



2025/2026

ANNUAL REPORT

40 Years of Care



Heritage Acknowledgement

Community Care City of Kawartha Lakes acknowledges that we operate on the traditional territory of the Michi Saagiig Anishinaabeg and on lands covered by Treaty 20 and the Williams Treaties. Part of Treaty 20, covered by the Williams Treaty, these lands are known today as Kawartha Lakes. The word “Kawartha” in Wyandot or Anishinabee roughly translates to “shining waters and happy lands”.

We recognize that a land acknowledgement itself is only a small step towards addressing the deep-rooted issues faced by Indigenous peoples and communities. Last year, we committed to examining our programs and services through an equity lens to better understand and address the needs of underserved and equity-deserving populations. As a result, we have implemented improvements, established measurable outcomes, and continue to evaluate our programs to ensure they are accessible, responsive, and impactful.

This year, we remain committed to advancing a vision of equity, diversity, inclusion, and belonging, one in which all individuals feel welcomed, valued, respected, and supported in accessing the services they need.

We further recognize the contributions of First Nations, Inuit, and Métis Peoples in shaping and strengthening our communities, and we reaffirm our commitment to listening, learning, building relationships, and taking meaningful action to ensure our services are safe, culturally responsive, and inclusive.



About Community Care

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

For 40 years, that belief has guided our work and shaped the way we support those who rely on us every day.

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.

For four decades, our work has been 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 evolving needs of our community.

Our impact is made possible by an incredible team of people. Every day, 177 dedicated staff bring their expertise, compassion, and commitment to supporting clients across Kawartha Lakes. Alongside them, 358 active volunteers contributed nearly 55,000 hours last year, continuing a 40-year tradition of caring for neighbours, friends, and families throughout our community.

Together, our staff and volunteers are the heart of Community Care. Through their dedication, they strengthen the connections that define our organization, extend our reach to those who need support most, and help 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, lovingly built over four decades and continuing to grow.



VISION

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

MISSION

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

VALUES

Compassion
Accountability
Respect
Excellence

A Message From The Chair

Over the past year we celebrated a significant milestone, Community Care's 40th anniversary!

We recognized four decades of compassion, our deeply entrenched roots with the community, and an unwavering commitment to delivering care and support at the right time and in the right place. Further to this, we were in the last full year of our current strategic plan which aimed to position our care in the best way possible to support the needs of today with an eye to the future.

Thinking about the here and now, over the last year we have worked with our system partners to secure new funding to grow our primary care offering. A multi-million dollar investment from Ontario Health, and by extension the Ministry of Health, that positions Community Care and our partners to further engrain primary care as an integral part of an effective health care system.

Other Ontario Health investments strengthens our grief support program offering, and builds out a new complex grief support program. Having our funders continue to recognize Community Care as a trusted organization to invest in is something we are proud of as a board.



Dr. Julie Johnson

Community Care Board Chair

Community Care Board Members

- Dr. Julie Johnson (**Chair**)
- Carol Roffey (**Vice Chair**)
- Michael Anderson (**Treasurer**)
- Janie Alexander
- Bob Armstrong
- Sheryl Benson
- Martha Hancock
- Sarah Menezes
- Guy Poliquin
- Kathryn Ward



Donor Appreciation Event



Three Generations of Dentists

As we approach the conclusion of our current strategic plan, we are taking time to reflect on the meaningful progress achieved over the past several years. Together, we have introduced innovative programs and approaches, including Social Prescribing, to better support the evolving needs of our community. We have expanded long-standing programs into new areas, helping increase access to support across our rural communities.

We have also embraced new technologies, helping ensure we remain responsive and effective in an increasingly digital world. One of the most significant milestones during this period has been the opening of our new 15,000 square foot purpose-built Community Health Centre – a project more than a decade in the making.

While our work is far from finished, we are proud of the progress made over the course of this strategic plan and remain optimistic about the opportunities that lie ahead.

An important role for any effective board is balancing the oversight of immediate operational pressures and opportunities, with long-term transformational goals. I am proud of the work we have done with our colleagues from the Community Care Foundation board to jointly support the needs of today, while collectively planning for the future. The strategic alignment between our boards serves as a strength for Community Care, now and into the future.

