

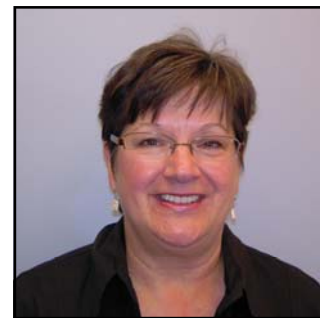
ANNUAL REPORT 2009 – 2010

Executive Director/Chair Report



Daphne Doak
Executive Director

The economic climate of this past year challenged us to both improve quality of care while reducing service costs through innovation and integration opportunities. CCEY focused on partnerships and projects that would meet funder expectations and further our mission: *to provide quality services that promote independence, good health and well-being to our community.* Recognition of our work on the integrated care model “Supporting You at Home” was highlighted at the Ontario Hospital Association-Health Achieve Symposium last fall. CCEY continues its work with its community partners and the Toronto Central LHIN to



Susan Tremblay
Chair

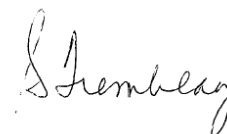
further promote a sustainable solution to cost effective and quality service delivery.

Our focus on improving integration across CCEY and reducing duplication resulted in a new event for our volunteers in a shared celebration of commitment and years of service to the community. This past year was the first of such events with over 120 volunteers in attendance, many being recognized for five to twenty years or more of service.

CCEY also undertook a comprehensive strategic planning process with clients and various stakeholders participating in surveys and focus groups to provide input into setting our strategic course for the next four years. The process has resulted in a greater focus on the client experience, further development of supportive housing and wellness for seniors, along with greater community engagement.

Organizational readiness both on the human and resource side, to support our strategic directions, is a priority for the coming year. The implementation of a new client information management system-(Procura) will be an asset to CCEY clients and provide greater capacity to produce immediate metrics on client numbers, service scheduling, financial monitoring and quality measurement.

Finally, our organizational dashboard once again identifies sound financial health, above average client and staff satisfaction scores, increased client and volunteer hours and innovative program delivery models. These results are due to the significant contributions made by the CCEY team of volunteers and staff and the ongoing support of our funders and donors. Thank you for your continued commitment and, with our renewed strategy in hand, we look forward to a year of innovation 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.

2009 / 2010 Program Highlights

Adult Day Program

139 Adult Day Program clients attended programming a total of 4,930 times. The ages of clients range from 45 to 99, with younger clients experiencing Acquired Brain Injury and Early On-set Dementia. Staff have enhanced the Fall Prevention activities focusing in on education and exercise as part of integrated programming.

Chinese Senior Program

The Chinese Senior Program continues to grow with membership increasing by 23% from prior year. Participants of the program include Supportive Housing tenants and local community members. Celebratory events such as Chinese New Year and the Mid-Autumn Festival held at the Senior Centre has increased awareness and participation of new members to the Senior Centre.



Mid-Autumn Festival celebrations.

Friendly Visiting

Friendly Visiting and Escorting continues to experience increases in requests for service, including language specific volunteers to meet support needs. In 2009/2010, 21,437 visits were provided including social support to isolated seniors and escorts to medical and service support appointments.

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. In 2009/2010, 277 clients accessed this program a total of 1,058 times this year. The program plays an important role in our "Supporting You at Home" model of care.

Full Circle

In partnership with Toronto East General Hospital and WoodGreen Community Centre, Full circle provides intensive case management to seniors living in the community with severe and persistent mental health issues. Through system navigation, counseling and support, this program is an important resource for these seniors to maintain their health and 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 778 clients in this program.

Intergenerational Teaching and Learning

The ITLC program added one school in 2009 (George Webster Elementary School) and currently runs the program in 14 schools in East Toronto. There continues to be a need for focused programming to address the unique needs of students within the Toronto District School Board. The ITLC program continues to work with school administration to enhance programming and address identified needs for newcomers and students in the ESL, Developmentally Delayed and Mildly Intellectually Delayed programs.



