

2024/2025 ANNUAL REPORT

CARE THAT CONNECTS



Heritage 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 Us

At Community Care City of Kawartha Lakes (CCCKL), we believe that care is strongest when it connects people, services, and communities.

We deliver more than 40 programs that support the health, independence, and quality of life for residents of Kawartha Lakes. Our services address needs across the lifespan, with a focus on those who need it most. We prioritize care and resources for older adults (65+ years) and individuals who face barriers to accessing care and support.

Our work is grounded in meeting people where they are with compassion and dignity. We provide food and nutrition programs, senior and caregiver support, transportation, hospice care, wellness services, and accessible health and dental care to meet the needs of our community.

Our impact is made possible by an incredible team of over 160 dedicated staff and more than 350 active volunteers. Together, they form the heart of our organization—offering their time, expertise, and care to support our clients every day. Each year, our volunteers contribute thousands of hours to ensure that no one in our community is left behind.

At CCCKL, we're more than a service provider. We are a community of care.

OUR VALUES

Compassion
Accountability
Respect
Excellence



OUR VISION

Health and community support services delivered at the right time, in the right place, for people living in the City of Kawartha Lakes.

OUR MISSION

We provide health and community based services that support independence and enhance quality of life for the people in our community.

A Message from the Chair

Reflecting on the past year, I'm filled with a sense of pride in the work we've accomplished and the progress we continue to make as a community-focused organization. As we deepen our roots at the Community Care campus and settle into our new Community Health Centre, I'm reminded daily of the vital role we play in an ever-evolving community-based healthcare landscape. The Board's focus remains steadfast, to ensure Community Care is well-positioned to deliver high-quality health and support services now and into the future.

As we wrap up the second year of our *Road Ahead Strategic Plan (2023–2026)*, we reflect on the meaningful progress made toward our strategic priorities. Our engagement with the Kawartha Lakes Haliburton Ontario Health Team (KLH-OHT) remains a top priority. We recognize the value of positioning Community Care as an essential partner within a larger system of stakeholders working together to achieve common goals.

Ontario Health's ongoing investment in Ontario Health Teams across the province has catalyzed significant collaborative efforts. Together with KLH-OHT partners, we have developed and submitted several joint proposals aimed at securing resources to strengthen services for our community. Now more than ever, deepening our partnerships is essential. We look forward to building on this momentum in the year ahead.



The Board's focus remains steadfast, to ensure Community Care is well-positioned to deliver high-quality health and support services now and into the future.

Ensuring operational sustainability remains a key priority, especially as we navigate rising costs and funding pressures. We are grateful to have received approximately \$890,000 in net new funding from Ontario Health – comprising both base and one-time investments.

At the same time, we recognize the transformative potential of technology in improving care delivery. Over the past year, we introduced tools like AI scribes to reduce administrative burden for providers, and we have invested in technology that improves client navigation and access to services.



Dr. Julie Johnson

Community Care
Board Chair



Julie Johnson speaking at the
2023/2024 AGM

Community Care Board Members

Dr. Julie Johnson (Chair)
Natasha Vemb (Vice Chair)
Michael Anderson (Treasurer)
Hamid Asrar
Janie Alexander
Martha Hancock
Carol Roffey
Pat Ryan
Patti Siegel



CCCKL staff member sharing a dance with an Adult Day Program client at the Spring Celebration in 2024

These technological lifts are already making a difference. With guidance from our Board's Quality Management Committee, we have tracked encouraging trends. For example, online transportation bookings rose by 47%, and online meal orders increased by 67% in 2024-2025 compared to the previous year. These changes reflect our continued efforts to leverage technology to make programs more accessible and responsive to client preferences.

At the heart of Community Care's mission are our people. Our dedicated staff and volunteers bring compassion and commitment to every corner of the City of Kawartha Lakes. One of the four pillars of our strategic plan is *'Fostering Exceptional People and Culture'*, and we recognize our responsibility to uphold it meaningfully. We support and value the important advocacy efforts led by sector organizations like the Ontario Community Support Association and the Alliance for Healthier Communities. Their work has highlighted the persistent wage gap that exists within the community health sector. In response, Community Care engaged an external consultant to review our compensation practices. This comprehensive review helped ensure our compensation framework is competitive, equitable, and transparent – supporting recruitment and retention across the organization.

I'm deeply grateful to my fellow Board members for their thoughtful leadership and governance. I also extend sincere thanks to our incredible staff and volunteers who bring care, compassion, and commitment to life every day in our community. I look forward to what the coming year holds and I thank you for being part of this journey.

Join Our Board of Directors

We are looking for compassionate and dedicated people to join our Boards and help shape the future of care in Kawartha Lakes.

Ready to make a difference? Visit www.ccckl.ca/volunteer to learn more and apply today!



A Message from the CEO

Connecting the right care, at the right time, in the right place remains at the heart of everything we do. Over the past year, this vision has guided our work as we've grown, adapted, and continued to serve our community in meaningful ways. As you'll note throughout this annual report, the breadth of our care is extensive.

It never ceases to amaze me the sheer volume of service that we offer across our different program and service areas. Tens of thousands of interactions each year, helping our community connect to care.

The geography we serve is as vast and wide as the services we offer. Despite our smaller population, the City of Kawartha Lakes (area 3,084 km²) is approximately the same geographical size as Toronto, Mississauga, and Brampton combined. This presents unique opportunities and challenges when connecting care over such an expansive area. We serve people in a combination of spaces. It may be one of our four Community Care buildings in Lindsay, or one up in Fenelon Falls. Or, it could be one of the many satellite program spaces like the Seniors Centre in Bobcaygeon, the Community Centre in Burnt River, the Lion's Club in Kirkfield, or the United Church in Bethany. As well, depending on the service being provided, care and support is often provided in a client's home anywhere in the City of Kawartha Lakes. This broad reach of service reflects our commitment to meeting people where they are. See *Figure 1* for a breakdown of where our clients call home, and *Figure 2* for the ages of our clients by service area.



Ryan Alexander
CEO
Community Care City of
Kawartha Lakes

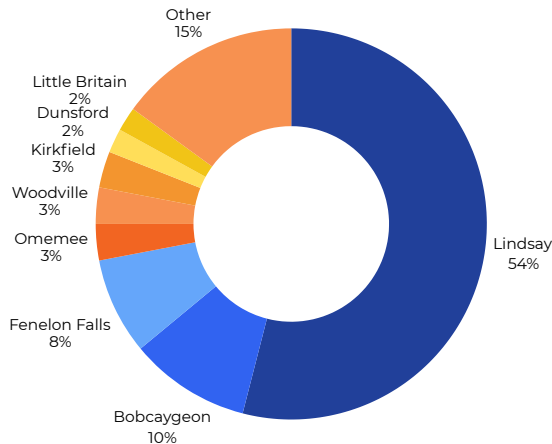
We are actively engaging in important work to better understand the social demographics of those we serve.



National Volunteer Week 2024

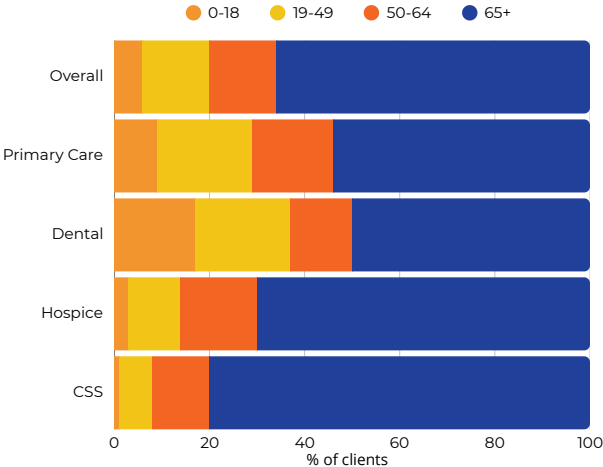
**CCCKL
Client Hometowns**

Figure 1



**Age of Clients Supported by
CCCKL Service Area**

Figure 2



Community Care prioritizes services for seniors (65+ years old) and those experiencing barriers to care. Given the direct link between social determinants of health and someone's overall wellbeing, it is important to apply an equity lens to the work we do. This looks different depending on the program area in question. For example, 27% of the approximately 40,000 transportation rides provided each year, are funded through the Ontario Disability Support Program (ODSP). Our partnership with the ODSP as a funder highlights the importance we place on serving those with barriers to care. We are actively engaging in important work to better understand the social demographics of those we serve, and in time, this will help position our care to best support those who need it most.

In addition, the primary care team at our Community Health Centre currently serves a client roster of approximately 3,000 individuals. Of the 70+ Community Health Centres in Ontario, our primary care clients rank sixth in terms of complexity (as measured by the Standardized ACG Morbidity Index [SAMI]). This ranking reflects the significant health challenges faced by the people we serve. We remain deeply committed to prioritizing care for individuals who are disproportionately affected by the social determinants of health and living with the complex health needs that often accompany them.

Listening to our clients through formal and informal feedback is essential in shaping the way we deliver care. This is achieved through avenues such as our Client and Caregiver Advisory Council, direct client feedback, and annual client experience survey, among other channels.

A total of 337 clients responded to this year's client experience survey. Their feedback aligns with how we want people to experience their care. For example, 92% (up from 88% the year prior) of clients either 'Agree' (21%) or 'Strongly Agree' (71%) that we work with and involve them to provide the best care possible. Furthermore, 98% of clients either 'probably would' (13%) or 'definitely would' (85%) recommend our services to family or friends. It is only in partnership with our clients that we can deliver the best care possible, and we are grateful for the positive working relationship that we have the privilege of holding.

At the center of this work are our incredible staff and volunteers, who are truly the heart of Community Care. They are the ones who deliver on our mission and do so while living out our values. It is an absolute privilege to work alongside the compassion, dedication and expertise of our 161 staff (85 full-time, 35 part-time, 41 casual) and over 350 volunteers. The Community Care volunteer team selflessly offered 54,015 hours of care and support last year. This is the equivalent of nearly 28 full-time employees, or 22% of the total hours of care and support carried out by our team. I am deeply grateful for their passion and I am proud to work alongside such an extraordinary team. Together, we will continue to build a community where everyone can connect to the care and support they need.



Community Primary Health Care Day at Queen's Park



Retirement Party for CCKCL Driver



Staff Appreciation BBQ



Volunteer Appreciation Dinner

Care That Connects

Recognizing Barriers. Prioritizing Care.

At Community Care City of Kawartha Lakes, we know that health is shaped by more than just medical care. Where someone lives, their income, their ability to get around, and their access to nutritious food and social support—all of these factors have a profound impact on well-being.



As part of our commitment to equitable care, we prioritize support for older adults and individuals facing barriers to accessing the services they need. Challenges like rural isolation, limited income, lack of transportation, and food insecurity can create serious gaps in care and overall quality of life.

In the past year, Community Care supported **7,291 individuals across our service areas—representing 8.58% of the total population of Kawartha Lakes**. These numbers reflect more than just service delivery; they highlight the scale of need in our community and the vital role we play in addressing it.

The following service numbers and statistics illustrate the social and structural gaps we work to bridge through our programs and services. By identifying these needs and responding with targeted support, we strive to ensure that every person—regardless of age, income, location, or circumstance—has access to the care they deserve. This is how we provide **care that connects**.

The Reach of Our Care



Diners Club

2,766 hot lunches served at our Diners Club
(up 28% YoY)



Good Food Box

3,405 uses of food security programs, such as Good Food Box
(up 14% YoY)



Meals on Wheels

34,310 hot and frozen Meals on Wheels delivered
(frozen meals up 2% YoY)



Adult Day Program

8,868 client visits to our Adult Day Program
(up 2% YoY)



Hospice

9,529 moments of support provided by Hospice Services during life-limiting illness and grief



Primary Care

3,110 clients visited our Community Health Centre



Dental Clinic

1,072 clients served at our Dental Clinic



Wellness

6,893 visits to our exercise programs



Transportation

39,848 rides provided by volunteer and specialized drivers



Personal Support Services

35,001 hours of care provided by Personal Support Workers

The Community Care Impact

Complex Needs



Health and wellbeing are rarely shaped by a single factor, and for many individuals, one service alone isn't enough.

