



Community Care Durham
SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

Community Care Durham

Municipality of Clarington

November 24, 2023



Overview of Community Care Durham

- Our **340 staff** and **920 volunteers** provide a wide range of health and social support services to **9,682 clients** across Durham Region.
- We support **1366** clients in Clarington with many receiving more than one service – **2099** program participants.
- **203** dedicated volunteers in Clarington provided **11,924** hours of service.
- Our clients are **16** to **106** years of age.
- **92%** of our clients and **97%** of their Care Partners report positive satisfaction with our services.

Overview of Community Care Durham

- Through our supports, CCD addresses the needs of **Seniors, Food Security, Mental Health, Social Isolation, Care Partner Burnout, and Hospital Avoidance**, enabling clients to safely live at home.
- Consider the costs:
 - \$730/day - Hospital
 - \$201/day - Long Term Care
 - **\$103/day for an individual to remain at home with supports**

Mission

Supporting People, Strengthening Community

With coordinated networks of volunteers and staff, enrich the well-being and quality of life for people wherever they call home.

Vision

Communities where people are enabled to maximize their independence and thrive wherever they live.

Our Strategic Priorities

- Enhancing Client Quality of Life
- Investing in our People
- Championing Healthy Communities
- Building for our Future





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Our Services



CCD's Support of Clarington Residents

1,366 Clients



2,284
Meals



8,304
Visits
Social & Safety



10,893
Hours of Care



1,014
Foot Care
Visits



2,193
Group
Participants



1,963
Respite Hours
of Care



18,363
Meals



6,906
Rides



8,716
Hours of Care

Food and Nutrition

Meals on Wheels (hot and frozen)

- Last year CCD delivered **18,363** hot and frozen meals to **Clarington** residents.

Community Food Box

- We delivered the equivalent of **2,284** meals to **Clarington** residents.



Supporting Independence



Tom, a 94-year-old widower, gets Meals on Wheels delivered. He needed the program after losing his wife of 45 years. “My Martha, she spoiled me with all the cooking,” he said of his late wife. “I felt so helpless when she passed. A grown man who can’t even feed himself. I wouldn’t be here (at home) if it weren’t for them (the supports I receive),” Tom said.

“I don’t want to leave. This is my home.”

Adult Day Program

- Full-day supervised, therapeutic programming
- Activities are designed to improve cognitive, social, emotional and physical functions in either a group setting or based on an individual's needs
- Care partners can take a break knowing their loved ones are safe and engaged
- **10,893** hours of care in **Clarington**





Supporting Clients & Their Care Partners

“Thank you to all of the Day Program staff and volunteers. Since my husband started coming there, he has really come out of his shell and is much happier at home as well. He speaks so highly of you all and is enjoying himself immensely.

It also gives me some to myself, and I always know he is in good hands.”

Caregiver of Adult Day Program Client

COPE Mental Health Program



COPE = Creating Opportunities for Personal Excellence

- Community based support groups for individuals 16+
- In-person and online groups
- Workshops
- Focus is on education, community connection, and developing coping skills to improve mental health
- **2,193** group participants from **Clarington**

Supporting Mental Health



“Thank you for connecting us once again. Now more than ever, maintaining our connections is key to the stability and/or betterment of our mental health. Too often physical distancing can lead to isolation and for many of us, isolation can be deadly.

Thank you for giving us a way to break this possibility.”

COPE Client

Health and Wellness

Foot Care Clinics

- 1,014 visits in Clarington

Exercise & Falls Prevention Classes

Community Care Resource Nurse (new program)

- A registered practical nurse (RPN) provides nursing services in clients' homes that aim to prevent hospitalizations/emergency department visits while providing fast and efficient care to clients, preventing the exacerbation of chronic and/or new health conditions.



Help at Home

Respite – Caregiver Relief

- 1,963 hours of care in Clarington

Friendly Visiting & Telephone Reassurance

- 8,304 visits in Clarington



Help at Home

Assisted Living

- Available to eligible clients residing in the retirement community of **Wilmot Creek** in Newcastle and all **Bowmanville**
- Supports **high risk seniors** living at home
- Services include personal support, homemaking, security checks, and reassurance services
- Regularly scheduled visits are provided on a **24/7** basis by **Personal Support Workers**
- Clients also have option of requesting unscheduled visits by a Personal Support Worker for needs that cannot wait
- **8716** hours of care provided last year to residents of **Clarington**



Transportation

- Accessible Van Service
- Assisted Transportation
- Medical & Other Important Drives
- **6906** drives provided for residents of **Clarington** last year



Benefits to Clarington Residents

as a result of municipal funding

Client Fee Subsidies

- CCD provided **\$31,306** in program/service subsidies to residents of Clarington in FY22-23 who were experiencing financial challenges. This ensured that finances were not a barrier to clients accessing the programs/services they needed.

Value for Service Provided

- Funding requested is equivalent to **\$25 per program participant** in Clarington.
- CCD is requesting equivalent funding from all municipalities in Durham and the Region.

Benefits to Clarington Residents

as a result of municipal funding

Expanded Services

- CCD's Assisted Living program was initially offered to residents of Wilmot Creek. Service was then expanded to a 5km radius and further expanded to a 10km radius in Bowmanville 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 its residents have transportation to programs, medical appointments, etc. Last year **6909** rides were provided to Clarington residents, a higher number than any other municipality – **almost 25% of CCD's total rides**.

Benefits to Clarington Residents

as a result of municipal funding

No Adult Day Program Waiting Lists

- There are no waiting lists for our Adult Day Program in Clarington.

Beneficiary of Pilot Programs

- CCD's Community Care Resource Nursing program was first launched in Clarington and is proving effective in reducing hospitalization/emergency department visits while providing fast and efficient health care to clients.

Why Your Continued Support is Important

Partner with Community Care Durham to:

- Create awareness of our programs to those who need it and help residents of Clarington safely and independently age at home – where they want to be.
- Champion our role in Durham, with a focus on growth, collaboration and innovation to respond to the region's growing, and aging, community.
- Advocate for sustainable growth funding with a focus on technology and wage parity.
- Over time, help us bring to life the vision of Community Wellness Hubs across Durham through fundraising, connecting to local business, and grant supports.

Forthcoming Need



Accessible Passenger Bus



Forthcoming Need

- CCD's accessible passenger bus currently serving Clarington needs to be replaced within 2 years.
- Provides a vital service to Clarington residents, ensuring that they can access medical appointments, vaccination clinics, attend CCD's Adult Day Program, and go shopping for groceries or other necessities.
- Last year CCD provided **6,906** rides to **355** clients in Clarington – a number that will only continue to increase.
- CCD will ensure that costs related to maintenance, staffing, and operation of this vehicle are covered.
- For an investment of \$148,647, Clarington residents will have access to safe, accessible, and affordable transportation for ten years.



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Thank You!

James Meloche: Chief Executive Officer

Melissa Rudan: Lead, Community Capital Development

