

A N N U A L R E P O R T 2 0 1 6 - 2 0 1 7

Greetings from



Alan Cavell,
Board President
and



Danielle Belair,
Executive Director

Leading forward

The past year has been extremely important as we made significant progress in each of our four strategic directions outlined in our strategic plan for 2015/2020. We focused on building the capacity of our organization internally and collaborating and engaging with many partners in our communities to address the needs of our clients.

Equally important are the accomplishments we've made in preparing for the future, including:

- Developing our internal processes as we prepare for accreditation
- Modernizing our technological capacity
- Enhancing our fund development capacity
- Serving additional disadvantaged populations
- Introducing new pilot services such as Caregiver Relief & Access to Primary Care
- Supporting the Board to continue to enhance its governance model and focus on a collaborative governance approach within the broader community.

We can proudly say, "We are leading forward with our plan."

Volunteers are the hallmark of our organization! Much of the care and support we provide is delivered by our volunteers. They are a deep source of connection to our local communities and our eyes and ears. This connection is vital.

We sincerely want to congratulate and thank our volunteers and staff for "Empowering our clients to live at home." Last year, 909 volunteers, coordinated by professional and dedicated staff worked together towards the common goal of helping over 6,918 seniors and adults with physical challenges live independently at home and in their communities for as long as possible. Our volunteers contributed 96,369 hours of service which is equivalent to 53 full time positions. ... *continued*



**Community
Care**

*Empowering you to live at home
in the City and County of Peterborough*

Community Care Peterborough has grown considerably to meet the ongoing and changing needs of the clients we serve and has expanded and increased our program offerings to reach more individuals...Our services not only help people to achieve optimum levels of health and active living, but are also crucial in maintaining the flow across the healthcare system by averting preventable admissions to hospitals and long-term care as well as facilitating reintegration of clients from hospital to home.

It is important to ensure that organizational growth and change are sustainable and funded, and that Community Care continues to thrive as an organization so that it can perform its vital role for its clients, now and into the future. We had an excellent year with fundraising ventures, raising a net amount of over \$353,000.

Community Care Peterborough was also successful in securing the following grants:

- Sharing Stories, Bridging Generations – Celebrating 150 years of Canada through the Community Foundation of Greater Peterborough
- Sharing Dance for Active Seniors in collaboration with Canada's National Ballet School
- New Caregiver Relief Program launched through funding from the Ontario Trillium Foundation
- Access to Primary Care Service pilot funded by the Central East Health Links Quality Improvement Initiative

We continue to successfully engage in numerous initiatives that encourage greater collaboration among partners such as the hospital, the Access Centre, Peterborough Health Links, Family Health Teams, Peterborough County/City Paramedics, Peterborough Public Health, Trent Centre for Aging & Society and other community support service agencies focused on improving access and the care of individuals living throughout the City and County of Peterborough. Community Care has also been actively involved in the Age Friendly Planning for the greater Peterborough area.

Our work towards achieving the strategic directions outlined in our 2015/2020 Strategic Plan will carry on. Community Care will continue to work with community partners and colleagues in the surrounding area to interpret the CE LHIN directions and priorities and to strive to continue to provide seamless care for seniors.

We extend appreciation and thanks to all our dedicated staff, Board members, volunteers, community partners, donors and funders for contributing to the organization's success this past year. We look forward to working with all of you in the coming year to continue advancing the scope of service, quality of care and positive health outcomes for our communities.

The 2016/2017 Annual Report outlines many other exciting projects and activities the agency has embarked on this past year. We have built a strong foundation that will empower us to continue serving seniors and adults with physical challenges in the years ahead. Our mission remains stronger than ever! Thank you for supporting Community Care Peterborough.

The 2016/2017 Annual Report consists of many other exciting projects and activities the agency has embarked on this past year.

Our sincere thanks to the Community Care Board of Directors. We appreciate your significant contribution of time and expertise and the incredible support of our evolving work. We have built a strong foundation that will empower us to continue serving seniors and adults with physical challenges in the years ahead. Our mission remains stronger than ever! Thank you for supporting Community Care Peterborough.