On a personal note, after a decade serving on the Community Care board, this year marks my final year as Board Chair and on the board. It has been an incredible honour to serve alongside such dedicated Board members, staff leaders, volunteers, and community partners. I am deeply grateful for the trust placed in me and for the opportunity to contribute to an organization that has such a meaningful impact on so many lives every day.

I leave this role with immense confidence in the future of the organization and sincere appreciation for everyone who continues to support its mission. Whether you are a volunteer, staff, client, community partners, donor, or supporter, thank you for being part of this remarkable journey!



Kawartha Community Foundation Social Sustainability Fund



Primary Care Investment Announcement in Coboconk



Kawartha Lakes Haliburton Ontario Health Team Networking Day

A Message From The CEO

When I reflect on the past year, I do so in the context of the previous 40 years.

I think about how much has changed in our community and within the broader health system during that time. In 1985, the former Victoria County was home to approximately 51,000 residents. Today, **more than 80,000 people call the City of Kawartha Lakes home**. As our population has grown, so too have the needs of our community – and Community Care has continued to evolve alongside them.

The needs of our community are increasingly complex, and so is the health system itself. Ensuring Community Care is well-positioned alongside our partners to contribute to an effective and integrated system of care remains an important lens through which we approach our work. Through our close collaboration with partners across the Kawartha Lakes Haliburton Ontario Health Team, we continue pursuing the shared provincial goal of attaching 100% of Ontarians to primary care. With new funding and investment we are bringing more physicians, nurse practitioners, and allied health professionals into our community to strengthen access to high-quality care close to home.

Another important example of system leadership has been our work supporting patient flow at Ross Memorial Hospital. We recognized that timely access to transportation plays a critical role in enabling hospital discharges and inter-hospital transfers. In response, we dedicated a specialized transportation team and vehicle to help patients move safely and efficiently through the system, freeing up valuable hospital beds and resources for those who need them most.

These are just two examples of how we are working to ensure residents of the City of Kawartha Lakes can access the right care, at the right time, and in the right place. Delivering care and support across our vast rural geography remains a constant challenge – but also a responsibility we take seriously. As we reflect on 40 years of care, it is remarkable to consider how far we have come. In 1985, Community Care served just over 200 clients in its first year. Today, our reach extends across the municipality, with **approximately 7,054 people receiving direct support through our programs and services last year alone**. While our organization has grown significantly over four decades, our commitment remains unchanged: ensuring people can access the care and support they need, regardless of where they live. Reducing barriers to care across such a large geographic area requires innovation, flexibility, and commitment.



Ryan Alexander

Community Care City of Kawartha Lakes CEO
and Foundation Executive Lead



Palliative Care Community
Team 10th Anniversary



Bobcaygeon Holiday
Diners Club



Lindsay Chamber
Cocktails & Connections

Sometimes this means bringing services directly into people's homes, as we do through programs such as Hospice Services, Meals on Wheels and the GAIN Clinic. In other cases, it means offering virtual supports like our STARS children's grief support program. For others, it means removing access barriers by providing subsidized transportation to essential out-of-town medical appointments, including cancer and dialysis treatments. Regardless of the circumstance, we remain committed to ensuring that rurality does not become a barrier to receiving compassionate, quality care.

Technology has also transformed significantly over the past four decades, changing not only the tools we use to deliver care, but also how we document, coordinate, and improve it. This past year, we continued embracing technologies that help us provide more responsive and effective care experiences. Examples include the implementation of artificial intelligence medical scribe tools such as Heidi, which help support more meaningful interactions between clients and health care providers. We are also investing in business intelligence tools that allow us to make more timely, data-informed decisions. Additionally, our transportation program introduced a new reminder call technology to provide ride reminders to clients. As technology continues to evolve, we remain committed to adopting it responsibly and thoughtfully in ways that strengthen care delivery.

While much has changed over 40 years, some things remain remarkably consistent. Seniors continue to represent the primary population we serve. Today, **72% of those receiving care from Community Care are over the age of 60**. At the same time, we have evolved to provide services across the lifespan, prioritizing support for individuals facing barriers related to socio-economic circumstances through programs such as our Dental Clinic, Community Health Centre, and Transportation Services.