Of all clients supported by Community Care, **10.49% accessed more than one department**. This highlights the importance of having a range of connected programs available to respond to complex needs and ensure timely, coordinated support when it matters most.

Income



Income is one of the strongest predictors of health outcomes, influencing everything from access to care to the ability to meet basic needs.

Of the 1,112 primary care clients for whom income data is available, **40% report household incomes below \$30,000**. This underscores the importance of connecting individuals with accessible, comprehensive care and support to help reduce health inequities and promote long-term wellbeing.

Subsidy Allocation



Subsidies play a crucial role in breaking down financial barriers and ensuring equitable access to care.

We allocated **\$37,138 in subsidies across 2,850 instances of care**, helping individuals and families receive the support they need without delay. By providing timely financial assistance, we help remove barriers to care and promote stronger, healthier communities.



Affordable Care



Affordable care is essential to building healthier communities, especially for those facing financial barriers. When services are accessible and affordable, individuals are more likely to seek the care and support they need.

55% of our dental clients were enrolled in government assistance programs such as ODSP, OW, or Healthy Smiles Ontario—highlighting the critical need for low- and no-cost options that ensure everyone can access the care they deserve, regardless of income.

Geography



In geographically large and rural communities like Kawartha Lakes, distance can be a major barrier to accessing timely care and essential services. Limited public transportation options and long travel times can make it difficult for many to attend medical appointments, access social programs, or stay connected to community supports. That's why reliable transportation is a critical link in the chain of care.

Our volunteer drivers and specialized transportation drivers **traveled more than 1.53 million kilometres in the past year**, helping ensure that distance didn't stand in the way of health, connection, or well-being.

Social Connections



Social connection plays a vital role in overall health and well-being, helping to reduce stress, improve mental health, and even lower the risk of chronic illness.

We facilitated **530 instances of social connection** through wellness group sessions—creating safe, inclusive spaces where individuals could feel heard, supported, and connected.

Our Volunteers

Our volunteers are the heartbeat of Community Care City of Kawartha Lakes. Their time, compassion, and commitment form heartfelt connections across every corner of our community. Whether delivering a hot meal, offering compassionate hospice support, packing nutritious food boxes, making a friendly visit to an isolated senior, or driving someone to a medical appointment, their care connects our clients to a vital network of help and support.

These meaningful connections that are forged daily by our volunteers are what our transform services into something greater. It's not just about what's done, but how it's done: with empathy, dignity, and a spirit of community. This page celebrates the extraordinary contribution of our volunteers over the past year. Their contributions are measured in hours, but their value is immeasurable.

360

volunteers supported CCCKL last year, which is more than two thirds of our workforce.

54,015

hours of care and support provided by volunteers this past year through all program areas



26,430

safe and reliable rides from volunteer drivers helped our clients get to where they needed to go

959

moments of connection shared between Friendly Visiting volunteers and local seniors



834

Hospice clients were guided by volunteers through challenging times of illness, grief, and loss

63

Hospice volunteers

77

Volunteer drivers

29

Wellness volunteers

142

Home Support Services volunteers

49

Other volunteers

e.g. Foundation, Board Members, Office Assistants, Event Assistants

Financial Overview



Delivering a hot meal to a senior in Lindsay

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

We extend a sincere thank you to all our funders and community partners. Below is a breakdown of our operating revenue and expenses for the 2024/2025 financial year.

A year in numbers

\$889K

New Investments from Ontario Health
(Base and One-Time Funding)

