

Submit Original to:

Municipality of Clarington
Financial Services Department
40 Temperance Street
Bowmanville, Ontario
L1C 3A6
finance@clarington.net

Submission Deadline: Friday, September 8th, 2023

Please Print or Type

Please Complete All Areas

Organization Information

Organization Name	Address	Telephone #
Community Care Durham	2440 Highway 2, Unit 1 Bowmanville, ON L1C 0K6	905-623-2261

Contact Information

Name	Email	Telephone #
James Meloche Chief Executive Officer	jmeloche@communitycaredurham.on.ca	905-668-6378

Officers for current year

Position	Name	Contact Information
President	Helen Brenner	hjbrenner1@yahoo.ca
Secretary	Fayrial Leung	fayrial.leung@outlook.com
Treasurer	n/a	n/a

Is your Organization incorporated as non-profit? Yes ☒ No ☐

If yes, when? (dd/mm/yy) 24/02/1983

Is your Organization based within the Municipality of Clarington? Yes ☒ No ☐

Is your Organization based within the Region of Durham Yes ☒ No ☐

List the programs/services provided by your Organization:

Community Care Durham (CCD), is a multi-service, registered charitable organization providing a broad range of services for adults who have needs related to aging, physical and/or mental health. We assist our clients with services that support their **independence, health, and quality of life**. In doing so, we help them **remain in their own homes - where they want to be**. Some of our services are provided free of charge while others have a user fee to assist with the total cost of service delivery. Our services are administered through service locations across Durham Region.

CCD is now ready to embrace new challenges with an emboldened strength of purpose and experience. We intend to make CCD a **leading community support agency in Ontario**, setting the standard for **responsiveness, quality, efficiency, and innovation that will benefit tens of thousands of Durham residents**. Our Strategic Plan is focused on four priorities to focus our efforts to meet the challenges and opportunities that lay ahead:

- **Enhancing Client Quality of Life**

- **Investing in Our People**
- **Championing Healthy Communities**
- **Building for Our Future**

2023 marks our 46th year of serving the Durham Region community. During this time, we have responded to citizens' needs and we shall continue doing so with our dedicated staff, volunteers and our many Durham partners.

CCD's Programs and Services

Community Care Resource Nurse (CCRN) – new in 2022/23

The CCRN will provide nursing services such as:

- health education/teaching
- physical and mental health assessments
- healthcare navigation and collaboration (assist clients in accessing resources such as family MD visits, blood work requisitions, physiotherapy, home and community care, etc.)
- wellness checks, and post-hospitalization assessments to ensure clients are safe in their homes after being discharged from hospital

The factors outlined above are the key motivators of the CCRN Pilot Project within CCD. The CCRN will assist clients in ways of conducting clinical assessments (mental health, physical health, etc.), providing support and advocacy in health care navigation, visiting clients after an ED visit or admission to hospital, and by providing health teaching and education.

Through the support of the CCRN, clients living in the community and care providers will have **access to clinical experts** who are able to make timely interventions that could **prevent loss of independence; emergency department visits; avoidable hospital admissions; and a premature move to a long-term care setting** for an older adult.

CCRN services are available across Durham Region and are offered in a senior's own home through in-person visits, virtual, and telephone consultations. **There is no fee for CCRN services.**

Community Food Box

First developed in response to the challenges created by the COVID-19 pandemic, CCD's Community Food Box program is continuing to support vulnerable members of our community that are unable to safely acquire needed essentials. With the support of local businesses and farms, the food boxes contain the **essentials for healthy eating, much of which are locally made or grown**. The boxes are an affordable approach to safely accessing healthy, nutritious food help. We are continuing to partner with local businesses to bring clients a truly "community" experience, with the **goal of expanding to a robust "farm to table" program with the support of local growers, many in Clarington**. Community Food Boxes are delivered to clients by CCD volunteers and

staff every Friday. The Community Food Box costs \$35.50 (subsidies available) and includes the equivalent of 5.5 meals. Delivery and safety check at no additional charge.

Meals on Wheels

Nutritious hot and/or frozen meals help ensure clients' **nutritional needs** are met while also providing **social interaction** and a **safety check** from our volunteers who make the deliveries. In response to client/caregiver requests, meals can also be ordered online. There are presently 9 routes throughout the Municipality of Clarington where hot meals (entree, soup, salad and dessert) are delivered, which equates to approximately 145 meals per week. Frozen meals (entree and soup/dessert as per client preference) are available on a weekly basis with presently 6 routes which equates to approximately 180 meals per week. A variety of meals is provided using two different suppliers. Meal choices can accommodate a variety of nutritional requirements (diabetic, renal, minced etc.). Hot meals are available Monday to Friday and are delivered between 11:00 a.m. and 1:00 p.m. Frozen meals are available weekly and are delivered based on geographical location and /or volunteer availability. There is a cost to the meal(s) with subsidies available.

