



# ANNUAL REPORT 2006 – 2007

## Executive Director/Chair Report

This past year marked a significant milestone in the transformation of our health care system when the Local Health Integration Network (LHIN) assumed their full responsibilities as managers of the local health system. During this transition period, Community Care East York (CCEY) participated in a number of client and service provider focus groups and information sessions to assist the LHIN to develop an Integrated Health Service Plan (IHSP). The resultant plan addresses the needs and priorities of Seniors, those with Mental Health Issues, e-health and Human Resources just to name a few. In addition to the development of the plan, the LHIN established councils to oversee their priority areas. CCEY secured membership on the Back Office and e-Health councils.

Concurrent to the development of the LHIN plan, CCEY engaged in a strategic planning process with its clients, volunteers, staff and stakeholders. This process clearly confirmed the priority areas of the LHIN and identified specific community needs as well as organizational objectives regarding quality management, client safety, and workplace wellness. An immediate program outcome of this planning process was the initiation of our elder newcomer support program and the enhancement of our Intergenerational (ITLC) programs in the Thorncliffe and Flemingdon Park and Crescent Town areas. In addition, we have built the organizations infrastructure to accommodate these new programs, increasing our staff by three Full Time Equivalents. These new developments are a result of the wonderful support of our partners, donors and funders, the Ministry of Health, United Way, City of Toronto, and the Ministry of the Attorney General.

Our year was also a very active one with the local media highlighting our services. Newspaper articles and TV clips about our ITLC program occurred throughout the fall of 2006. The United Way sponsored the Strength Within Photo Exhibit at First Canadian Place, highlighting our Adult Day Program and other programs in the city.

CCEY also participated on special project committees with the Toronto East General Hospital (TEGH), other South East Toronto health care organizations and the Ontario Community Support Association (OCSA) to address the issue of access and referral for seniors within the sector.

Moving forward to a new fiscal year we continue to measure our successes and meet the objectives of our strategic plan using the Balanced Scorecard framework. We maintain a financially sound position and we are developing a new IT system to ensure greater efficiencies within our organization. Our activities this past year will position CCEY favourably to complete the Accreditation process for a second time with the Canadian Council of Health Services Accreditation in 2008.

We are indebted to our partners and funders for their support and to our staff and volunteers for their dedication to the clients of CCEY. We look forward to a new year of activity, growth and vision.

George Hurst  
Chair

Daphne Doak  
Executive Director

### *Mission Statement*

*Community Care East York is a community-based agency committed to providing quality services that promote independence, good health, and well-being.*

# Program Highlights

## Adult Day Program

- **128 clients** contributed to a total of **4,554 visits** throughout the year.  
Cultural awareness promotion through program features and foods served from different countries.  
Participated in the United Way "Strength Within" Photo Exhibit in the fall of 2006.  
Satisfaction survey indicated that 90% of caregivers were able to keep their loved one at home as a result of the ADP.

## Chinese Seniors Program

- **30 individuals** participated in ESL, singing and dancing and the newly formed Tai-Chi programs.  
Information and education presented by the Heart and Stroke Foundation was attended by many of the members.

## Friendly Visiting/Escorting

- **140 volunteers** visited **258 clients**, providing more than **11,500 volunteer hours**.  
Volunteers participated in educational workshops on Diabetes and Understanding the Muslim Culture.

## Full Circle

- Our partnership with TEGH and Woodgreen (Community Services) assisted over a **100 seniors**, who experienced emotional & mental health difficulties, providing them with intensive case management services.

## IT-LC

- **969 individuals** participated in this program. In the summer of 2006, United Way funded a youth IT-LC in partnership with Thorncliffe Neighbourhood Office.
- **102 older adult volunteers** shared hobbies and crafts with grade 4's and 5's during the school year throughout **12 schools** in East York.

## Personal Support and Homemaking

- **90,000 hours** of homemaking and personal care provided to more than **700 individuals** in the community and at our four supportive housing sites.  
Community Care Workers received more than **1,000 hours** of enhanced training for Alzheimer and Dementia Care, Palliative Care, Stroke Care and Ethics and Professionalism.

