



Serving our community since 1971

ANNUAL REPORT 2007 – 2008

Executive Director/Chair Report

The past year saw much activity within the Toronto Central LHIN environment including the Aging At Home Strategy, announced in August 2007. This provided CCEY with an opportunity to secure additional funds for our seniors living in supportive housing facilities, to remain in their home safely, with dignity and independence. We have been short listed in the submission process and is currently awaiting the final results.

Concurrent with the LHIN activity, CCEY participated in a number of community engagement initiatives. Client focus groups were held in partnership with other community organizations, at various locations throughout our catchment area to hear the voice of our seniors, to identify and to further plan services.

CCEY has also undergone a formal year long process in preparation for our Accreditation survey visit in May 2008 by surveyors from Accreditation Canada, formerly called the Canadian Council on Health Services Accreditation. We implemented a quality framework, the Balance Scorecard to guide us in our processes, and we have used it successfully to report on our services and to identify improvement opportunities. Board, staff and volunteers have adopted these new processes over the year and will continue to do so in order to better serve you.

At the program level, our services have been enhanced due to the wonderful support of our partners, donors and funders.

- The Elder Newcomer Support program continues to grow and serve new clients in Flemington, Thorncliffe Park and O'Connor areas. Use of art therapy and dramatic arts has been a new development to achieve client engagement and support. Transportation needs of our clients were addressed with the addition of a new vehicle, compliments of United Way, to increase our fleet to four vehicles.
- The Cosburn Older Women Support Group funded by Status of Women, began this spring to develop an information education/support program and volunteer network to support and meet the transitional needs of aging older women. We welcomed MP Bruce Stanton at the Cosburn Senior Centre in February to announce the funding for this project.
- The Integrated Wellness Program located at four satellite sites, funded by the Ontario Trillium Foundation experienced increased senior participation in the area of wellness, health promotion and fitness.

CCEY also participated on special committees such as the Community Advisory Committee (Toronto East General Hospital), Community Advisory Committee (South East Toronto Family Health Team), Back Office Council, Ontario Community Support Association Executive Committee, to address issues of client access and referral within the sector. Moving forward to a new fiscal year we continue to measure our successes and improve on our opportunities. We maintain a financially sound position and we are developing a new IT system to ensure greater efficiencies within our organization.

We are indebted to our partners and funders for their continued 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.

James Gilmore
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.

2007 / 2008 Program Highlights

Personal Support and Homemaking

Community Care Workers participated in over 1,200 of enhanced training in topics that included: Falls Prevention, Infection Prevention & Control, Mental Health and Culturally Sensitive Care. Approximately 90,000 hours of homemaking and personal care were provided to more than 700 individuals in the community and living in our four supportive housing sites.



Friendly Visiting

111 Volunteers provided 13, 946 social support visits to 331 individuals, either in person or by telephone. Volunteers also participated in a client safety initiative focused on Falls Prevention and completed Diversity training from an experiential perspective.

Full Circle

Our partnership program with Toronto East General Hospital and Woodgreen Community Services assisted 90 older adults aged 60+ who were experiencing mental health and emotional issues. Case Managers provided 2,700 hours of intensive support.

Intergenerational Program - IT-LC

958 children, youth and senior volunteers collectively participated in the program a total of 4,216 times. The new summer program at the Cosburn United Church site was attended by 20 young people and 5 senior volunteers. In 2007, CCEY expanded the school program in Crescent Town.



Senior Centre

This year we achieved an 11% growth in new membership. The Income Tax Clinic saw an increase in e-filing of tax returns which allows for faster processing. Candy Cane Magic was a great success, raising \$17, 243. Thank you to all the volunteers for making this another successful event.

Transportation

More community transportation rides were provided over the year through the purchase of a new vehicle and the hiring of more drivers. Community Care East York has also become a partner agency in Toronto RIDE and is actively coordinating accessible, Toronto-wide transportation for all clients.



Thank You

Thank you to our funders

Toronto Central LHIN	United Way of Greater Toronto
City of Toronto	Ministry of the Attorney General
Ontario Trillium Foundation	Status of Women, Canada

2007/2008 Donations

Members and clients: \$ 38,975.00

Thank you for your support!

2007 / 2008 Program Highlights

Chinese Seniors

111 individuals participated in special events, ESL classes, Tai-Chi and other activities. The annual Chinese New Year celebration was a great success and was attended by more than 50 community members.



Handy Person Program

600 community members were assisted with odd jobs through our Home Maintenance, SCOPE and Handyperson Program. Snow shovelling, grass cutting and yard work were the most requested jobs resulting in 9,800 contacts during 2007/2008.

Vacation Plus

Participant feedback has been very positive for all program events and members tell us that the program has assisted them to remain active and participate in social events. The annual holiday dinner at George Brown was attended by more than 100 individuals, who enjoyed a wonderful turkey dinner with all the trimmings and a great, festive atmosphere.

Adult Day Program

144 clients attended a total of 4,740 program days throughout the year. Caregivers reported that the Adult Day Program contributed to their psychological & physical health, as well as to their ability to manage personal and professional responsibilities.

Integrated Wellness Program

In the past year, