



OVERVIEW OF SERVICES









Every day at Community Care City of Kawartha Lakes, our team of staff and volunteers work towards our vision of health and community support services delivered at the right time, in the right place, for people living in the City of Kawartha Lakes. In connecting with Community Care, your goals become our goals and we will support you and your family.

This service guide introduces you to some of the supports available as you navigate your health journey. The health system is complex with many moving parts and if you have any questions do not hesitate to reach out to our team for clarification - our sole purpose for existing is to help people in our community.

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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.

OUR VALUES

- Compassion
- Accountability
- Respect
- Excellence



Register for CCCKL services online at register.ccckl.ca

Founded in 1985 by a caring and compassionate group of volunteers, Community Care City of Kawartha Lakes (CCCKL) has grown to serve thousands of residents of the Kawartha Lakes every year. We provide over 40 programs and services that are designed to build healthy communities through care and support.

We offer food and nutrition programs, senior and caregiver support, wellness programs, health and dental services, hospice services, transportation services, and more.

KAWARTHA LAKES HALIBURTON ONTARIO HEALTH TEAM

Community Care City of Kawartha Lakes is a proud member of the Kawartha Lakes Haliburton Ontario Health Team (KLH-OHT).

The KLH-OHT is a group of healthcare providers and organizations as well as patient, family and caregiver members working together toward a common goal of improving health outcomes.





MEALS ON WHEELS**

Meals on Wheels not only provides a warm, freshly-made lunch, but a welcome check-in with our friendly team. We cook and deliver tasty, nutritious and affordable ready-to-eat meals that suit a variety of dietary needs. Hot meal deliveries are scheduled throughout the week based on location. Alternatively, frozen meals are available for delivery or can be picked up during office hours.

GOOD FOOD BOX**

No garden? No problem! The Good Food Box program aims to improve access to affordable, fresh and healthy food for residents of Kawartha Lakes. Each month, anyone can purchase a Good Food Box, which showcases the season's finest fresh fruits and vegetables from as many local growers as possible. A large box (or bag) bursting with flavour and nutrition comes with healthy recipe ideas and community resources.

DINERS CLUB**

A hot lunch, entertainment and good company - welcome to the best club around! Our Diners Club takes place in a community setting and is focused on creating opportunities for seniors and people with special needs to stay connected and engaged while enjoying a wonderful meal.

COOKING CLASSES

Community Care presents Cooking Classes that are designed to help people eat well and prepare nutritious meals. Participants get the opportunity to improve their cooking skills, try new recipes, and receive nutritional advice from our registered dietitian.



Order frozen Meals on Wheels online at **mow.ccckl.ca**

^{**} indicates a fee-based program. We strive to make all fees as affordable as possible.



DENTAL CLINIC**

We don't believe costs should get in the way of someone receiving good dental care. Our Dental Clinic is available for everyone, including individuals or families with a low income or who do not have dental insurance. We also support provincial programs like Canadian Dental Care Program (CDCP), Healthy Smiles Ontario (HSO), Ontario Disability Support Program (ODSP), Ontario Works (OW) and the Ontario Seniors Dental Care Program (OSDCP) which provide low cost or free government-funded routine dental services for qualifying individuals.

PRIMARY HEALTH CARE CLINIC

Our Primary Health Care Clinic provides comprehensive health services delivered by a team of professionals - doctors, nurse practitioners, nurses, a social worker, a dietitian and others. Together they offer a person-first approach that recognizes the many connected layers of physical and mental health and promote healthy individuals and communities.

FOOT CARE**

Because podiatric-related health issues become more common as we age, we offer a service that helps seniors put their best foot forward. The registered nurses of our Foot Care program provide several levels of support including examinations, foot hygiene and nail trimming assistance, treatments for common issues, and recommendations for improved footwear. Appointments can be scheduled in-home or at select clinics.