2016-17 Board of Directors

Officers

Alan Cavell – President

Joanne Watson – President-Elect

Sharon Davis – Vice-President

Joe Bozec – Secretary-Treasurer

Michelle McLean – Past President

Directors

Peri Ballantyne

Don Benninger

Judy Boutette

Wendy Love

Les Morris

Jim Patterson

Amy Twomey

Mark Skinner

Geoff Quirt

Gillian Sandeman

Community Care extends a special thank you to retiring Board of Directors:

Don Benninger,

Joe Bozec,

Peri Balantyne,

Gillian Sandeman

Community Care is a registered Canadian non profit organization governed by a Board of Directors. The Board meets monthly and operates in accordance to the agency's directive. Through it's leadership role, the Board approves policies and procedures under the guidance of the organization's mission and vision. Standing committees work on behalf of the Board and include Executive, Governance, and Finance and Audit. We are always looking for new faces for any of the above committees as well as our Board. If you would like to find out more about any of these opportunities, please contact: Danielle Belair at the administration office at 742-7067 ext. 210.

Board Governance Committee, submitted by Alan Cavell, Board of Directors, President

Over the past year the Governance Committee undertook a number of activities to ensure effective governance. Our main focus centred on strategic planning, evaluation and promoting community partnerships to ensure that the needs of our clients continue to be met.

These activities included:

- A complete review of the governing By-laws to be presented at the Annual General Meeting in June.
- Work with the Executive Director as we clarified our respective and evolving roles.
- Organized and received presentations from other agencies and CCP staff to better understand the challenges and opportunities facing the organization especially with the changes in the LHIN and the new Patient's First legislation.
- Promoted a positive image of Community Care by initiating client-centred collaboratives and partnerships through the creation of a Collaborative Governance, Advocacy and Outreach Committee. This committee chaired by Geoff Quirt brings together the Executive Directors and Board Chairs from city and county agencies serving common clients.
- The establishment of an Organizational Sustainability Task Force chaired by Joanne Watson to ensure the continued financial viability of CCP as client needs continue to grow and traditional funding sources decrease.
- The evaluation of the Boards Decision-making processes via Board survey. The results (which were very favourable) will serve as a baseline on which to measure the current and future functioning of the Board.

As we move forward the Board will focus on continuing to meet the needs of

- our community
- our clients
- our various funders and will forge partnerships with organizations as the face of health care and community support changes.

Collaborative Governance, Advocacy & Outreach, submitted by Geoff Quirt, Board of Directors, Chair of Task Force

This task force was struck to make sure that Community Care Peterborough (CCP) was ready and able to take advantage of opportunities to improve and expand our client services that may well result from the implementation of new "Patients First" legislation. CCP has hosted two meetings of an expanded "leadership forum" originally comprised of management from the 6 agencies funded by our LHIN to deliver community support services, and established through the LHIN led "integration exercise" about 3 years ago.

Board members from the 9 agencies now represented in the forum were invited to join management staff to discuss how our boards and agencies could work more collaboratively to improve client service, and explore how we might exploit opportunities in a collaborative rather than individual fashion. David Ross, a respected health care consultant, agreed to our request to facilitate our last discussion. CCP will continue to encourage our sister agencies to work together to ensure clients don't fall through cracks, and help ensure our sector is viewed as a critical and competent part of an integrated health system for the residents of Peterborough City/County.

The task force has also advocated on behalf of our agency and sector in meetings with key decision makers. Delegations from CCP's board and management met with the Honourable Jeff Leal, his worship Joe Taylor, County Warden, MPP Laurie Scott, and our local Peterborough Public Health Board. The task force hopes to meet soon with LHIN representatives, and will encourage our sister CSS agencies to join us in these advocacy efforts.