Transportation

Transportation services provide a great solution when individuals are unable to use public transportation because of **needs related to aging, physical and/or mental health and when friends or relatives are not available to help**. Rides, primarily to medical appointments, shopping, errands, and personal appointments and to access CCD programs, are provided by CCD staff using CCD vehicles or volunteers using their own vehicles. Our staff drivers utilize a fully accessible bus and two minivans that are equipped with a specialty seat system on the passenger side to facilitate entry and exit for individuals with mobility issues. Many of our Clarington Adult Day Program clients rely on this service in addition to many other Clarington CCD clients to access not only CCD services but other appointments and errands. This is a fee for service with a minimum fee applied and set fee structure depending on location of drive.

Luncheon Out

These gatherings provide group outings for **clients to enjoy a meal and socialize with other individuals from their community**. Where needed, transportation to the event is also available. With the focus on helping seniors stay connected, CCD's Luncheon Out program outings typically include a hot nutritious meal, great entertainment, and health/wellness demonstrations. Current locations in Clarington include Courtice, Bowmanville and in the fall in Kendal. The Luncheon Out program usually has 40-55 individuals attending on average. There is a reasonable fee for the lunch and a small additional fee if needing CCD to provide transportation to and from the event.

Friendly Visiting

Clients who are isolated and would benefit from a visit are matched with a Friendly Visiting volunteer. The **volunteer offers companionship on a regular basis with a**

face-to-face visit or telephone visit at the mutually agreed upon time. Visits are up to two hours in length. During a Friendly Visit, clients and volunteers may engage in a variety of activities including: a friendly chat, shared hobby, exercise or learning a new skill/hobby, all while making a lasting friendship. There is no fee for this service.

Telephone Reassurance / Wellness Checks

Telephone Reassurance provides **peace of mind for the clients and their loved ones** with a social call without the face-to-face. Volunteers provide regular phone contact - for social reasons or for security interactions. This can be a daily check on their wellbeing and provide social interaction by a volunteer. For security calls, the client's emergency contact is called if the client does not respond to the call. This service remains extremely in demand. Calls can be made anytime during the day, 7 days a week, depending on the needs of the clients and availability of the volunteer. There is no fee for this service.

Foot Care Clinics

Foot Care services are provided by **registered foot care nurses in a community-based setting**. The clinics provide regular foot care and recommend chiropodist and physician referrals where needed. CCD's Foot Care program is an important Health and Wellness service that is available to people who need assistance with basic foot care due to loss of vision, mobility issues or diabetes or when friends or relatives are not available to help. Presently Foot Care clinics are held in Newcastle, Wilmont Creek and Clarington Hub. Each appointment is 15 minutes and there is a fee for service.

COPE Mental Health Program

COPE (Creating Opportunities for Personal Excellence) is a unique community-based mental health service that offers group support to individuals **aged 16 and older** with **emotional, mental health**, and/or **life adjustment** concerns. Our programming is focused on **education, community connection**, and **coping strategies** to assist with the management of mental health symptoms and overall wellbeing. The COPE Mental Health Program currently includes the following components:

- 50+ emotional support groups relating to anxiety, depression, bipolar disorder, stress management, chronic pain, bereavement, men's wellness, women's wellness, and social support.
- Recruitment, screening, comprehensive mandatory training, ongoing support and supervision of volunteers to provide support group facilitation for group members
- Educational events and life skills development through our Let's Talk About events, weekly Life Skills Group, and series of 4 to 10 week workshops offered

continuously throughout the year with topics such as Managing Anxiety and Depression, Mindfulness and Meditation, Self-Esteem, Self-Compassion, Distress Tolerance, Unhelpful Thinking Styles, and more!

- Assessment, referral, and mental health/social service information to the community.

This program offers virtual and in-person support groups. Since the virtual format can accommodate more participants in each session, the waitlists for this program have been removed. There is no fee for this service.