"My teeth were so bad I was having trouble eating. On a fixed income, I didn't think I could afford to go to the dentist. The Dental Clinic gave me dentures at a cost I could manage. They took great care of me and gave me my smile back. I'd still be suffering if it weren't for them."

-Dental client





SAGE ADVICE AND GENTLE EXERCISES FOR SENIORS (SAGES)

Did you know that we can reduce the risk of falls and injuries with just a few minutes of daily exercise? SAGES provides realistic ways older adults can maintain and improve their independence and overall health through gentle exercise. SAGES is a video-based program supported by in-person instruction that focuses on cardiovascular endurance, muscle strength, balance, coordination and flexibility.

WALK IN THE HALLS

In the winter, Walk in the Halls gives community members an opportunity to stay active, no matter the weather outside. Regularly scheduled group indoor strolls provide a safe, snow-free and social way to keep moving. Walk in the Halls runs during the winter months from November to April.

FALLS PREVENTION EXERCISE CLASSES

Led by a certified Seniors Fitness Instructor, these classes are designed for those new to exercise as well as for those looking to maintain their fitness. Each class focuses on cardio, strength, balance and flexibility. The program encourages participants to stay functionally fit longer, increases physical activity levels and decreases their risk of falls. In-person and virtual exercise classes are available.

NORDIC POLE WALKING

Nordic Pole Walking is gaining new fans every day and it's easy to see why. It's low impact, a fantastic form of exercise, takes place in the beautiful outdoors and offers social interaction. Our free sessions are led by certified instructors and walking poles can be borrowed by those who don't yet have their own set. Nordic Pole Walking runs during warmer months from May to September.

PICKLEBALL

Pickleball, which is a blend of tennis, ping-pong and badminton, has become very popular and we're happy to offer a year-round opportunity to play within our community. People of all ages are invited to our indoor court to experience "the greatest game with a strange name" for themselves!

MEN'S SUPPORT GROUP

Our Men's Support Group is a free, client-driven support group designed for men in the community to meet with peers to discuss a wide variety of challenges and topics of interest including mindfulness, relationships, anger and emotions, anxiety, stress, social wellness, isolation, depression, confidence and self-esteem, skill building and much more.

WEEKLY WELLNESS

Each week we invite community members to drop in to our Community Health Centre at 21 Angeline St. N. in Lindsay to socialize with others, learn new skills, meet new people and get connected with community supports. We offer social activities, guest speakers, exercise classes, cooking demonstrations and so much more!

VOLUNTEER WITH COMMUNITY CARE!

Are you interested in joining our caring team of volunteers and making a difference in your community?

We have a number of available volunteer opportunities including:

- Volunteer drivers
- Meals on Wheels volunteers
- Friendly Visiting volunteers
- Diners Club volunteers
- Hospice volunteers
- Wellness Program volunteers
- And more!

Even if you only have an hour to spare a week, you can still make a difference in your community!

Visit www.ccckl.ca/volunteer to learn more about becoming a CCCKL volunteer!





ADULT DAY PROGRAM**

Our Adult Day Program provides seniors and people with special needs a chance to get out and socialize, partake in various activities and exercises, and enjoy a staff-prepared lunch and snacks together. Our team curates safe and entertaining experiences that are adapted for people of different ages and abilities - from gardening to curling to crafts. While our clients are busy having fun, their caregivers can use this time to take a well-deserved break.

EMERGENCY RESPONSE**

Through personal alert devices provided and managed by Lifeline Canada, help can be instantly dispatched during an emergency. These devices can be activated by a simple push of a button as well as through the sensor's detection of a fall. Certain devices can also be used to provide a daily check-in with Lifeline staff or remind clients to take their routine medication. Our team can assist in getting the process started with Lifeline.

IN-HOME CAREGIVER RESPITE**

Everyone needs a hand now and again, but sometimes it's the caregivers in our community who could use it the most. Personal support workers are available to provide company and care for a loved one, manage light housework, and prepare meals while a caregiver takes a few hours for themselves in or away from the home.