Finance and Audit Committee Report, submitted by Joe Bozec, Board of Directors, Treasurer/Secretary

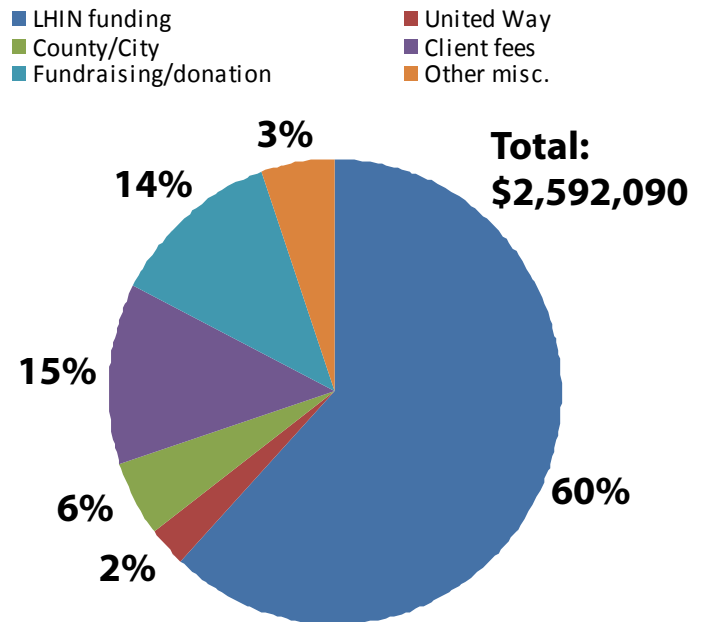
In this year of increasing demand and raising costs, a major area of focus has been the sustainability of our very important services. The year saw major increases in the cost of hot meals and Caremobile maintenance as well as significant expenditures on information infrastructure. Adding to the challenge is the need to limit fee increases to our clients, some of the most vulnerable people in our community. Despite these challenges, and through the generosity of our donors, volunteers and partners and the skill and diligence of management and staff, not only did we provide the services our clients expect from us, but we also concluded the year with a small surplus – a small but sure step towards sustainability.

The pressures faced in 2016-2017 are sure to continue in future years: demand is sure to grow as our population ages and our healthcare system changes and adapts; costs are sure to increase; and resources are sure to be constrained. As in the past, these pressures will be met squarely with action by our caring and capable community: donors, volunteers, partners, staff and management working together to ensure that the important work of Community Care Peterborough continues, not just this year but also for years into the future.

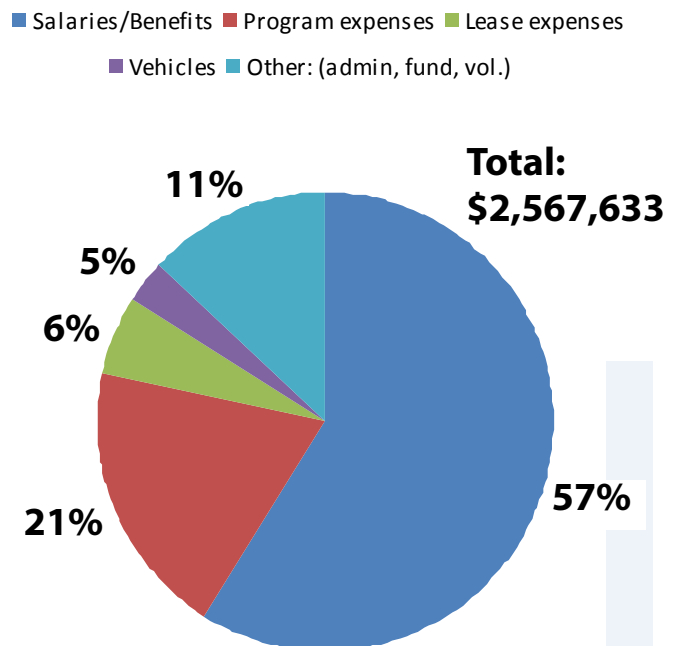
Community Care serves a growing client base with rising costs and funding shortfalls. We are preparing for unprecedented demand.

