



2022/2023

ANNUAL REPORT

Building Community Care



WE PROVIDE SERVICES
THAT MAKE A DIFFERENCE



Food and
Nutrition



Health and
Dental Care



Wellness
Programs



Senior and
Caregiver Support



Transportation
Services



Hospice
Services

HOW CAN WE HELP YOU?



www.ccckl.ca



705-324-7323



AskUs@ccckl.ca

LAND ACKNOWLEDGEMENT

Community Care City of Kawartha Lakes acknowledges that it operates on the traditional lands of the Anishinaabe people. Part of Treaty #20, covered by the Williams Treaty, these lands are known today as Kawartha Lakes. The word “Kawartha” in Wyandot or Anishinaabe roughly translates to “shining waters and happy lands”.

As an organization we have much to learn and grow in our understanding of Indigenous peoples, their histories, culture, and ongoing hardships. We recognize that a land acknowledgement itself is only a small step towards addressing the deep-rooted issues faced by Indigenous peoples and communities.

We further recognize the contributions of all First Nations, Inuit and Métis people, both in shaping and strengthening the community and have a reaffirmed commitment to listening, learning, and taking meaningful actions to ensure our services are safe, culturally appropriate, and inclusive.

ABOUT COMMUNITY CARE CITY OF KAWARTHA LAKES

Founded in 1985 by a caring and compassionate group of volunteers, Community Care City of Kawartha Lakes (CCCKL) has grown over the past 38 years to serve thousands of residents of the Kawartha Lakes every year.

Thanks to the skill and dedication of our staff and our team of volunteers, the organization now runs over 40 services designed to build healthy communities through care and support. We offer food and nutrition programs, senior and caregiver support, wellness programs, community health and dental services, hospice services, transportation services, and more. We are supported by more than 250 active volunteers that dedicate countless hours to our programs each and every year.



2022-23 BOARD MEMBERS

Community Care

Michael Anderson (Chair)
Brad Sinclair (Vice Chair)
Linda Coles (Treasurer)
Cathy Burke
Anne Overhoff
Diane Cairns
Pat Ryan
Kerry Clifford
Patti Siegel
Julie Johnson
Natasha Vemb

Community Care Foundation

Diane Cairns (Chair)*
Alex Richardson (Treasurer)
Sheryl Benson
Paul Davidson
Patti Siegel*
Mark Mitchell
Wesley Letsholo

*Community Care Board representatives

A MESSAGE FROM THE CHAIR

My final year as Chair was as fulfilling as the first, and as I transition out of the role and welcome a new Chair, I note that 2022-2023 was a significant time for CCCKL.

Thinking about the year that was, we continued to rebuild from the impacts of the pandemic while positioning resources to strengthen ourselves for today and the future.

Operationally, Team CCCKL shifted to a new software solution, AlayaCare. This move positions CCCKL with a modern system and enhanced analytics to support optimal client care.

Furthermore, the team continued to re-open in-person programs, such as our Diners Clubs, that had not been available during the pandemic. In addition, our service volumes in many areas increased as we rebounded from COVID. We also launched our new website, which offers enhanced functionality to better serve our clients and caregivers.

A highlight of this past year was achieving 'Exemplary Standing' from Accreditation Canada. As a Board, we are incredibly proud of our staff and volunteers, who all played a vital role. This means that after a rigorous evaluation against hundreds of standards, CCCKL achieved the highest level of success in demonstrating our commitment to quality and safe services for our community. Bravo!



MICHAEL ANDERSON
COMMUNITY CARE CITY OF
KAWARTHA LAKES CHAIR

"One of the most fulfilling parts of the year has been watching the walls go up on our new Community Health Centre. It has been inspiring to see a long-term vision coming to fruition."

The Kawartha Lakes Ontario Health Team (KL-OHT) has continued its journey to maturity. CCCKL has been in lockstep with the KL-OHT supporting critical initiatives, such as implementing system navigation tools like the Caredove online service navigation platform. This past year Ontario Health (OH) also released 'The Path Forward', which outlines a standardized approach to support OHTs in delivering better patient care. To support this direction from OH, we have been working diligently with our partners to position the KL-OHT for long-term success.