\$37K

Client Fees Subsidized

\$528K

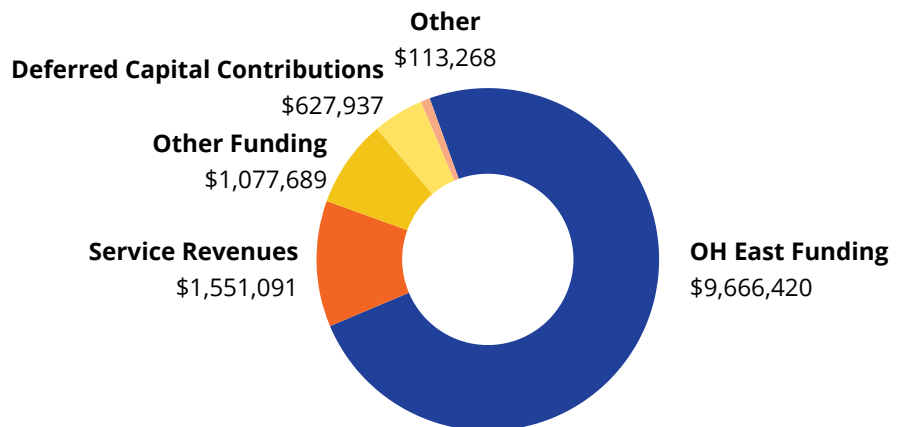
Capital Assets Additions

\$73K

Investment Income

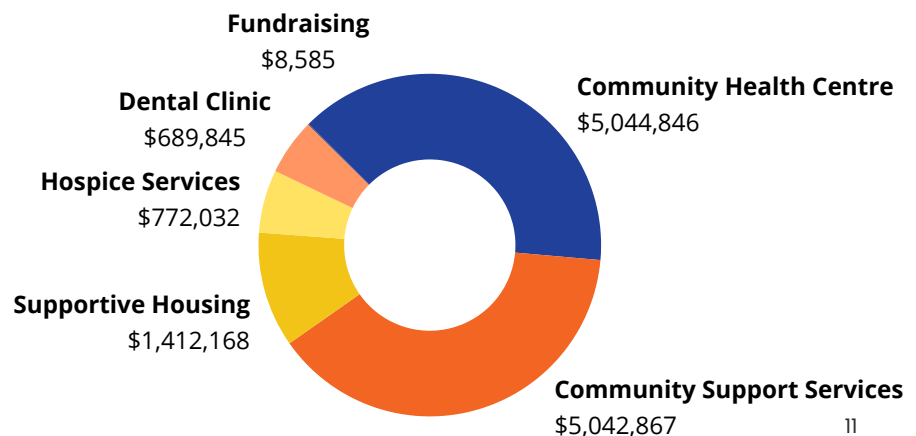
2024/25 Operating Revenue

TOTAL \$13,036,405



2024/25 Operating Expenses

TOTAL \$12,970,343



A Message from the Foundation Chair

As Chair of the Community Care Foundation Board, I am honoured to share this message in our 2024–2025 Annual Report. Over the past year, the Foundation has remained steadfast in its mission to generate and steward donated funds and gifts that enhance the vital programs and services of Community Care City of Kawartha Lakes.

In 2024–2025, our community once again demonstrated its generous spirit. We introduced new fundraising strategies, including the launch of our online 50/50 raffle in September. This initiative provided a fresh and engaging way to raise funds and connect with new audiences. While we continue to refine and improve this approach, it has already shown great promise as an effective tool in our fundraising efforts.

We also felt the strong support of our community through a number of third-party fundraisers. We are especially thankful to Mariposa Electric, the Bobcaygeon Curling Club, the Yoga Loft, and Loblaws Inc. for organizing meaningful events in support of our cause. These efforts require immense time and dedication, and we are deeply grateful for their commitment.

We are also deeply grateful to those who have chosen to include Community Care in their estate plans. These thoughtful and generous legacy gifts continue to create a lasting impact in our community. It is a profound honour to be entrusted in this way, and we are committed to upholding that trust with care and purpose.



Sheryl Benson

Community Care
Foundation Board Chair



*Over **\$37,000** in subsidies helped clients access essential services, including the Adult Day Program, Meals on Wheels, Transportation, the Good Food Box and more.*



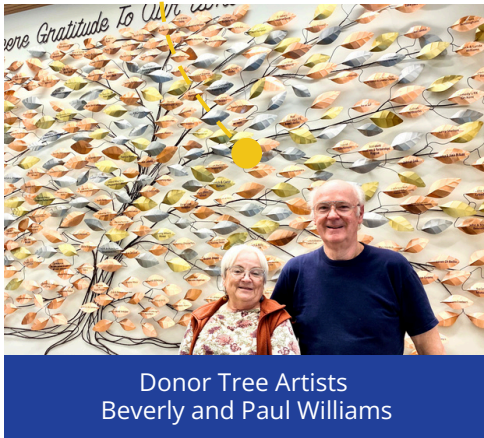
Handbags for Health 2025



Bobcaygeon Curling Club
Cheque Presentation

Community Care Foundation Board Members

Sheryl Benson (Chair)
Paul Davidson (Vice Chair)
Alex Richardson (Treasurer)
Erin Attard
Wesley Letsholo
Jim Mackey
Steve Strangway



