



Community Care Durham
SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

2023

Social Responsibility

Framework



Introduction

At Community Care Durham (CCD), our north star is our mission of **“Supporting People, Strengthening Community”** and it defines what we do: **“With coordinated networks of volunteers and staff, enrich the well-being and quality of life for people wherever they call home.”** Our vision is **“Communities where people are enabled to maximize their independence and thrive wherever they live.”** Our values of **Compassion; Respect; Optimism; Safety; Integrity; Equity and Inclusion; Enrichment; Quality and Innovation;** and **Responsiveness** are evident through the daily work of our staff and volunteers.

Our aspirations for the impact we will achieve in the Durham community have been outlined in our current strategic plan where we state our four strategic priorities: **Enhancing Client Quality of Life; Investing in Our People; Championing Healthy Communities;** and **Building for Our Future**. Our strategic plan defines what these priorities mean and how we plan to get there.

<https://www.communitycaredurham.on.ca/who-we-are/strategic-plan/>

Our **Social Responsibility Framework** takes our commitment to others even further by outlining goals that will reach beyond Durham Region. Utilizing the **United Nations Sustainable Development Goals**, along with other best practices of social responsibility, CCD has developed a framework that articulates our broader social values and goals and expectations of our partners, benefactors, etc.

What are the United Nations Sustainable Development Goals?

The 2030 Agenda for Sustainable Development, which was adopted by all United Nations Member States, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.



<https://sdgs.un.org/goals>

CCD has selected four SDGs to commit to for the duration of our current strategic plan (2021-2025) as part of our social responsibility framework. The selection of these particular goals was determined by their alignment with our mission, vision, and values along with each of our four strategic priorities.

Good Health and Well-Being

Ensure healthy lives and promote well-being for all at all ages.

3 GOOD HEALTH
AND WELL-BEING



CCD's Strategic Priority Alignment

Enhancing Client Quality of Life

Through a focus on quality, safety and innovation, we will enhance our clients' ability to live safely and independently where they choose to call home.

Our Commitment to Achieve this Goal

Coordinated Care

- A wrap-around approach where the client is the focal point and all decisions are made with the client in mind and with their participation.

Client and Caregiver Supports

- Through collaboration with partners, clients and their caregivers are better equipped with comprehensive and innovative tools, resources, and programming.

Client/Caregiver Centred Care

- Our clients and their caregivers are empowered to provide direction for their care in safe, respectful environments.

Quality & Safety

- Community Care Durham is a valued and trusted partner in achieving clients' goals.

Decent Work and Economic Growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

8 DECENT WORK AND
ECONOMIC GROWTH



CCD's Strategic Priority Alignment

Investing in our People

CCD is committed to becoming an agency of choice for employment and volunteerism in Durham Region's non-profit sector.

Our Commitment to Achieve this Goal

Education and Training

- Staff and volunteers are kept up-to-date with the best available evidence, practice, and information to inform their work and keep them safe.

Supporting Personal Improvement

- Staff and volunteers are supported with effective performance and professional growth opportunities in a no-blame culture.

Workforce Specialization

- An interdisciplinary workforce is developed that is equipped with the specialized knowledge and skills to meet the needs of CCD's diverse population.

Diversity, Equity and Inclusion (DEI)

- CCD is committed to enhancing a diverse, equitable and inclusive workforce, including staff and volunteers. Together, we are on a DEI journey to understand the impacts of racism, trauma and bias impact for those who work for us, and for those we serve.
- We will continue to advocate for pay-equity in the health care sector, and commit to providing employees with fair compensation for the work they do

Climate Action

Take urgent action to combat climate change and its impacts.

13 CLIMATE ACTION



CCD's Strategic Priority Alignment

Championing Healthy Communities

As a trusted leader in the community, CCD will support initiatives and partnerships that advance the health and well-being of individuals living in Durham Region.

Our Commitment to Achieve this Goal

Sustainable Communities

- Community Care Durham is contributing to the sustainability of Durham Region's environmental diversity and economic wellbeing.
- Implement "go-green" activities at all Community Care Durham locations, including the reduction of waste and energy consumption.
- Utilize technology to reduce paper consumption and its costs.
- Lend support to environmental issues that promote healthy living, including mental health and aging, such as access to green spaces, health equity and food security

Sustainable Cities and Communities

Make cities and human settlements inclusive, safe, resilient and sustainable.

11 SUSTAINABLE CITIES AND COMMUNITIES



CCD's Strategic Priority Alignment

Building for our Future

CCD will ensure that it is well-positioned to meet the challenges and opportunities of the future, while enhancing the client care experience and joy of work today

Our Commitment to Achieve this Goal

Community Health and Wellness Hubs

- Bring the initial Whitby & Oshawa Community Health and Wellness Hub to life in its redesigned Sunray Street, Whitby location.
- Create and implement a long-term Capital Development Plan supported by a robust fundraising strategy.

Health and Wellness

- Through our services we aim not only to improve the health and wellness of our community – often those whom are socially and economically disadvantaged – with cost-effective and proven solutions in order to make Durham Region an inclusive and resilient place to live.

Partnering with Community Care Durham

In the past few decades, more business leaders have recognized they have a responsibility to do more, not just what's best for their companies but for people, the planet, and society as a whole. Most are driven to embrace corporate social responsibility due to moral convictions and commitment to important social change. There are many other benefits of social responsibility initiatives including employee engagement and retention, operational efficiency, brand loyalty and the opportunity to partner with non-profits and charities with shared passions and concerns.

We are interested in partnering with businesses and groups who are organized in a manner that empowers them to be and act in a socially responsible way to have a positive impact in Durham Region and beyond.

At CCD, our mission is to enrich the well-being and quality of life for people wherever they call home. We expect those we partner with to share in our mission, vision, and values while upholding ethics and integrity in all business practices.

Through a purpose driven approach to business and with values informing decision making and strategy, CCD and our partners can help create a more just and sustainable future for all.



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
2 Campbell Drive. Suite 104
Uxbridge, ON L9P 1H6
(905) 852-7222
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