One of the most fulfilling parts of the year has been watching the walls go up on our new Community Health Centre at 21 Angeline St. N., in Lindsay. It has been inspiring to see a long-term vision coming to fruition. This facility will bring our clinical services under one roof, offering a one-stop shop for care.

We look forward to opening the doors in 2023 and bringing the Community Care Campus to full maturity.

As a Board, we did significant work on our governance mandate and successfully submitted all requirements to conform with Ontario's Not-For-Profit Corporations Act. Further to this and with an eye to the future, we have set the stage by developing and releasing 'The Road Ahead' strategic plan. This will be a beacon for CCCKL for the coming three years.

Our CEO Barb Mildon also retired at the end of the fiscal year after 40+ years in healthcare. We're grateful for the five years of Barb's leadership, where she took CCCKL to new heights. As a Board, we are thrilled to have had Barb pass the torch to one of our own, Ryan Alexander, who is doing a terrific job on our behalf.

It has been an honour and privilege to Chair the Board for my 2-year term, and I thank my fellow board members, our staff, and our volunteers for their work in supporting our amazing community!



"CCCKL has been in lockstep with the KL-OHT supporting critical initiatives, such as implementing system navigation tools."

BUILDING COMMUNITY CARE

By: *Ryan Alexander, CEO*



This past year at CCCKL has been one of tremendous importance for our organization. Not only were we busy *delivering* community care through 40+ programs across the City of Kawartha Lakes, we were equally entrenched in *building* community care at our future site (21 Angeline Street North, Lindsay).

Our services continue to meet the evolving needs of our community. One way to look at the diversity of our programs is through the ages of the people they support. Of the 6200+ clients who received care in 2022-2023, 64% were 65+, 16% were 50-64, 13% were 20-49, and 7% were 0-19 years old.



RYAN ALEXANDER
CEO, COMMUNITY CARE
CITY OF KAWARTHA LAKES

"Our evolution is evidenced in the building of our new Community Health Centre. It has been a long journey to get to his point of construction and we could not be more excited!"



Our evolution is also evidenced in the building of our new Community Health Centre. It has been a long journey to get to this point of construction and we could not be more excited!



Later in summer 2023, we will open the doors on our purpose-built Community Health Centre (CHC). Over the course of 2022-2023 we have watched concrete be poured and walls go up on this 16,000+ square foot facility designed to care for our community. The Community Health Centre will house all of our clinical services (Primary Care Clinic, Dental Clinic, and GAIN team) under one roof, creating a one-stop-health-shop for our community.

The Community Health Centre is Phase 1 of our vision of creating a robust, mature, one-of-a-kind Community Care Campus for Kawartha Lakes. Until such a time, other CCKL programs and services will consolidate into existing service locations.



Thank you to everyone that has supported the build of our new CHC and contributed in turning this vision into a reality. We cannot wait to open the doors of our new building and welcome the community into our new facility.

Ryan Alexander
CEO, Community Care City of Kawartha Lakes

OUR VOLUNTEERS



68

VOLUNTEER DRIVERS

Our volunteer drivers drive their own vehicles to get clients to their destinations. Volunteers take clients to life saving medical appointments, cancer treatments, community services, shopping trips, social activities and more. Last year we provided **38,504** rides with over **3,000** clients served, including more than **1,600** new clients.

71

HOSPICE VOLUNTEERS

Our Hospice Services volunteers facilitate a number of support and grief groups. Our volunteers also work on the Palliative Care Unit of Ross Memorial Hospital and work one on one with palliative and grieving clients in the community. Our hospice volunteers donated more than **4,000** hours of their time last year. This past year saw nearly **1000** attendees to our support groups and over **500** new referrals accepted to our Hospice programs.

114

HOME SUPPORT AND ADULT DAY SERVICES

Volunteers help on the front line by delivering Meals on Wheels to clients, assisting with meal preparation in our kitchens, serving meals to seniors at luncheons, supporting clients in the Adult Day program, visiting with clients in their homes, and more. Our volunteers generously helped over **4400** clients of our home support and adult day services this past year.