HOMEMAKING**

Some tasks around the house can become too much to manage, especially if we experience an injury, illness, or a change in ability that can come with aging. Our Homemaking program provides services for clients in Kawartha Lakes when there's no caregiver available to assist their loved ones. Housekeepers are available to those who only require this service and don't require the assistance of a Personal Support Worker.

^{**} indicates a fee-based program. We strive to make all fees as affordable as possible

ASSISTED LIVING/SUPPORTIVE HOUSING

Available for those who live in designated areas in Fenelon Falls and Lindsay, these provide eligible seniors with routine personal care and homemaking support. Our team aims to make home life safer and more enjoyable for our clients while encouraging them to continue to live as independently as possible.

FRIENDLY VISITING

Having someone to chat with is so important, especially for those who are homebound or without family nearby. Our Friendly Visiting program encourages connection, emotional support, and genuine friendship between our volunteers and local seniors. Our volunteers are carefully screened, trained and matched so that the home visits are a great experience for all.

GERIATRIC ASSESSMENT & INTERVENTION NETWORK (GAIN)

GAIN is a specialized medical clinic that provides clinical care and education for frail older adults and their families. Most seniors prefer to remain living independently in their homes and GAIN provides a comprehensive geriatric assessment and collaborative services to support this goal. GAIN addresses preventative issues such as fall risks, cognitive impairment, mobility challenges, managing medications and more.

ELDER ABUSE AWARENESS & EDUCATION

Elder abuse can come in many forms, including physical assaults, emotional mistreatment, and financial theft. Through our Elder Abuse Awareness and Education program, we work with seniors, their loved ones and professional caregivers to teach the signs of abuse, prevention tips, what to do if abuse is suspected, and supportive ways to overcome and heal from their experience.

CAREGIVER SUPPORT GROUPS

Being a caregiver for someone who is chronically or terminally ill, has a disability, or is injured is a tremendous act of love, and it can also be very stressful. We arrange for a facilitator and fellow caregivers to have an opportunity to share practical information and advice along with a safe and empathetic space for honest discussion and emotional support. In-person, telephone and online meeting options are available.

"The best part is taking the time to get to know clients. I enjoy making them feel that they're not forgotten and that they still have something valuable to contribute. I love to hear their stories."

-Community Care Personal Support Worker



SPECIALIZED TRANSPORTATION**

Whether it's to medical appointments or for social visits, our goal is to ensure transportation is not a barrier for anyone wishing to live a healthy, independent life. Our dedicated and professional Specialized Transportation drivers provide safe, accessible and affordable rides for those requiring wheelchairs, stretchers, or who have other mobility needs. Rides must be booked in advance.

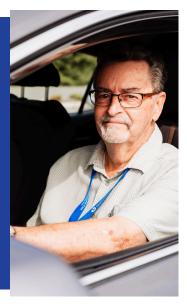
VOLUNTEER TRANSPORTATION**

Volunteer drivers help older adults and adults with special needs maintain their independence through trips to grocery stores, social outings and anywhere else they need to go. Our caring team of volunteer drivers use their own vehicles to help people get to where they need to go, including out-of-town trips. Rides must be booked in advance.

BECOME A VOLUNTEER DRIVER!

Our Volunteer Drivers provide more than just a ride. They provide independence for our clients. They give the chance to do everyday activities and engage in social outings with friends and family. Volunteer Drivers use their own vehicles to take clients where they need to go and are reimbursed for every kilometre driven.

Visit www.ccckl.ca/volunteer to learn more and apply!



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ILLNESS SUPPORT

Even though we all know that death is a given part of life, living through this reality can be incredibly difficult. We believe that no one should feel alone during this time. Our Palliative Care Community Team (PCCT) can provide comfort and dignity to those with a progressive, life-limiting illness. From guidance provided by a Nurse Navigator to support in the home from our highly-trained volunteers, we make sure that physical, emotional and spiritual needs are met with exceptional care and compassion.