Puff quilting with ITLC students.

Thank You

Thank you to our funders

Ministry of Health /Long Term Care
 Toronto Central LHIN City of Toronto
 United Way of Greater Toronto
 New Horizon for Seniors
 Ontario Trillium Foundation

2009/2010 Donations

Members and clients:
 \$ 45,707.00

Thank you for your support!

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.

2009 / 2010 Program Highlights

Integrated Wellness Program

Successful implementation of an extensive variety of health and wellness activities within 4 Supportive Housing sites has resulted in 3,359 individual attendances. Outreach has been conducted with local organizations to provide additional programming. On-site access to a variety of fitness classes, resource/service education workshops, health and wellness programs, nutritional counseling and special events continue to be well received by participants.

Senior Centre

694 members attended 10,929 individual program activities which included fitness, painting, discussion groups, tai chi, line dancing, and arts and crafts. 4078 meals were served through our congregate dining program. Last year, the Senior Centre celebrated its 20th Anniversary, marking the success of a program that has grown from grass-roots efforts to a current membership of nearly 700 individuals.



20th Anniversary celebrations at the Senior Centre.

Social Work

The Social Work Department continues to work with seniors in the community to maintain their mental and physical health, and improve their quality of life. Through counseling for mental health issues, helping navigate bureaucracy, and referring clients to other supports within CCEY and the wider community our social workers help seniors maintain their independence. As well as one-on-one counseling, we offer support groups, including bereavement and caregiver support and a support group aimed at Chinese seniors. In 2009/2010 the team served 1,099 clients and 692 caregivers and had over 6,000 direct contact with clients.

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 89,000 hours of personal support and homemaking to 795 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 Toronto RIDE to efficiently coordinate rides across Toronto. Currently, CCEY is providing approximately 1,100 rides per month.

Vacation Plus

566 members attended programming a total of 16,487 times, which is an increase from prior year. With a full list of activities for members to enjoy together in the community, lunch and theatre trips are still the highest attended events. Health promotion trips included health education presentations at local sites and guided hikes through the city's green spaces.



Vacation Plus members in Gananoque.

Board of Directors

Officers

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

Directors

Helen Berezansky	Gabrielle Bochynek	Brian Cass
Anette Chawla	Pamela Davis-Ross	Doris Ditner
Chris Istanbul	Ron Luciano	Dianne Neale
	Barbara Oylar	

COMMUNITY CARE EAST YORK

Summarized Balance Sheet as at March 31

	2010	2009
ASSETS		
Cash	\$ 843,428	\$ 1,745,850
Short-term deposits	1,000,500	302,500
Grants and fees receivable	63,843	62,556
Accounts receivable and other	63,179	76,207
	1,970,950	2,187,113
Property and equipment	28,240	44,938
	\$ 1,999,190	\$ 2,232,051
LIABILITIES		
Accounts payable and accrued liabilities	\$ 267,469	\$ 241,090
Deferred grant revenue	39,906	230,104
	307,375	471,194
Deferred revenue - property and equipment	28,240	44,938
	335,615	516,132
NET ASSETS	\$ 1,663,575	\$ 1,715,919
	\$ 1,999,190	\$ 2,232,051

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

	2010	2009
REVENUE		
Government funding	\$ 4,047,844	\$ 3,887,884
Fees for service	498,149	531,809
United Way	254,047	229,182
Other	96,141	363,779
	4,896,181	5,012,654
EXPENDITURES		
Staffing and related costs	4,085,328	3,894,427
Program and other	527,285	534,088
Building and office	335,912	341,096
	4,948,525	4,769,611
Excess (deficiency) of revenue over expenditures		
NET ASSETS, beginning of year	1,715,919	1,472,876
NET ASSETS, end of year	\$ 1,663,575	\$ 1,715,919

Community Care East York
840 Coxwell Avenue, Suite 303
Toronto, Ontario
M4C 5T2
Tel: 416-422-2026
Fax: 416-422-1513
www.ccey.org