COMMUNITY CARE IMPACT



TRANSPORTATION

38,504

rides provided by our transportation programs

3,026

unique transportation clients

FOOD & NUTRITION

37,452

Meals on Wheels deliveries

952

Community Dining attendees at our Dinners Clubs

SENIOR & CAREGIVER SUPPORT

6,530

Adult Day Program visits

49,380

hours of care provided by Personal Support Workers

WELLNESS PROGRAMS

1,924

Pickleball attendees

2,666

Sage Advice and Gentle Exercises for Seniors (SAGES) attendees

COMMUNITY HEALTH CENTRE

3,207

clients registered with our Primary Health Care team

3,456

visits to our dental clinic

HOSPICE SERVICES

1,555

Nurse Navigator client interactions

973

attendees to Hospice group support programs

FINANCIAL HIGHLIGHTS

2022/2023

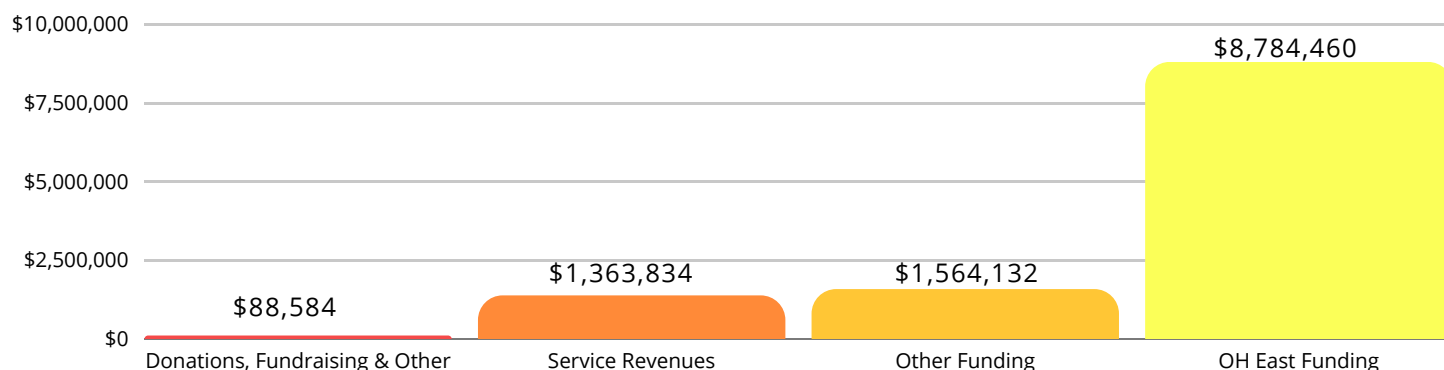
Community Care City of Kawartha Lakes is primarily funded by Ontario's Ministry of Health through Ontario Health East. We also receive funding from program fees, the City of Kawartha Lakes, the Haliburton Kawartha Pine Ridge Public Health Unit, client service fees and our Community Care Foundation.

We extend a sincere thank you to all our funders and donors.

Below is a breakdown of our operating revenue and expenses for the 2022/2023 financial year.