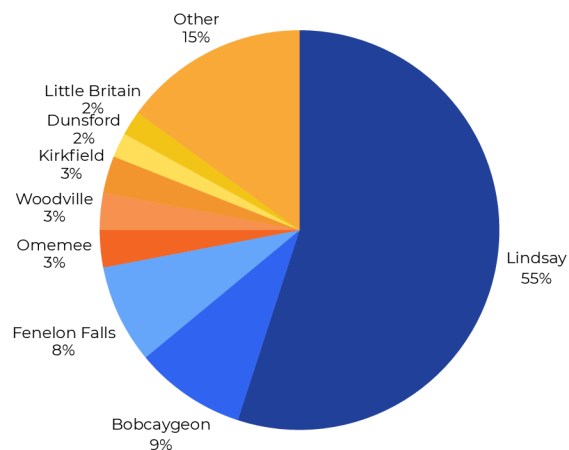
Volunteers also remain at the heart of so much of what we do. Over the past year, nearly 360 caring and compassionate volunteers contributed close to 55,000 hours in support of our mission. They are the smiling face delivering a meal to an isolated senior, the listening ear supporting someone living with a terminal illness, and the trusted driver helping someone reach an important appointment at a Toronto-based hospital. Their generosity and commitment continue to strengthen our community in immeasurable ways, and we are deeply grateful for all they do.

Finally, I want to recognize our staff, who are truly at the centre of delivering care across our communities. Through their compassion, expertise, and willingness to embrace new ideas, we continue to evolve and respond to the changing needs of those we serve. This work can be challenging, but it is also deeply meaningful. It is a privilege to work alongside so many individuals who care profoundly about our community and the people within it.

As we reflect on 40 years of care, we do so with gratitude for the trust our community continues to place in us, pride in the impact we have made together, and optimism for the future ahead.

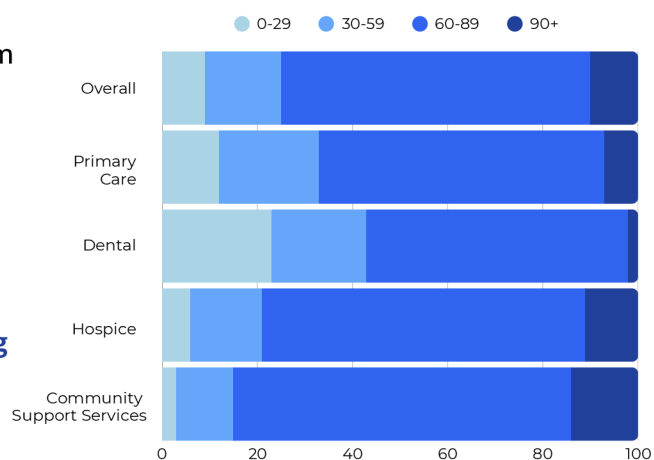
CCCKL Client Hometowns

% of clients residing in Kawartha Lakes communities



Age of Clients Served

% of age range per service area



40 Years of Care

For 40 years, CCCKL has been committed to supporting the health, independence, and well-being of our community. What began as a small network of dedicated volunteers has grown into more than 40 programs and services designed to meet people where they are and respond to the evolving needs of Kawartha Lakes residents.

The numbers on this page represent more than just a service. They show shared moments of connection that have been created across our community. Behind every number is a person, a family, or a neighbour who turned to Community Care for support.

These service numbers highlight both the growing needs within our community and the collective impact made possible through the dedication of our staff, volunteers, donors, and supporters.

Together, they reflect four decades of caring for our community and a continued commitment to being there for the people who need us most.



The Community Care Impact



Diners Club

2,838 hot lunches served at our Diners Club *(an 8% increase over 2024-25)*



Meals on Wheels

31,288 hot and frozen Meals on Wheels delivered



GAIN Clinic

449 clients accessed comprehensive geriatric assessments through our GAIN Clinic



Adult Day Program

8,061 client visits to our Adult Day Program *(a 9% increase over 2024-25)*



Hospice

9,099 moments of support shared with individuals and families navigating life-limiting illness and grief