Adult Day Program

Offers a **safe and comfortable setting** for clients with needs related to aging and/or disability to enjoy a wide array of **social and therapeutic recreational programs**. CCD Adult Day Programs can provide your loved one with supervised therapeutic programming in a diversified, socially inclusive, and secure environment. Caring for a loved one requires an opportunity to take a break, and this is another benefit of this service. We design our program to improve clients' physical, social, emotional, and cognitive health. A hot nutritious meal and snacks are also part of the day. Qualified staff and volunteers provide recreational programming and assist with routine living activities. The program operates Monday to Friday from 8:00 a.m. to 4:00 p.m. and clients from all areas in Clarington can utilize the CCD accessible bus for transportation to and from the program. This is a fee for service program.

Exercise & Falls Prevention

A provincial initiative with the primary objectives of maintaining, expanding, and improving access to exercise and falls prevention classes for older adults. Focusing on increasing strength, flexibility, balance, and endurance, Exercise and Falls Prevention classes help people to maintain and/or improve their physical abilities to reduce their fall risk as they age. This helps to maintain their independence and improve their overall quality of life. **These classes are offered free of charge to all eligible participants.** CCD currently provides oversight for this initiative at in-person sites in Durham Region; with 4 sites hosting classes in Clarington including Municipality of Clarington Newcastle Library location, Wilmont Creek, Seasons and Bowmanville Creek Retirement. Our program offers the falls prevention classes and regular exercise classes in addition to a variety of classes that include Zumba, Yoga, and Stretch and Tone classes weekly. We also provide daily virtual classes for individuals who cannot access a physical location.

Access to Primary Care (APC)

Enables high risk seniors **access to their primary care appointments** by utilizing the successful service delivery structure of the existing Home at Last program. APC **Personal Support Workers accompany older adult clients (or those with special needs)** to critical primary care appointments. APC workers stay with the client

throughout their appointment to provide support and settle the client home safely following their appointment. This service **ensures clients have access to primary care** support in a delivery method that is cost-effective and client focused.

Assisted Living Services for High Risk Seniors (ALS)

CCD's Assisted Living services are offered in a variety of settings, including seniors' apartments, social housing buildings or even in a senior's own home from hub locations in Pickering-Ajax, Whitby-Oshawa, and Clarington. Available to eligible clients residing in the retirement community of **Wilmot Creek in Newcastle**. This service provides **support to high-risk seniors living at home** and includes **personal support, homemaking, security checks and reassurance services**. Regularly scheduled visits are provided on a **24/7** basis by **Personal Support Workers** and the care provided is based on the needs of the client. Clients also have the option of requesting unscheduled visits by a Personal Support Worker for needs that cannot wait until the next scheduled visit. Again, unscheduled visits are available on a 24/7 basis. Personal support Services, Homemaking Services, Security Checks and Care Coordination are major functions of this service.

Home at Last (HAL) Program

A collaboration between community hospitals, Home and Community Care Support Services (formerly known as CE-LHIN) and CCD, which **assists clients with their settlement home upon discharge from the hospital** and provides short term personal support to assist with this transition (i.e., transportation home, safety check of the home environment, linkage to community resources, grocery shopping, meal preparation etc.). It also ensures appropriate **referral and linkage to CCD services**.

In-Home Respite

A regional caregiver relief service offering a **temporary break from the responsibility associated with caring for a loved one** with needs related to aging and/or disability. Care is delivered by qualified Personal Support Workers who partner with care partners to ensure their loved ones are safely cared for while care partners take time for their own activities, helping to prevent care partner burnout and illness. PSW's maintain a safe environment and are trained to **provide personal care, assistance with routine living activities, social interaction, meal preparation, client centered homemaking and more**. In home Respite can be scheduled during the day, evening and overnight depending on the client/care partner need. There is a fee for service for this program.

Home To Stay

CCD's Home to Stay Program is a full fee for service program available to clients **requiring the skills of an Experienced Caregiver for routine activities of daily living and instrumental activities of daily living**. Both Personal Support Worker and Homemaking Services are available and both support clients care to help them stay at home longer.

What is the total program registration or association membership in your Organization?

9,698 (FY2022-23)

What percentage of your registration or membership are Clarington residents?

15%

Registration in Clarington is broken down as follows:

Service	FY2022-23
Access to Primary Care	13
Adult Day Program	69
Assisted Living	68
COPE Mental Health	148
Home at Last (Home Settlement after Hospitalization)	67
Home First (Hospital Discharge Assistance)	118
Home Support (Personal Support Care)	747
In Home Respite	23
Supported Referral	429

Detail of Home Support Services	FY2022-2023 (CLIENTS)
Community Food Box	38
Meals on Wheels	205
Foot Care	261
Transportation	313
Visiting Social & Safety	79

Number of Volunteers	COPE Mental Health	Community Support
Clarington	13	195

Describe how the program/services provided by your Organization will benefit as a result of Municipal funding.