CAREGIVER SUPPORT

We recognize the stress and anxiety many caregivers experience while caring for a loved one living with a serious or life-limiting illness. Our Caregiver Support Group offers fellow caregivers an opportunity to share practical information and advice along with a safe and empathetic space for honest discussion and emotional support.

GRIEF SUPPORT

Everyone grieves differently, but we believe that no one should have to grieve alone. Our trained Grief Guides walk alongside people of all ages and offer a safe space for their grief journey. We can provide different outlets to share and understand grief, including individual and group support with people who are comfortable around a topic that is often difficult to discuss.

ADDITIONAL RESOURCES

Please contact our Hospice team for more information about our available resources and support groups, including:

- Living with Cancer
- Living with Illness
- Caregiver Support Group
- Riverwalk
- Lending Library

- STARS Children's Program
- Understanding Your Loss
- HeartWork Art program
- Expressive Journaling
- Guided Meditation



ABOUT THE COMMUNITY CARE FOUNDATION

The Community Care Foundation is a registered charity (CRA #838795326 RR 0001) that directly supports the activities of Community Care City of Kawartha Lakes. Although Community Care receives government funding for some programs and services, we depend on donations from individuals, businesses and organizations in our community to fill in the financial gaps.







All Community Care supporters have one thing in common: the personal satisfaction in knowing that they have helped someone in the community lead a better life. There are many ways to give. Please contact the Foundation to discuss which type of gift is right for you!

MONTHLY GIVING

Join the Luminary Circle and become a monthly giver today! By joining the monthly giving program, your support will go a long way in providing support, through a funding pool, for those who need Community Care's services.

LEGACY GIVING

A Legacy or Planned Gift to Community Care left in your will is a gift to your loved ones and other residents in the community. It is a promise to provide support and services for generations to come.

SPONSORSHIP

Help provide vital health and wellness services in our shared community, while also receiving well-deserved promotion and recognition through corporate sponsorship with the Community Care Foundation. We offer a great variety of sponsorship opportunities and various support levels.

ONE-TIME GIFTS

Every donation, no matter the size, helps when it comes to supporting our community. We welcome and appreciate your one-time gifts.



At CCCKL we support healthy communities, which means that everyone has access to health and wellness services regardless of circumstances. With your support, we are able to provide these services to all those who need them.



Supporting the construction of our new Community Health Centre



Adding Specialized Transportation Vans to our fleet



Keeping Hospice support services free of charge for our clients



Providing subsidies for our programs, such as Meals on Wheels



Ensuring clients stay connected to volunteer led services

Help support Community Care City of Kawartha Lakes DONATE TODAY!





VOLUNTEER WITH US

Our roster of 40+ programs serve thousands of Kawartha Lakes residents every year, but we couldn't do it without our dedicated team of hundreds of volunteers. These exceptional people with extraordinary hearts are the backbone of our organization. They deliver meals, provide rides, help run our Adult Day Program, and much, much more.

Volunteering is a great way to meet people, learn new skills and give back to your community. To learn more about volunteering with us, visit our website!



WORK WITH US

Want to put your skills to work while making a difference in the community? Join our caring and compassionate team and help your friends, family and neighbours live healthy, independent lives through meaningful work.

Our success depends on the commitment and contributions of everyone at CCCKL. Join our caring and compassionate team and see where a career with Community Care can take you! Visit our website to see all our current job postings.





We thank our incredible staff and volunteer team who, through the delivery of these programs and services, commit themselves to supporting the health of our community. Our gratitude extends to our dedicated donors whose charitable donations support our Community Care Foundation to make the care outlined in this guide possible for our community.

We're happy to answer your questions, hear about your experiences with our services, and confidentially handle any concerns you have.