Wellness

7,502 visits to our exercise programs



Primary Care

3,067 clients visited our Community Health Centre



Dental Clinic

993 clients served at our Dental Clinic



Transportation

43,414 rides provided by volunteer and specialized drivers



Personal Support

37,727 hours of care provided by Personal Support Workers

A Year of Connection



Fenelon Senior's Centre
Health Aging Workshop



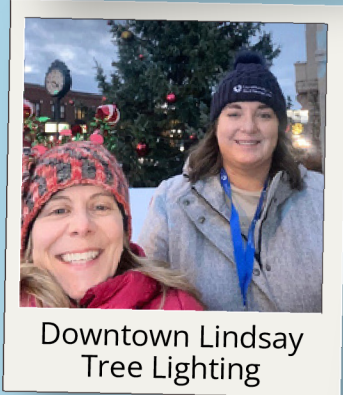
Wilson Fields
Farmers Market



Senior's Seminar Hosted by
Laurie Scott and Jamie Schmale



City of Kawartha
Lakes Wellness Fair



Downtown Lindsay
Tree Lighting



Pride in the Park



Lindsay Santa
Claus Parade



Classics on Kent



VCCS Job Fair



Certificate of Recognition
Presented to WWII Veteran
Ernest 'Ernie' Wiles



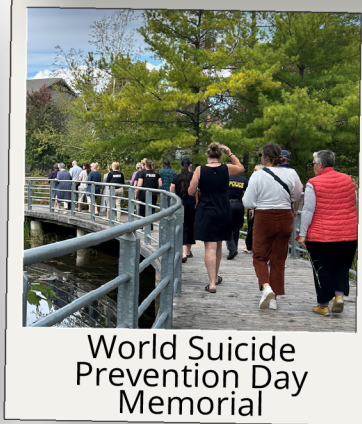
Aspira Bobcaygeon
Senior Wellness Fair



International Overdose
Awareness Day



Janetville
Community Day



World Suicide
Prevention Day
Memorial



RBC Team Helping
With Good Food Box



United Way and
Big Brothers Big Sisters
Volunteer Fair

Our Community Care Volunteers



For 40 years, volunteers have been the driving force behind Community Care City of Kawartha Lakes—bringing kindness, compassion, and connection into every corner of our community.

Across Kawartha Lakes, their impact is felt in countless ways. A warm meal delivered to the door. A reassuring presence during hospice care. A friendly visit that brightens someone's day. A ride to an important appointment. These moments may seem small, but together, they form the foundation of the support we provide.

What makes our volunteers so remarkable is not just what they do, but the way they do it. With empathy, respect, and a genuine commitment to others, they turn everyday interactions into meaningful experiences that help people feel seen, supported, and connected.

When Community Care was founded, it was built on the dedication of volunteers who gave their time to support their neighbours. Four decades later, the commitment of our volunteers continues to inspire us and serves as a powerful reminder that caring communities are built one act of kindness at a time.

358

volunteers supported CCCKL's programs and services last year

54,904

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

29,007

rides from Volunteer Drivers helped our clients get to where they needed to go

838

meaningful visits shared between Friendly Visiting Volunteers and local seniors

839

Hospice clients were supported through illness, grief and loss, many of which were supported by Hospice Volunteers

584

connections to social and community activities were facilitated with the help of new Wellness Volunteers



59 Hospice Volunteers



65 Volunteer Drivers



56 Wellness Volunteers



145 Home Support Service Volunteers

e.g. Meals on Wheels, Diners Club, Adult Day Program, Friendly Visiting



33 Other Volunteers

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



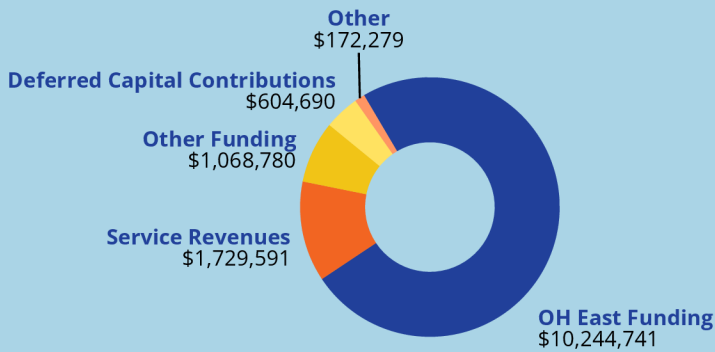
Financial Overview

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, Lakelands Public Health, 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 2025/2026 financial year.