Another important highlight this year was seeing our donor tree finally take root in its permanent home at Community Care's Community Health Centre on Angeline Street North in Lindsay. After three relocations, the donor tree now proudly honours individuals and organizations who have contributed \$750 or more over the past five years. Thank you to all of our loyal donors whose support makes such a difference. We look forward to hosting you for an evening of recognition in the near future.

Each year, we collaborate closely with the Community Care Board of Directors during budget planning, as they identify priority areas requiring addition funding. This past year, the Foundation is proud to have committed support for hospice services, subsidies for fee-based programs, and the Volunteer Services department. This commitment allows Community Care operations to move forward without concern about having the necessary funding to execute care and support. For us, it becomes an opportunity to rally the community around causes close to their heart.

The impact of this work is real and far-reaching. Over \$37,000 in subsidies helped clients access essential services, including the Adult Day Program, Meals on Wheels, Transportation, the Good Food Box and more. For one family, that meant respite for a caregiver looking after a spouse with dementia. For another, it meant hot, home-cooked meals delivered to an isolated senior living alone. For one client, it meant transportation to a critical medical appointment. These are not just services, they are lifelines made possible because of community support.

Our commitment also ensured that Community Care's Hospice team could continue providing palliative care and grief support to our community. Last year alone, more than 800 people received care, resulting in over 9,500 meaningful connections during some of life's most difficult moments. This is the heart of what we do.

When we ask for help, you respond. As donors, you are the quiet champions behind so much of the care in our community – thank you! As I near the end of my term, I'm reminded of our newly rooted donor tree, which serves as a symbol of the generosity and commitment that sustains us. Thank you to my fellow board members, our passionate Foundation team, and every volunteer and donor who helps that tree grow year after year.

The year ahead holds even more promise. Together, let's keep nurturing the roots of a stronger, healthier community.



Lindsay Wholesale Club Cheque Presentation



Lakeland Funeral & Cremation Centre supporting Hike for Hospice 2024

Financial Overview

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. Thanks to the generosity of our community, we are able to support the health, wellbeing and independence of our clients.

Below is a breakdown of the Foundation's operating revenue and expenses for the 2024/2025 financial year.

A year in numbers

1559

Total gifts donated in the past year

\$27K

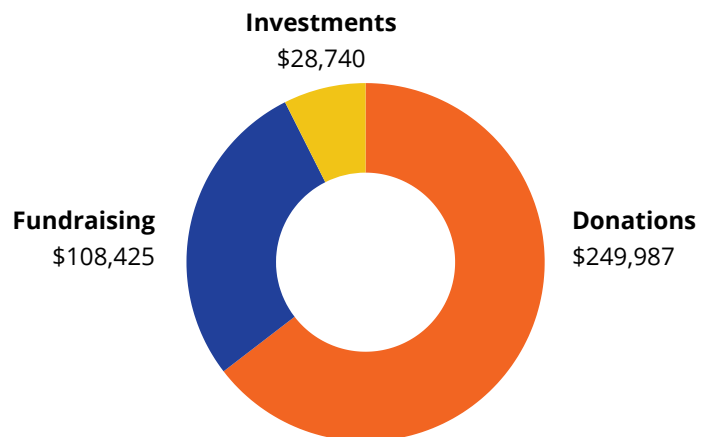
Largest cumulative donation made in the past year

