



Community Care Durham

SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

Annual Report

2022 / 2023

communitycaredurham.on.ca



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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

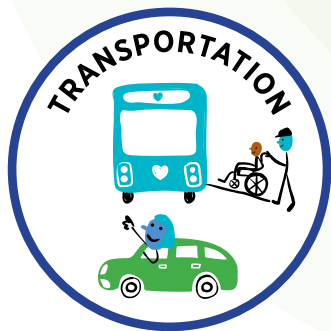


Responsiveness

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



Jennifer Cree
Director
Elected in 2007



Helen Brenner
Director
Elected in 2021



Lorrie Hagen
Director
Elected in 2021



Jean-Claude Legault
Director
Elected in 2022



Fayrial Leung
Director
Elected in 2022



May Lewars
Director
Elected in 2020



Lisa McCoy
Director
Elected in 2020



Margaret Osborne
Director
Elected in 2022



Katelyn Ostropec
Director
Elected in 2020



Alina Popa
Director
Elected in 2021



Malvina Ram
Director
Elected in 2022



Matt Snyder
Director
Elected in 2021

Our Journey

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



James Meloche
CEO



David Sudbury
Board President

Community Care Durham's commitment to our clients was taken to another level in 2022 as we focused on improving how we operated internally through better care coordination and access to services for all our clients.

Clients have often told us that a single point of contact would greatly simplify care coordination for them. Rather than having to call multiple people for different services, the ease of one contact person would improve their experience. As a result, we created **Client Service Coordinators**, who help guide clients and their care partners through the Intake process and get them all the services they need. Now, they have one point of contact who can help find them the proper support and connect them to community resources.

This type of support led Tom, a 94-year-old client, to receive Meals on Wheels after his wife of 45 years passed away. He now receives the service five days a week.

"My Martha, she spoiled me with all the cooking," he said of his late wife. "I felt so helpless when she passed. A grown man who can't even feed himself."

Our centralized intake system provides new clients with better care, coordination, and service access. To further improve the client experience, we also adopted new technology to modernize our processes last year. Improvements included a new GPS tracking system on all 10 transportation vans so we can manage our fleet better. It has set CCD on a trajectory for long-term scalable growth, helping us build for our future.

Food Insecurity

Inflationary pressures are not only impacting CCD, but they're highlighting the food insecurity needs of our clients, especially single mothers, and families. Food prices hit historic levels in 2022, putting pressure on requests for subsidized food boxes.

In December, Sara Menard, our Community Food Box (CFB) Coordinator, made one client's holidays even more special when she called to offer her a free Holiday Food Box. Our Finance Department made the gift possible when they all personally contributed to pay for the Holiday Food Box.

"Offering this to her at no charge brought joy to her life, and she cried to me on the phone because she was so grateful for all the services that we provided to her," Sara said.

While we dealt with increasing pressures for our CFB last year, demand for our Meals on Wheels (MOW) program continued to be strong. Together we delivered a combined **123,945 meals**. Unsurprisingly, in our Client Satisfaction Survey, **96% of clients** told us that the **service supports them in achieving their goals and needs**.

Given these inflationary pressures, the focus of our two major fundraising initiatives targeted food insecurity. The Season of Giving was a successful campaign that wrapped up in January 2023. Our Commit to Community Campaign began May 1, 2023, and runs until the end of June 2023. We are grateful to everyone who donates to these campaigns. Their generosity helps us fulfill our mission of **Supporting People, Strengthening Community**.

Community Care Resource Nurse

As a trusted leader in the community, CCD Champions Healthy Communities by supporting initiatives that advance the health and well-being of individuals living in the Durham Region. One initiative the organization believed in and invested in last year was our Community Care Resource Nurse (CCRN) program.

The CCRN uses registered practical nurses (RPN) employed by CCD who provide services in clients' homes. The aim is **to improve the client experience** while preventing unnecessary hospitalizations or emergency department visits. Clients' responses have been overwhelmingly positive in the brief time the program has operated. With the support of the nurse, we have been able to avoid worsening of health conditions through treatment, connecting clients to their family physician, and advocating for more supports. It provides support to our many personal support workers who can now consult with a nurse to address client concerns. Until formal government funding for the CCRN program becomes available, we are finding ways to support this program as we believe it's essential for helping the healthcare needs of our clients by addressing issues at home before they become acute.

Client and Care Partner Satisfaction Survey

While our focus is always to improve and find better ways to serve our clients, it should be noted that our clients think we're doing a pretty good job of that already. In our Client and Care Partner Satisfaction Survey, 92% of clients said CCD supports them in achieving their goals and meeting their needs. A closer look at the data showed that as clients age, our services become increasingly more important to them. When asked, 92% of clients also indicated CCD is helping them maintain their independence. Those are results we should all be proud to share.

Volunteers

Volunteers are essential to our organization. We would not be able to provide the levels of service that we do without their help. Last year they provided **60,345 hours of support helping our clients**. We cannot thank them enough for their continued service.

Given volunteers' importance to our organization, we are committed to improving the volunteer experience. With that in mind, we've created new **Volunteer Coordinators** whose jobs are to work side-by-side with our volunteers ensuring they are supported through training, scheduling, and monitoring. It will also help us attract new volunteers. Our goal is to return their numbers back to pre-pandemic levels and we're making good progress.

Conclusion

This past year CCD has made tremendous strides in developing new ways of providing care for our clients. We've done this by streamlining our approaches while improving our clients' access to services and service delivery. We are embracing new technologies, worked with partner organizations, developed new programs, and are building for our future. It's an exciting time for the organization, and we've just begun! Everything we've accomplished will benefit clients today and set up the organization for success for years to come.

Thank you for your continued support!

By the Numbers

2022-23

There's a lot that goes on at Community Care Durham and these numbers prove it. Each day our staff and volunteers enrich the well being and quality of life for our clients wherever they live. The following figures provide a sample of the tremendous work that takes place here at CCD.



123,945

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

111,527

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



32,189

Rides Given

25,584

**Exercise & Fall
Prevention Classes**



15,571

Group Participants

Financial Statement

Consolidated Statement of Operations and Changes in Net Assets

For the Year Ended March 31, 2023

Revenue	2023	2022
Ministry of Health	12,292,381	12,178,099
United Way	68,000	83,386
Government Grant	283,770	525,072
Donations	252,945	305,561
Client	1,884,829	1,996,259
Other	478,051	580,541
	15,259,976	15,668,918

Expenses	2023	2022
Staffing Costs	11,012,219	10,995,661
Volunteer/Travel/Program	2,213,004	2,340,102
Office	1,700,030	1,734,415
Other	443,961	353,187
	15,369,214	15,423,365

Excess (deficiency) of Revenue over Expenses	(109,238)	245,553
Net Assets, Opening	4,248,100	4,002,547
Net Assets, Closing	4,138,862	4,248,100



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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