Last year, the number of clients served were 6,918

Revenue breakdown 2016/17



Expense breakdown 2016/17



Strategic Directions: 2015-2020

Community Care Peterborough has committed to a five-year Strategic Plan. The strategic directions are therefore broad and oriented toward the future. This will allow the organization to respond and adapt as circumstances change.

The strategic directions offer a framework for the development of annual operational plans, with measurable goals and objectives. These annual plans will make the directions operational. The four strategic directions are as follows:

1

Build Organizational Strength and Capacity

2

Develop Strategic Partnerships

3

Review and Measure Performance

4

Foster a Culture of Advocacy

Staff Years of Service Awards

In recognition of dedication and outstanding service given to Community Care Peterborough

5 Years of Service

Wendy Fulton

Denise Gould

Debbie Sollows

15 Years of Service

Stefanie Thom

Volunteer Length of Service Pins

Each year at Community Care we are pleased to recognize the many volunteers who provide services throughout the year. This past April, length of service pins were awarded to our many dedicated and committed volunteers.

This Year's theme was Sharing Stories, Bridging Generations.

45 Years of Service:

Nancy Phillips

35 Years of Service:

Margie Cahill

30 Years of Service:

Jean Elizabeth O'Neill

25 Years of Service:

Paulina Thornley

20 Years of Service:

Brenda Neat, Patricia Squire, Rita McKeown,
Jack May, Harry Stegenga,
Margaret Wilford, Dianne Hutchison,
Charles Parker, Frances Parker

15 Years of Service:

Pat Burnside, Colleen Terpstra,
John Terpstra, Adna Campbell,
Wayne Halstead, Wayne Smith, Terry Baker,
Art McKeown, Carol Shearon and Doug May

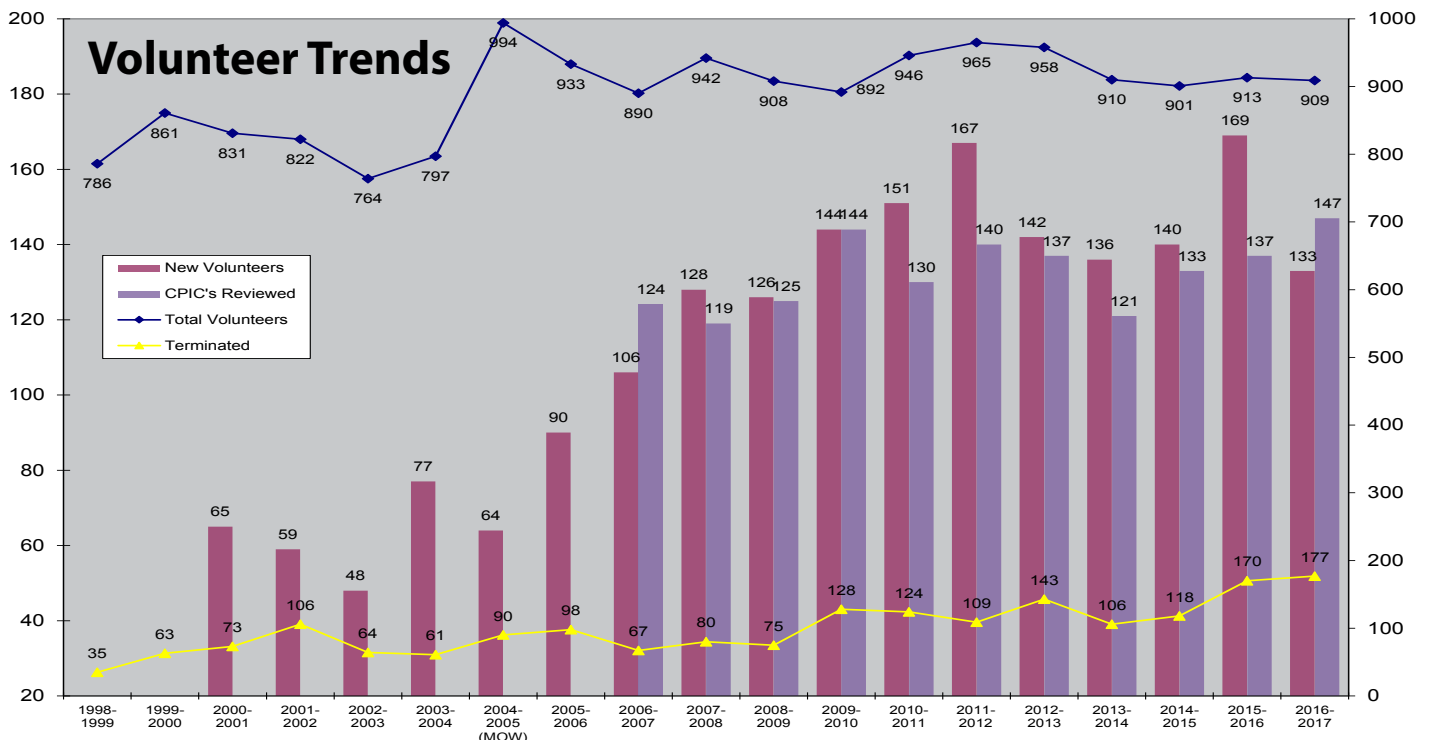
10 Years of Service:

Evelyn Lumsden, Elizabeth Pitts,
Mike Pratley, Bruce Hawkins, Gloria Hawkins,
Mary Killen, Nancy Morton, Bonnie, McKinnon,
Gordon Brazier, Russ Dishington,
Sharon Estabrooks, Helen Reid, Dona Thyret,
Gordon Dunford, Lorna-Ann Le Lagadec,
Evelyn Wilson, Clem Hassell, Larry Bell, Mary Hay,
Lynda Brown, Linda Guifoil, Patricia Harrison,
Robert Phillips and Jean Suurd

Community Care also acknowledged:

32 volunteers who received
5 year pins
and 74 volunteers who received
two year pins.

"Success in life has nothing to do with what you gain in life or accomplish for yourself. It's what you do for others." - Danny Thomas





Remarkable 45 Years of Service!

We were very thrilled to celebrate the accomplishments of Nancy Phillips at our Peterborough Volunteer Appreciation Event this past May. 45 years ago, Nancy joined our Meals on Wheels team. She later recruited her husband Bob to join her in delivering Meals on Wheels as well. Nancy has been extremely dedicated, caring and always has a smile on her face. It is truly remarkable to think about the number of lunches Nancy would have delivered over the last 45 years, and the number of times she has brightened a client's day because she spent a few minutes engaged in a conversation. She has had such an impact on our clients.

Community Care is so privileged to have had Nancy on our team. Her and Bob have now decided to retire, and we cannot thank them enough for all they have done for our clients and agency. Congratulations to Nancy on her outstanding 45 year contribution to Community Care!

Our thanks to

Community Care receives a significant financial contribution from the Local Health Integration Network (LHIN). We would like to take this opportunity to acknowledge and thank them for their financial support to our services.

We would also like to thank The United Way of Peterborough & District (of which we are a member agency), the City of Peterborough, the County of Peterborough, all Township offices, individuals, the media (for helping to promote the agency), service clubs, churches and businesses who have provided financial contributions, encouragement and gifts in kind which assist Community Care with its many programs and services.

Sincere thanks to our many business partners who donate, supply, or work with us to provide services.

This organization was founded on the belief that we are all responsible for wellness and social inclusion in our community.

VISION

Empowering you to live at home

MISSION

Providing services that support independence and promote peace of mind for seniors, their families and for adults with physical challenges who live in the City and County of Peterborough.

