Fees	1,881,931	2,130,267
Other	1,833,209	187,247
	\$15,792,834	\$13,072,388
Expenditures	2021	2020
Staffing Costs	\$10,164,926	\$9,195,824
Volunteer, Travel and Program Costs	2,502,992	2,048,280
Office Operations	1,558,838	1,381,921
Other	180,093	194,282
	\$14,406,849	\$12,820,307
Excess of Revenue Over Expenditures	1,385,985	252,081
Net Assets, Opening Balance	2,616,562	2,364,481
Net Assets, Closing Balance	\$4,002,547	\$2,616,562

Thank You For Your Support



As a charitable, not for profit organization, Community Care Durham relies on the support of donors to help us deliver high-quality client services. Please consider donating today, and make a difference in someone's life.

For more information on how to donate, visit:
communitycaredurham.on.ca/donate



**Administration Office**

20 Sunray Street, Unit #1
Whitby, ON L1N 8Y3
(905) 668-6223

**Cannington, Port Perry & Uxbridge**

Cannington
1 Cameron Street East
Cannington, ON L0E 1E0
(705) 432-2900
brock@communitycaredurham.on.ca

**Clarington**

2440 Hwy 2, Unit #1
Bowmanville, ON L1C 0K6
(905) 623-2261
clarington@communitycaredurham.on.ca

Port Perry
16100 Old Simcoe Road
Port Perry, ON L9L 1P3
(905) 985-8461
scugog@communitycaredurham.on.ca

Uxbridge
75 Marietta Street
Uxbridge, ON L9P 1K7
(905) 852-7445
uxbridge@communitycaredurham.on.ca

**Pickering & Ajax**

1420 Bayly Street, Unit #6
Pickering, ON L1W 3R4
(905) 837-0017
ajaxpickering@communitycaredurham.on.ca

**Whitby & Oshawa**

20 Sunray Street, Unit #1
Whitby, ON L1N 8Y3
(905) 668-6223
Oshawa
oshawa@communitycaredurham.on.ca
Whitby
whitby@communitycaredurham.on.ca



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