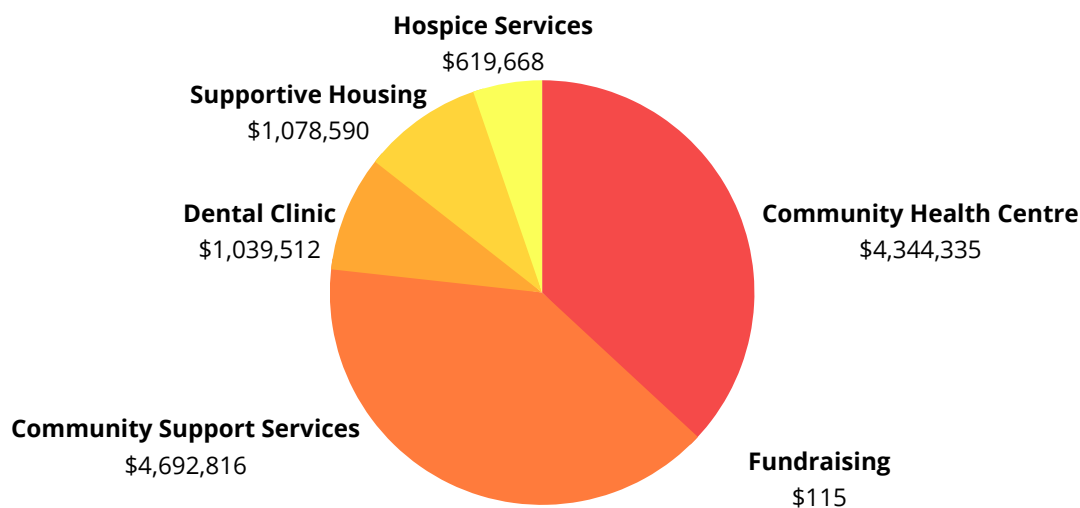
22/23 OPERATING REVENUE

TOTAL \$11,801,010



22/23 OPERATING EXPENSE BY SECTOR

TOTAL \$11,775,036



Audited Financial Statements available on request

A MESSAGE FROM THE FOUNDATION CHAIR

It is my pleasure to bring greetings from the Community Care Foundation Board of Directors. The Foundation holds the important responsibility of raising the critical funds to allow CCKL to deliver the essential services that you will read about in this annual report. It is my hope that you see and feel the impact of the care and support that CCKL provides every day in our community. We could not do this without your support and the support of our community!



DIANE CAIRNS
COMMUNITY CARE
FOUNDATION CHAIR

"We are incredibly grateful to belong to an exceedingly generous community of individuals, families and businesses."

We fully appreciate the impact of today's economic conditions on everyone's capacity to give, while we recognize the importance of keeping programs available and at a cost that those who need it most can afford.

Our focus at the Foundation is to provide the financial assistance to CCKL to enable them to deliver essential programs and vital subsidies to make all programs accessible for our community, including the the most vulnerable people. We are incredibly grateful to belong to an exceedingly generous community of individuals, families and businesses who continually open their hearts to support the important work done by Community Care!

When we hosted our 18th annual Hike for Hospice, you showed up! When we released our direct mail appeal, you responded with one of our most successful campaigns yet! When we approached our business community for sponsorship, you answered! We are grateful for the unwavering support we receive from all facets of the City of Kawartha Lakes.



"We are grateful for the unwavering support we receive from all facets of the City of Kawartha Lakes".



You may have heard that CCCKL began construction of our very own Community Health Centre across from the Ross Memorial Hospital. We received funding from the Ontario government to make this building possible. This past year allowed us to lay the ground work on developing a Capital Campaign to enlist our community's support in bridging the funding gap to ensure all expenses are covered.

Similar to our peers at the CCCKL board, we finalized all the required submissions to apply for continuance under the new Not-For-Profit Corporations Act. I'm grateful for the work our board and staff has done to position the Foundation for long-term success in this regards.

Thanks to my fellow Board Directors, to our Foundation staff, to the many volunteers who support our actions each year, to the CCCKL staff who lend their support to the Foundation, to our business community, and to the community at large. We could not fulfill our mandate without your support and for that I extend my sincere gratitude!



COMMUNITY CARE FOUNDATION FINANCIAL HIGHLIGHTS

MISSION

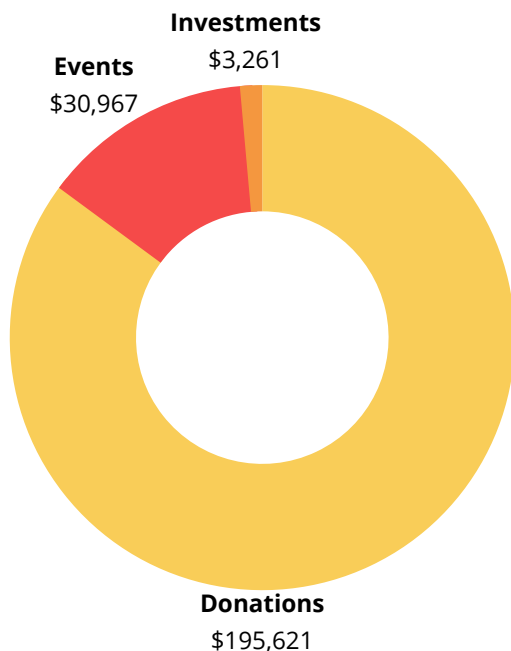
The Community Care Foundation generates and manages donated funds and other gifts to enhance the programs and services of Community Care City of Kawartha Lakes. The Foundation is passionately committed to supporting a healthier community and improving quality of life.