Clarington residents have and will receive a number of important benefits as a direct result of this municipal funding.

- **Expanded Services:** CCD's Assisted Living program was initially offered to residents of Wilmot Creek. Service was then expanded to a 5 km radius around Wilmot Creek. Most recently it has expanded even further to a 10 km radius enabling CCD to provide **8716 hours of care** in FY22-23.
- **Dedicated Transportation Service:** Clarington is the only municipality in Durham Region that has a CCD accessible bus dedicated to ensuring their residents have transportation to programs, medical appointments, etc. Last year **6906 rides** were provided to Clarington residents, a **higher number** than any other municipality.
- **Client Fee Subsidies:** CCD provided **\$31,305.70** in program/service subsidies to residents of Clarington in FY22-23 who were/are experiencing financial challenges. We never want finances to be a barrier to clients accessing the programs/services they need.
- **No Adult Day Program Waiting Lists:** There are no waiting lists for our Adult Day Program in Clarington whereas there are for other municipalities.
- **Beneficiary of Pilot Programs:** When CCD launched its Community Care Resource Nurse program, this valuable service was offered to residents of Clarington. This pilot program is proving vital in reducing hospitalizations/emergency department visits while providing fast and efficient care to clients and preventing the exacerbation of chronic and/or new health conditions.
- **Feedback from Clients:** Staff at CCD's Clarington office receive frequent phone calls from clients in Clarington thanking us for the vital programs and services we offer and saying that they "don't know what they'd do without us". Results from our annual client and care partner surveys indicate that **92% of our clients** give us a positive satisfaction review while **97% of care partners** do.
- **Incredible Value for Funding Provided:** Here are statistics for some of the other programs/services received last year by the **1366 Clarington residents** that we support:



2,284
Meals



2,193
Group Participants



10,893
Hours of Care



1,014
Foot Care Visits



18,363
Meals



8,716
Hours of Care

What funding category does your Organization fall into?	<input type="checkbox"/> Recreation & Leisure <input type="checkbox"/> Civic <input checked="" type="checkbox"/> Social <input type="checkbox"/> Boards of Council / Hall Boards
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2024 Request (insert dollar figure)	\$53,476
2025 Request (insert dollar figure)	\$54,546
2026 Request (insert dollar figure)	\$55,637
2027 Request (insert dollar figure)	\$56,750

If you are requesting an increase in the municipal grant for 2024, please indicate the reason for the increase.	We are requesting the allowable inflationary annual increase of 2%.
If you are requesting an increase in the municipal grant for 2025, please indicate the reason for the increase.	We are requesting the allowable inflationary annual increase of 2%.
If you are requesting an increase in the municipal grant for 2026, please indicate the reason for the increase.	We are requesting the allowable inflationary annual increase of 2%.
If you are requesting an increase in the municipal grant for 2027, please indicate the reason for the increase.	We are requesting the allowable inflationary annual increase of 2%.

Has your organization made a previous request for a Municipal grant to the Municipality of Clarington?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
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If yes, please complete the following:

Agency	Year	Requested	Received
Mun. of Clarington	2022-2023	\$53,895	\$52,427
Mun. of Clarington	2021-2022	\$52,580	\$52,580
Mun. of Clarington	2020-2021	\$54,000	\$54,000
Mun. of Clarington	2019-2020	\$50,000	\$50,000
Mun. of Clarington	2018-2019	\$50,000	\$50,000
Mun. of Clarington	2017-2018	\$40,500	\$40,500
Mun. of Clarington	2016-2017	\$48,000	\$39,500
Mun. of Clarington	2015-2016	\$29,532	\$29,532

Has your organization requested funding in the last 12 months from any other Municipal, Provincial or Federal department or agency?	Yes <input checked="" type="checkbox"/> X	No <input type="checkbox"/>
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If yes, please complete the following:

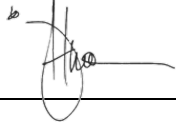
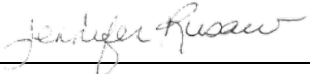
Agency	Year	Requested	Received
Township of Scugog – Kilometres for CCD support	2023	1000	1000
Community Services Recovery Fund (Gov't of Canada)	2023	95,000	0
United Way	2023	68,000	58,000
Ontario Community Supports Association	2023	187,211	0
Community Care Durham is requesting annual funding from all eight Durham Region Municipalities for the upcoming year and will continue to do so moving forward. This will allow us to enhance the programs/services we offer in each municipality, remove waitlists, provide more subsidies, etc.			