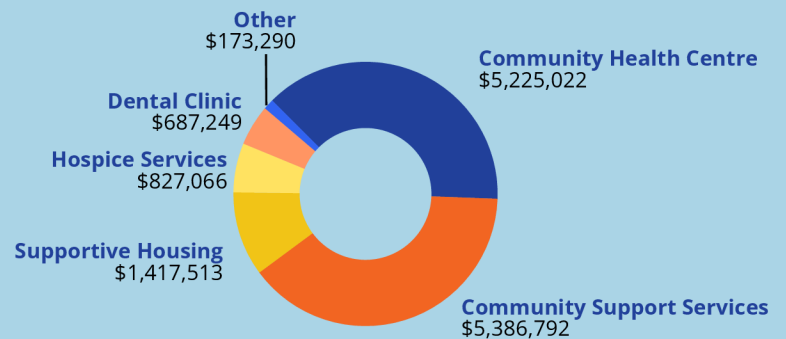
2025/26 Operating Revenue

TOTAL \$13,820,081



2025/26 Operating Expenses

TOTAL \$13,746,932



Audited Financial Statements are available upon request

New Investments from Ontario Health

New Base and One-Time funding

→ **\$1,473,436**

Client Fees Subsidized

→ **\$40,193**

Capital Assets Additions

→ **\$401,178**

Investment Income

→ **\$83,145**



A Message From The Foundation Chair

Serving as Chair of the Community Care Foundation during this past year has been both an honour and a privilege.

As my first year in this role comes to a close, I have had the opportunity to witness firsthand the remarkable generosity, compassion, and sense of community that continue to shape and strengthen the work of Community Care.

While the Foundation itself has only existed for roughly half of Community Care's history, we are deeply connected to and inspired by the legacy of community support that has sustained the organization over four decades. The trust, generosity, and belief that this community has demonstrated throughout those years have created the foundation upon which we continue to build today.

This year has been an important one for the Foundation, a year focused on listening, learning, and deepening relationships with our supporters. We have intentionally created space for meaningful connection with donors, supporters, and community members to better understand what inspires their generosity and what they hope to achieve through their support. These conversations have demonstrated the extraordinary generosity and spirit of our community.



Paul Davidson

Community Care Foundation
Board Chair

Community Care Foundation Board Members

- Paul Davidson (**Chair**)
- Alex Richardson (**Treasurer**)
- Sheryl Benson
- Steve Strangway
- Erin Attard
- Wesley Letsholo
- Jim Mackey
- Susan Taylor



Mariposa Electric
Cheque Presentation



Donor Appreciation
Event



R.J. Brown
Cheque Presentation

Donors want to make a meaningful difference in the lives of their neighbours, friends, and families, and we are profoundly grateful for this alignment with our values. With the support of our donors, the Foundation has helped to ensure that some of the most vulnerable members of our community can receive the care and support they need. That means transporting someone to an important medical appointment, ensuring an isolated senior receives a nutritious meal and a friendly wellness check, or providing an overwhelmed caregiver with valuable respite time to rest and recharge so they can continue supporting their loved one.

Donor generosity also helps sustain and develop the strong network of volunteers across the City of Kawartha Lakes who are at the heart of so many Community Care programs and services. Together, this support strengthens connections, improves quality of life, and helps ensure people can continue to live with dignity, independence, and care in the community they call home.

Finally, we have spent considerable time and effort understanding the anticipated future needs of Community Care, the challenges that lie ahead and also the opportunities we may face. It is exciting to engage in this planning and position the Foundation's efforts today and into the future to support that vision.

On behalf of the Foundation Board, thank you to every donor, supporter, volunteer, sponsor, and community partner who has contributed to this work. Your generosity is more than a gift – it is an expression of care for this community and the people who call it home.

As we look ahead, we do so with gratitude for the past 40 years and optimism for the future we will continue building together.



