



Annual Report

2021 / 2022



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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.

Our Vision

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

Our Values



Compassion



Equity
& Inclusion



Quality
& Innovation



Enrichment



Integrity



Respect



Safety



Optimism



Responsiveness

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.

Click the service icon for more information.



Board of Directors



David Sudbury

President
Elected in 2020



Keith Tournay

Past President
Elected in 2021



Helen Brenner

Director
Elected in 2008



Jennifer Cree

Director
Elected in 2007



Marsha Ely

Director
Elected in 2004



Charlotte Empringham

Director
Elected in 2006



Lorrie Hagen

Director
Elected in 2020



May Lewars

Director
Elected in 2020



Lisa McCoy

Director
Elected in 2020



Katelyn Ostropolec

Director
Elected in 2020



Alina Popa

Director
Elected in 2021



Matt Snyder

Director
Elected in 2021

Our Journey

A message from
David Sudbury, Board President
& James Meloche, CEO.



James Meloche
CEO



David Sudbury
Board President

While COVID-19 continued to hamper Community Care Durham's progress of reopening our programming to pre-pandemic levels, it did not hamper our abilities to continue meeting the needs of our clients in 2021.


Food security was again an issue last year with a high demand for our Meals on Wheels (MOW) and Community Food Box (CFB) programs. Combined, we met the demand delivering 154,218 meals. That total included 4,070 food boxes (22,994 meals), 69,421 frozen meals, and 61,803 hot meals.

One client, Claudia Luella Duncan, said the CFB is a big help, especially with the price of food rising and her inability to get out of the house easily. She uses a wheelchair.

"Sometimes you don't have anything in the freezer at the end of the week, so it's been very helpful to me personally," she said.

In-person programs, such as our Adult Day Program (ADP), were limited in numbers due to COVID-19 health and safety protocols, but we adapted and moved many of our other programs virtually. One such program where online support grew was our COPE Mental Health program. Participants adapted quickly and found it beneficial to participate online through group and one-on-one sessions. As a result, CCD saw 17,451 clients take part in online sessions. That's an 11% improvement over the previous year.

While virtual programming helped thousands of participants, we would be remiss, not to mention our Personal Support Workers (PSWs). They provided 177,163 hours of Assisted Living and Supportive Housing Services to our clients. That's 29% more hours of care than the previous year!



Marilyn Remani is one of our PSWs, and often she was the only person many of her clients saw each day. Emotionally COVID-19 took a heavy toll on everyone, herself included.

“It’s weighing them down not being able to see family and friends,” she said, adding, “I know what it’s like to be sick and tired of being stuck at home.”

Marilyn says COVID-19 has altered the way she does her job but that the extra safety precautions have helped her, and her clients remain safe. She’s built a rapport with them, and they trust her.

“I believe very strongly in what we (CCD) do, what we stand for,” and her clients appreciate it.

While staff continued the excellent work of helping our clients maintain their health and independence wherever they call home, the Senior Management Team (SMT) was busy making plans to advance a vision for healthy aging across Durham and our concept of the Community Wellness Hub model.

As identified in our Strategic Plan, technology came into play. The year began with the launch of our redesigned website. The new look and content were developed in partnership with stakeholders from across CCD. The website allows visitors to navigate its pages more efficiently and consistently find the information they are looking for, including the cost and location of all of CCD’s programs and services, how to register and an easy-to-navigate request service button.

As part of our website redesign, our marketing and communications department began a rebrand, which mirrored the look and feel of our online presence. Our Transportation vans were wrapped using the new look developed for the website. Later in the year, we received funding to purchase and wrap a Community Food Box van.

Adding to the functionality of our website, CCD worked closely with the software company Caredove to modernize our Central In-Take processes using a robust client care coordination model. The Caredove system allows a client or caregiver to go to our website, fill out their contact information, and pick their area and the best time to have someone from Central In-Take call them. Once completed, an email reminder lets the person know of their appointment. It’s led to fewer cancellations and better service for our clients.

While the use of technology is helping CCD make strides in client in-take and care, a key part of our Community Wellness Hub model was accomplished through the purchase of the 20 Sunray building from our previous landlord. After a strong business case

demonstrated the benefits of ownership, the building purchase will now allow us to move forward with renovation plans. Another first!

But before renovations can begin, our Capital Fundraising must be put in place, a process we're working on now and something we will be able to speak about more fulsomely next year.

Fundraising is something you saw more of last year as it's essential to help us continue providing services to our clients based on our traditional funded service levels, which have not kept pace with the rate of inflation. Funding gaps need addressing, and we're working with our Provincial partners on solutions. Unfortunately, last year we had to implement fee increases in many of our programs as our costs continued to increase. We managed to keep them minimal for our clients.

Last year we made great strides utilizing technology through our website and Central In-Take process to provide better care for our clients while maximizing operational efficiencies. But it's just the start of what's yet to come. Our main objectives this year are to introduce two new initiatives – modernization and care coordination. Modernization is intended to place the organization on a new trajectory for long-term scalable growth using technology and updated processes. Care Coordination will enhance the client experience giving them one coordinator for all their CCD services. We will also be implementing a new information system called AlayaCare that will enhance team-based care.

We accomplished so much last year but there's so much to look forward to in 2022.

Thank you to all for your continued support.

By the
Numbers
2021-22

154,218

Total Meals Delivered
(Community Food Box +
Meals on Wheels)



177,163

Hours of Care
(In-Home Respite / Assisted Living /
Supportive Housing)



↑ **29% Increase**
from 2020

29,495

Rides Given



19,779
**Exercise & Fall
Prevention Classes**



17,451

Group Participants



Financial Statement

Consolidated Statement of Operations and Changes in Net Assets

For the Year Ended March 31, 2021

Revenue	2022	2021
Central East LHIN	12,178,099	11,552,969
United Way	83,386	68,000
Goverment Grant	525,072	130,187
Fundraising & Donations	305,561	326,538
Client Fees	1,996,259	1,881,931
Other	580,541	1,833,209
	15,668,918	15,792,834

Expenses	2022	2021
Staffing Costs	10,995,661	10,164,926
Volunteer, Travel and Program Costs	2,340,102	2,502,992
Office Operations	1,734,415	1,558,838
Other	353,187	180,093
	15,423,365	14,406,849

Excess of Revenue Over Expenditures	245,553	1,385,985
Net Assets, Opening Balance	4,002,547	2,616,562
Net Assets, Closing Balance	4,248,100	4,002,547



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





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Community Care Durham
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