



Serving our community since 1971

ANNUAL REPORT 2008 – 2009

Executive Director/Chair Report



Daphne Doak
Executive Director

In spite of the economic downturn this past year, CCEY saw much activity focusing on our strengths and embracing opportunities where we could further our mission: *to provide quality services that promote independence, good health and well-being to our community.* To this end CCEY received “Aging At Home” funding to enhance our Thorncliffe Supportive Housing site and have undertaken many initiatives in collaboration with our community partners to be Client-centered and driven by the needs of our communities. These initiatives include the “Home At Last” program, Integrated Wellness, Transportation program, just to name a few. They have not only provided



Susan Tremblay
Chair

more services to our seniors but have overall set the stage to transform our health care system to reduce hospital emergency wait times and improve appropriate placement of seniors in the community rather than in a hospital setting.

Our Balanced Scorecard, the organizations strategic and evaluative tool demonstrates that we have made notable advances in service delivery and organizational health:

- Increased wellness and health promotion programming at our supportive housing sites
- Increased number of partnerships in the delivery of services
- Above average retention rate among staff
- Above average rates for client and staff satisfaction
- Increased number of clients served
- Maintenance of a balanced budget.

The Accreditation process came to fruition last fall when we received our Accreditation status from Accreditation Canada thanks to the hard work of staff, volunteers and input from our various stakeholders. The new processes adopted as a result of this comprehensive review have created greater efficiencies and provided safer care to better serve our community.

We would like to take this opportunity to thank all partners and funders for their continued support, and CCEY’s staff and volunteers for their dedication to the clients of CCEY. We all look forward to a year of new vision and growth.

Mission Statement

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

2008 / 2009 Program Highlights

Adult Day Program

The program continues to grow. This year, 137 participants attended the Adult Day Program a total of 4,971 times. Caregivers reported that the program has provided the respite they need to manage personal and professional responsibilities while their loved one continues to be supported in the community.



Chinese Senior Program

126 clients participated in social and recreation programs including fitness, Tai Chi, music activities and traditional dance. Annual events including Chinese New Year, Mid-autumn Festival and seasonal special events attracted new members from the community.

Friendly Visiting

Over 130 volunteers provided 19,434 social support visits and medical escorts to 311 clients. Volunteers also participated in a number of educational workshops including Conflict Resolution and Fall Prevention training.

Footcare Nursing Program

Healthy footcare management plays an important role in keeping seniors active and healthy. This program is provided by specially trained, certified nurses who provide consultation, assessment and basic footcare treatments in a client's home as well as in footcare clinics (12 Thorncliffe and the Senior Centre). 259 clients accessed this program a total of 959 times this year.

Full Circle

In partnership with Toronto East General Hospital and Woodgreen Community Center this program provides support and counseling to individuals above the age of 60 dealing with mental health and emotional needs related to aging. Our Intensive case management services assist individuals to understand and manage their health concerns to achieve and maintain their independence.

Handyperson/SCOPE

Our caring staff or brokers are available to assist with basic household maintenance. From lawn work to snow shoveling, our handypersons and brokers provide an essential service for those who have difficulty performing these tasks on their own. We also maintain our SCOPE student help program, which engages students to assist clients with similar home maintenance tasks. This year CCEY served 721 clients in this program.

Intergenerational Teaching and Learning

With the addition of a Summer Youth program (at Crescent Town) and a cooking program implemented at 12 Thorncliffe, this year over 1,000 youth and senior volunteers collectively participated in the program. Volunteers were provided with training workshops which enabled them to implement new crafts and cooking classes.



Thank You

Thank you to our funders

Toronto Central LHIN	United Way of Greater Toronto
City of Toronto	New Horizons
Ontario Trillium Foundation	Status of Women, Canada

2008/2009 Donations

Members and clients: \$ 45,707.00
Bequest: \$ 243,043.00

Thank you for your support!

2008 / 2009 Program Highlights

Integrated Wellness Program

323 clients residing at our supportive housing sites accessed our Integrated Wellness programs a total of 2,478 times. Programs included fitness, fall prevention, nutritional counseling, health education, breakfast and communal dining programs. The Healthy Futures Fair provided community and support service information to over 100 attendees.