We Are:

C - client focused

C - compassionate

P - professional and volunteer supported

Services:

Day to Day Living:

Transportation

Access to Primary Care

Brokered Home Help

Brokered Home Maintenance

Foot Clinic

Blood Pressure Clinic

Living Safely and Securely at Home:

Personal Distress Alarms

Telephone Reassurance Checks

Medical Equipment Program and Registry

Healthy Eating:

Meals on Wheels

Diners' Club

Staying Connected in the Community:

Friendly Visiting

Caregiver relief

Training, Information and Education

Referrals

Walking Programs

Exercise and Falls Prevention Classes

Intergenerational

Supported Referral Coordination

A Bridge from Hospital to Home:

Home at Last (HAL) and Home First



Who We Are



Administration Office

Danielle Belair	Executive Director
Nancy Frankish	Director of Finance and Administration
Catherine Pink	Director of Support Services
Dean Ostrander	Donor Relations Lead
Tracy Kennedy	Executive Assistant
Carol Cavers	Finance Officer
Lubna Shahwan	Administrative Support
Kathie Nelson	Volunteer Development Coordinator
Leanne Anderson	Enhanced Care Coordinator
Stefanie Thom	Supported Referral Coordinator
Aja Bax	Personal Support Services Supervisor
Alex Rawek	Cargiver relief coordinator

Community Development Coordinators

Lorri Rork	Apsley/Lakefield
Denise Gould	Chemung
Lynda McKerr	Harvey
Tammy Ross	Havelock/Norwood
Karen Morton	Millbrook

Program Support Staff

Amanda Smith	Apsley
--------------	--------

Administrative Support Staff

Joanne Wilson	Lakefield / Millbrook
Rosemary Davidson	Norwood
Brenda Twaddell	Chemung/Harvey
Tiffany Solmes	Havelock

Peterborough Office

Home Support Services Coordinators:

Iris Crowder
Gail Wilson

Program Coordinators

Darci Maude
Anne Trudel-Inglis

Supported Referral Coordinator

Debbie Sollows

Transportation Scheduler

Patty Tipton

Program Support Staff

Vacant

Receptionist

Rhonda Lockyer

Caremobile

Jane Pickard	Coordinator/Driver
Charlene Galloway	Driver
Craig Whitnell	Driver

Community Care Van

Steve Barnett

Personal Support Workers

Philippa Cobb
Dorian Ellis
Wendy Fulton
Jutta Molnar
Nell Riel
Crystal Scrimshaw
Amber Teasdale

**Sara Murray has been employed as a PSW this year, but effective June 12 is in the role of Caregiver Relief Program Coordinator to cover the absence of Alex Rawek.

Our Caring Community

Community Care service offices express their thanks to our generous community champions!

Apsley:

ABC and Glen Alda Seniors
Apsley and District Lions Club
Apsley Central Public School
North Kawartha Community Centre
North Kawartha Township
Royal Canadian Legion, Branch 381
Burleigh Road Historical Society
North Kawartha Library
Chandos Lake Property Owners Association
Loon Call Lake Property Owners Association
Sayers Independent Foodtown

Chemung:

BEL Rotary
Chemung Lake District Lions Club
Ennismore Seniors Club
Selwyn Libraries - Ennismore and Bridgenorth
Selwyn Township
St. Martin of Tours Knights of Columbus
Ennismore Pharmacy

Harvey:

Area Churches and Businesses
Buckhorn Community Centre
Royal Canadian Legion & Ladies Auxiliary, Branch 77
Sherry Bourne Family Foundation
Lakefield and Chemung Lions Clubs
Townships of Trent Lakes & Selwyn
Buckhorn & District Tourist Association
Buckhorn Trail Committee

Havelock:

Havelock Lions Club
Havelock Seniors Club
Havelock Odd Fellows
Havelock United Church
Royal Canadian Legion, Branch 389
Township of Havelock-Belmont-Methuen
The Havelock Hub & VON
Havelock Masonic Lodge
Havelock Historical Society
Havelock Scouts

Lakefield:

Bulletins Plus - Lakers Link
Cassis Bistro
Lakefield Foodland
Lakefield Intermediate School
Royal Canadian Legion, Branch 77
The Lakefield Herald

Millbrook:

Centennial Place
Millbrook B.I.A.
Millbrook and District Lions Club
Millbrook Manor
Royal Canadian Legion, Branch 402
St. Thomas Anglican Church
Baxter Creek Golf Club (The Larmer Family)
Cavan Monaghan Libraries
Girl Guides Canada-Millbrook
The Millbrook Needlers Quilt Guild

Norwood:

Jeff Dornan, Douro-Dummer News
Maple View Retirement Residence
Norwood Asphodel Fire Dept.
Norwood IODE
Norwood United Church
Norwood Lions/Lioness
Royal Canadian Legion, Branch 300
Norwood Public Library
Oakland Greens

Peterborough:

Boston Pizza North
City of Peterborough Parking Authorities
Chartwell Foods
Foodland
Otonabee-South Monaghan Township
Keene Correspondent
Sobey's
St. John's Centre Retirement Home

Agency:

apetito
Brant Basics
Central East Community Care Access Centre
Community Foundation of Greater Peterborough
Greater Peterborough Health Services Foundation
Peterborough Regional Health Centre
Peterborough Retirement Residence
Peterborough This Week
Peterborough Utilities Group
Royal Canadian Legion, Poppy Fund
The Gardens of Peterborough
Trent Security
Trent Centre for Aging & Society
Nexicom



You too, can lead this community into the future!

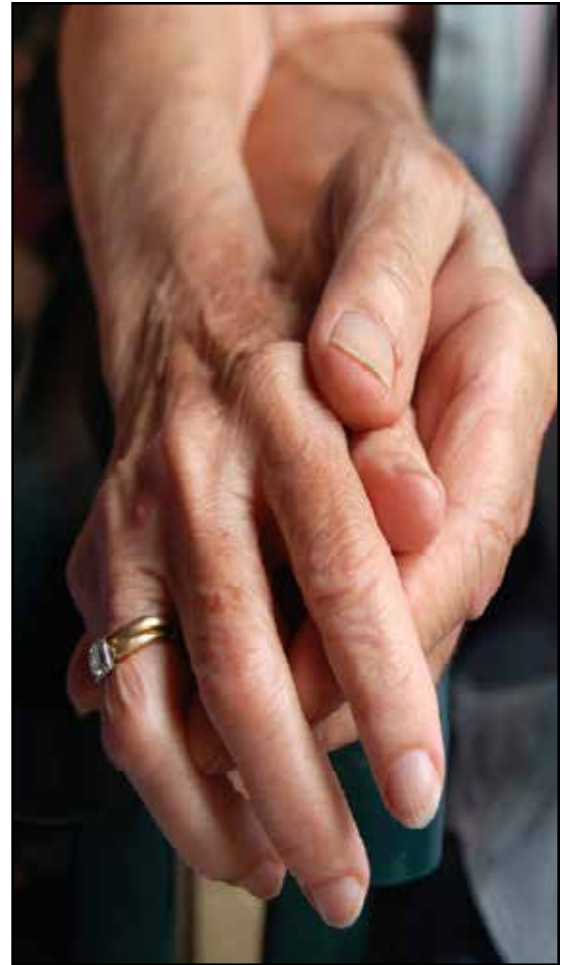


Empowering you to live at home
in the City and County of Peterborough

A Year at a Glance at Community Care

6,918 Clients Served
(We help seniors, as well as adults with
physical challenges)

42 Staff
909 Volunteers



**(909 dedicated volunteers provided over 96,369 hours of
service which is equivalent to 53 full time positions)**

40,179 Meals Delivered
35,511 Drives Provided
20,777 Reassurance Calls & Visits
585 Personal Distress Alarms Installed
672 Home at Last Settlements

Community Care Peterborough

ADMINISTRATION OFFICE:

185 Hunter Street East Peterborough, ON K9H 0H1
705.742.7067 centofc@commcareptbo.org



www.commcareptbo.org

@CommCarePtbo CommCarePtbo CommCarePtbo

CHARITY # 1366 80865 RR0001



JUNE 2017