## Senior Centre

- **628 members** received **14, 613 units** of service with the help of **100 volunteers**. Congregate dining served **225 clients**.  
**Candy Cane Magic** was a great success and raised **\$17, 503.00**, thanks to the volunteers contributing over **573 hours**.  
The **Income Tax Clinic** offered e-filing. This allowed the volunteers to process more returns.

## Social Work

- **Three** social workers processed **2,000 intake calls** and provided **7,481 hours of service** to **2,692 clients**. These services included individual counseling, caregiver support, bereavement and support groups, information and referral as well as training to CCEY on issues such as Suicide and Abuse in Vulnerable populations.  
CCEY received funding to develop a Newcomer Elder Abuse program in partnership with Thorncliffe Neighbourhood Office and Flemingdon Health Services.

## Transportation and Handy Person

- Increased afternoon pick ups to accommodate more rides for clients. In 2006 we provided **6,743 rides** to **253 clients**.

## Vacation Plus

- Has over **500 members** from diverse cultural backgrounds in the GTA. The program incorporated health promotion material and featured low cost and wheelchair friendly options into its monthly calendar of events.

---

### *Thank you to our funders*

- Toronto Central LHIN
- United Way of Greater Toronto
  - City of Toronto
- Ministry of the Attorney General

### *2006/2007 Donations*

Bequest: \$ 33,000.00  
Members: \$ 40,816.00

*Thank you for your support!*

---

## **Auditors' Report on 2007 Summarized Financial Statements**

### **To the Members of Community Care East York**

The accompanying summarized statement of financial position and statement of revenue, expenditures and net assets are derived from the complete financial statements of **Community Care East York** as at March 31 2007 and for the year then ended. In our auditors' report on the complete financial statements dated April 30, 2007 we expressed a qualified opinion because we were unable to satisfy ourselves concerning the completeness of donation revenue. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

The summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the entity's financial position and results of operations and cash flows, reference should be made to the related complete financial statements.

PKF Hill LLP

Licensed Public Accountants  
Toronto, Ontario  
April 30, 2007

**COMMUNITY CARE EAST YORK**

Summarized Balance Sheet as at March 31

**ASSETS**

	<b>2007</b>	<b>2006</b>
Current assets		
Cash and short-term deposits	\$ 1,766,565	\$ 1,520,638
Grants and fees receivable	50,250	50,840
Accounts receivable and other	28,002	48,234
	<hr/> 1,844,817	<hr/> 1,619,712
Property and equipment	33,192	57,655
	<hr/> \$ 1,878,009	<hr/> \$ 1,677,367

**LIABILITIES**

Current liabilities		
Accounts payable and accrued liabilities	\$ 236,350	\$ 169,877
Due to Ministry of Health	79,327	133,544
Deferred revenue - grants and restricted contributions	72,900	6,111
	<hr/> 388,577	<hr/> 309,542
Deferred revenue - property and equipment	26,221	43,543
	<hr/> 414,798	<hr/> 353,085
<b>NET ASSETS</b>	1,463,211	1,324,282
	<hr/> \$ 1,878,009	<hr/> \$ 1,677,367

**COMMUNITY CARE EAST YORK**Summarized Statement of Revenue, Expenditures and Net Assets  
Year Ended March 31

	<b>2007</b>	<b>2006</b>
<b>REVENUE</b>		
Government funding	\$ 3,527,116	\$ 3,507,407
Fees for service	539,582	523,566
United Way	193,939	164,523
Other	215,104	284,597
	<hr/> 4,475,741	<hr/> 4,480,093
<b>EXPENDITURES</b>		
Staffing and related costs	3,552,671	3,349,616
Program and other	460,469	461,375
Building and office	323,672	445,913
	<hr/> 4,336,812	<hr/> 4,256,904
Excess of revenue over expenditures		
NET ASSETS, beginning of year	1,324,282	1,101,093
NET ASSETS, end of year	<hr/> \$ 1,463,211	<hr/> \$ 1,324,282

**Community Care East York**  
840 Coxwell Avenue, Suite 303  
Toronto, Ontario  
M4C 5T2  
Tel: 416-422-2026

Fax: 416-422-1513

[www.ccey.org](http://www.ccey.org)