Omemee Swans
Cheque Presentation



Economy Wheels Nissan
Hike for Hospice Sponsor



Kawartha Lakes Concert Band
Cheque Presentation



Donors Rick & Lynda Williams
with Name Plaque

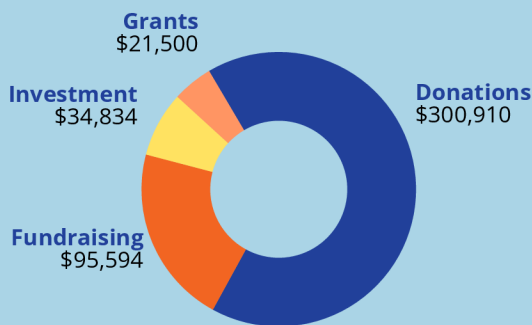
Financial Overview

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 CCCKL's clients.

Below is a breakdown of the Foundation's operating revenue and expenses for the 2025/2026 financial year.

2025/26 Operating Revenue

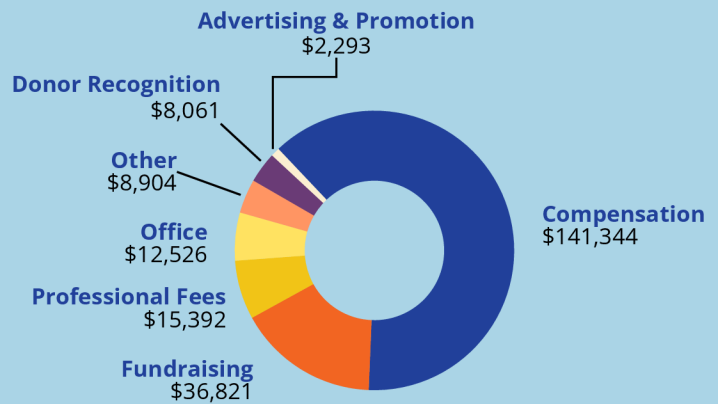
TOTAL \$452,839



Audited Financial Statements are available upon request

2025/26 Operating Expenses

TOTAL \$225,341



→ **\$46,000**

Largest cumulative donation made in the past year

→ **2,080**

Gifts received in the past year

Foundation Contributions to Community Care City of Kawartha Lakes

→ Client Subsidy **\$33,500**

→ Volunteer Support **\$21,500**



Our Community Care

Foundation 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

Economy Wheels Nissan

Good Friend

Bobcaygeon Curling Club
Gillian Willcocks
Patrick & Carol Bahen

RBC - Royal Bank of Canada
The Foster Hewitt Foundation

Helping Hand

Andrew & Pat Staneland
Mariposa Electric
OPUS Lakeland Funeral & Cremation Centre
Paul & Sheila Davidson

Care

Anne Barbour
Bernita & Murray Blair
C.A. Sellers
Cindy Williams & Dennis Geelen
Cintas
David & Ursala Farrell
Douglas & Carol Brenner
Dr. Carol & Lucas Roffey
Elizabeth Elliot
Fenelon Township Community Centre Ladies Auxiliary
Glen Burke
Harold & Dianne Desrocher
Heidi Riggerbach
Immanuel Baptist Church
Jamie Dawe
Janice & Peter Craig
John & Grace Kinghorn
Kawartha Financial Services
Kawartha Lakes Concert Band
Larry Skelton
LearnExperts EdTech Inc
Louise Middleton



Legacy Gifts

Legacy gifts have an enduring impact on Community Care and the communities we serve. We are grateful to these donors for their thoughtful planning and generosity.

Estate of Norma Downes
Harvey & Hazel Jewell Foundation
Ronald Gordon Alldred Foundation

Rick & Lynda Williams
Sisters of St. Joseph
Victoria Anderson

Mackey Funeral Home
Marion Bays
Mariposa Dairy
Mary Walling-Field
Michael Anderson
MoveMobility
MSI Snow & Ice
MVW Construction & Engineering
Omemee Swans
Patricia & Garry Kennedy
Patricia Monk
Paul Jantzi
R.J Brown Insurance Broker Inc.
Reg & Sandra Jones
Remedy's RX on Kent
Ryan Alexander
Steve & Heidi Street - Letham
Sturgeon Point Union Church
Unity Design Studio
Wards LLP
Wayne Moss
WholeSale Club Loblaws Inc



Community Care

City of Kawartha Lakes

Phone

➔ 705-324-7323

Email

➔ AskUs@ccckl.ca

Website

➔ www.ccckl.ca

Address

➔ 21 Angeline St. N. Lindsay