Terms and conditions

1. In the event that the funds allocated are not used for the services, event or project as described in the application, or if there are misrepresentations in the application, the amount of the financial assistance will be payable forthwith to the Municipality.
2. The applicant will make or continue to make attempts to secure funding from other sources, external to the Municipality of Clarington.
3. The applicant will keep proper books of accounts of all receipts and expenditures, relating to the services, event or project described in the application.
4. The applicant will retain and make available for inspection by the Municipality or its auditors all records and books of accounts of the Organization upon request from the Municipality, (which may be made within two years of the grant award).
5. If the recipient is an arms-length agency, the Grant Recipient shall indemnify and hold harmless the Municipality of Clarington against any claims, costs, causes of action, fines or any other losses or other penalties the Municipality of Clarington suffers related to the giving and usage of the grant to the grant recipient.

Declaration of Organizations' Executive

We certify that, to the best of our knowledge, the information provided herein is an accurate and complete and is endorsed by the Organization, which we represent and accept conditions as noted in this application.

Name	Title	Date	Signature
James Meloche	Chief Executive Officer	Sept. 7/23	
Jennifer Rusaw	Vice President, Client Services	Sept. 7/23	

This Application must be signed by two (2) Members of the Executive.

Budget Information

Please complete, in detail, the attached form. Also include a copy of the most recent statement of revenue and expenditures and statement of Assets/Liabilities (balance sheet), for the most recent fiscal year.

Please return application form to:

Financial Services Department
Municipality of Clarington
40 Temperance Street
Bowmanville, Ontario
L1C 3A6
(905) 623-3379 ext. 2601
finance@clarington.net

Budget Information

Revenue	2027	2026	2025	2024	2023
Grants – Federal / Provincial	\$216,057	\$211,821	\$207,667	\$203,596	\$231,343
Municipal Grant	\$56,750	\$55,637	\$54,546	\$53,476	\$52,427

Memberships	0	0	0	0	0
Registrations	0	0	0	0	0
Fundraising	\$695,500	\$595,500	\$495,500	\$395,500	\$252,945
Other – Ontario Health Funding	\$12,950,959	\$12,697,018	\$12,488,057	\$12,203,978	\$12,292,381
Other – Client Fees	\$2,500,164	\$2,451,142	\$2,403,080	\$2,355,961	\$1,884,829
Other – Investment Income	\$56,363	\$55,258	\$54,174	\$53,112	\$32,548
Other – Amortized Capital Contributions	\$186,277	\$182,625	\$179,044	\$175,533	\$179,051
Other – Grant Funding and Rebates	0	0	0	0	\$334,453
Last Year Surplus/Deficit					
Total Revenue	\$16,662,070	\$16,249,000	\$15,842,069	\$15,441,155	\$15,259,977

Expenditures	2027	2026	2025	2024	2023
Salaries – Full Time	\$8,566,342	\$8,312,012	\$8,060,708	\$7,812,370	\$7,020,277
Salaries – Part Time	\$3,474,579	\$3,406,450	\$3,339,657	\$3,274,173	\$3,991,942
Facility Rental	\$413,233	\$405,131	\$397,187	\$389,399	\$378,348

Office Supplies	\$56,102	\$55,002	\$53,923	\$52,866	\$67,673
Telephone	\$76,420	\$74,921	\$73,452	\$72,012	\$68,382
Advertising	\$43,695	\$42,839	\$41,999	\$41,175	\$41,020
Maintenance	\$306,216	\$300,212	\$294,325	\$288,554	\$258,074
Utilities	\$91,476	\$89,682	\$87,924	\$86,200	\$63,087
Other – Direct Program Expenses	\$3,331,862	\$3,266,531	\$3,202,482	\$3,139,688	\$3,204,293
Other - Amortization	\$302,144	\$296,220	\$290,412	\$284,717	\$276,118
Total Expenses	\$16,662,070	\$16,249,000	\$15,842,069	\$15,441,155	\$15,369,215

Surplus (Deficit)	0	0	0	0	\$(109,238)
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Note:

All applicants must complete this section in order to have application considered for funding. Please summarize your budget information using categories listed above.