Senior Centre

609 members accessed program activities a total of 10,290 times. Programs included fitness, painting, discussion groups, Tai Chi, Line Dancing and Arts & Crafts. 4,064 meals were served through our congregate dining program. A multicultural festival event attracted over 125 people from the community.



Social Work

The Social Work program continues to work with community members in an effort to improve their quality of life.

In 2008/2009 the team served 940 individuals and had over 3,000 direct contact with clients via one on one case management and counselling as well as support groups. The social workers facilitated a caregiver support group, bereavement support group, a Chinese Seniors group and a Mutual Self-help caregiver and bereavement support group.

Supportive Housing/Personal Support and Homemaking

Our highly trained Community Care Workers (CCWs) provide personal care in both the community and Supportive Housing settings. Our workers are available on a scheduled basis to assist with bathing, grooming, assisting with medications and light house cleaning including laundry, vacuuming, dishwashing, dusting, and cleaning kitchens and bathrooms. At our Supportive Housing sites, caring CCWs are available on a 24-hour as needed basis. This year, CCEY provided over 87,000 hours of personal support and homemaking to 771 individuals.

Transportation

For seniors and/or adults with disabilities who are homebound or feeling disconnected from the community, we offer a transportation program to take clients to medical appointments, grocery shopping, and social/non-medical events. CCEY is also a partner agency in the Toronto RIDE initiative and now works to efficiently coordinate rides across Toronto. Currently, CCEY is providing approximately 1,100 rides per month.

Vacation Plus

547 members attended Vacation Plus events a total of 15,849 times. The program continues to offer a full list of activities for members with theatre trips remaining the highest attended events. Health promotion trips included health education presentations at local sites and guided hikes through the city's green spaces.



Thank you to all staff and volunteers who assist in ensuring that the CCEY mission is accomplished, by providing quality services to the clients in our community.

Board of Directors

Officers

Chair - Susan Tremblay
Vice-Chair - Eileen Ryan
Treasurer - Barbara Baca
Secretary - Sarah Downey

Directors

Helen Berezansky	Pamela Davis-Ross
Gabrielle Bochynek	Doris Ditner
Brian Cass	Chris Istanbul
Anette Chawla	Barbara Oyler

COMMUNITY CARE EAST YORK

Summarized Balance Sheet as at March 31

	2009	2008
ASSETS		
Cash	\$ 1,745,850	\$ 1,526,203
Short-term deposits	302,500	304,062
Grants and fees receivable	62,556	76,129
Accounts receivable and other	76,207	25,338
	<hr/> 2,187,113	<hr/> 1,931,732
Property and equipment	44,938	15,474
	<hr/> \$ 2,232,051	<hr/> \$ 1,947,206
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	\$ 241,090	199,014
Due to Ministry of Health	70,703	80,522
Deferred revenue - grants and restricted contributions	159,401	179,320
	<hr/> 471,194	<hr/> 458,856
Deferred revenue - property and equipment	44,938	15,474
	<hr/> 516,132	<hr/> 474,330
NET ASSETS	<hr/> 1,715,919	<hr/> 1,472,876
	<hr/> 2,232,051	<hr/> \$ 1,947,206

COMMUNITY CARE EAST YORKSummarized Statement of Revenue, Expenditures and Net Assets
Year Ended March 31

	2009	2008
REVENUE		
Government funding	\$ 3,887,884	\$ 3,638,874
Fees for service	531,809	529,841
Other	363,779	191,715
United Way	229,182	183,152
	<hr/> 5,012,654	<hr/> 4,543,582
EXPENDITURES		
Staffing and related costs	3,894,427	3,720,640
Program and other	534,088	472,219
Building and office	341,096	341,058
	<hr/> 4,769,611	<hr/> 4,533,917
Excess of revenue over expenditures		
NET ASSETS, beginning of year	1,472,876	1,463,211
NET ASSETS, end of year	<hr/> \$ 1,715,919	<hr/> \$ 1,472,876

Community Care East York
840 Coxwell Avenue, Suite 303
Toronto, Ontario
M4C 5T2

Tel: 416-422-2026 Fax: 416-422-1513

www.ccey.org**United Way**