\$22K

Revenue earned from new initiatives

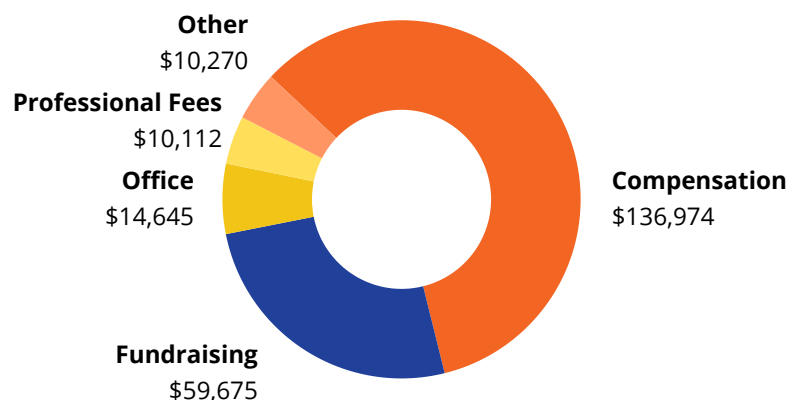
2024/25 Foundation Operating Revenue

TOTAL \$387,152



2024/25 Foundation Operating Expenses

TOTAL \$231,676



Our Donors

Every gift tells a story of care, hope, and belief in our mission. We are honored to recognize the individuals and organizations who stood with us this year. Thank you for being part of the Community Care Foundation family.



GUARDIAN

HARVEY & HAZEL JEWELL FOUNDATION
ECONOMY WHEELS - NISSAN

GEORGE PIGGOTT
VILLAGE HOUSING

GOOD FRIEND

NEW HORIZONS FOR SENIORS PROGRAM
FOSTER HEWITT FOUNDATION
RONALD GORDON ALLDRED FOUNDATION

JAMIE MORRIS
PATRICK & CAROL BAHEN
BOBCAYGEON CURLING CLUB

HELPING HAND

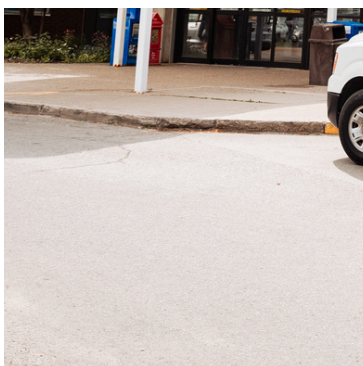
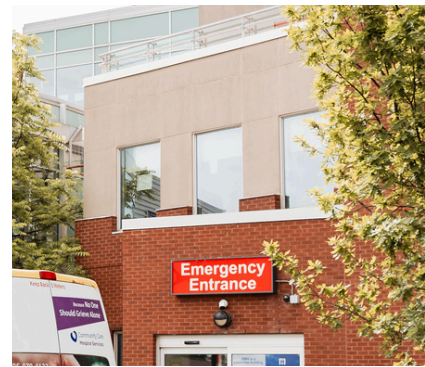
LINDY & STEPHANIE MACKEY
RICK & LYNDIA WILLIAMS

MARIPOSA ELECTRIC
ANDREW & PAT STANELAND

CARE

ROYAL BANK OF CANADA
BIRDHOUSE REALTY INC.
PATRICIA MONK
MR. & MRS. PAUL DAVIDSON
R.J BROWN INSURANCE BROKER INC.
LESLIE ANN CREEDEN
ELIZABETH ELLIOT
SISTERS OF ST. JOSEPH
KRGINSURE
LAKELAND FUNERAL & CREMATION CENTRE
KAWARTHA CREDIT UNION
WAYNE MOSS
THE ESTATE OF SHIRLEY JANE PENNEY
LOBLAWS INC
MABEE & ASSOCIATES PRIVATE WEALTH MANAGEMENT
STELLAMARIS NEWLANDS
STURGEON POINT UNION CHURCH

SHERYL BENSON
SHARON FARRELL-YEO
BENSON PLUMBING
BERNITA BLAIR
HAROLD DESROCHER
REGINALD JONES
PART TIME CFO SERVICES
DAVID QUIBELL
CAROL ROFFEY
LARRY SKELTON
SQUIRES BUILT HOMES INC.
RYAN & JULIA ALEXANDER
MR. & MRS. PETER ANDERSON
MARY WALLING-FIELD
MICHAEL ANDERSON
REMEDY'S RX ON KENT
UNITY DESIGN STUDIO



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