FINANCIAL HIGHLIGHTS

The Foundation raises funds primarily via grants, fundraising events, sponsorship and both corporate and personal donations. Funds raised are instrumental in Community Care's ability to offer grief supports through Hospice Services, client subsidy for programs like Meals on Wheels, Transportation, Adult Day Program, and much more. Below is a breakdown of the Foundation's revenue and expenses for 2022/2023.

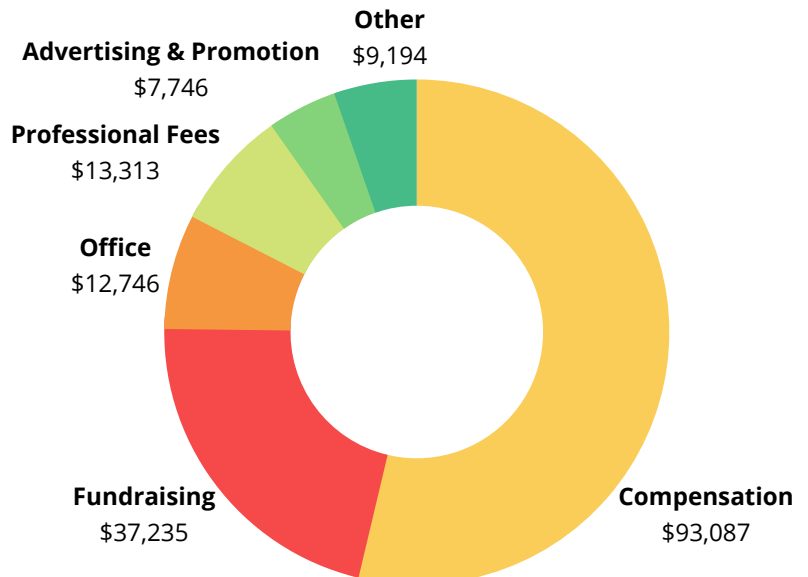
FOUNDATION REVENUE

TOTAL \$229,849



FOUNDATION EXPENSES

TOTAL \$173,393



Audited Financial Statements available on request

RECOGNITION

We are grateful to our donors and appreciate each and every gift received. Thank you for your generous contributions to the Community Care Foundation!

GOOD FRIEND LEVEL

Economy Wheels
Foster Hewitt Foundation
100 Men Who Care

HELPING HAND LEVEL

Patrick & Carol Bahen
Bobcaygeon Meals on Wheels
Harvey & Hazel Jewell Foundation
The Estate of Gordon Henry Alldred

CARE LEVEL

Marion & Stanley Bailey
Bailey Motors
John & Maria Bennett
Bonita Clothing & Co.
Cable Cable
Glass One North
Kawartha Dairy Limited
KRGinsure
Lakeland Funeral & Cremation Centre
Lett Architects Inc.
Mackeys Funeral Home
Patricia Monk
Glenda Morris
John Morton
Wayne Moss
Moynes Ford of Lindsay

Remedys RX on Kent
Ronald Gordon Alldred Foundation
Scotiabank
Sisters of St. Joseph
Squires Concrete Forming Inc.
Pat & Andrew Staneland
St. Thomas Aquinas S.S
Stoddart Funeral Home
Strang Groceries Ltd.
Sturgeon Point Union Church
The Christina Mary Hendrie Trust for
Scottish & Canadian Charities
Beatriz Vitorino
Wards LLP
Wood-Mizer Canada



Community Care
City of Kawartha Lakes



Community Care
Foundation



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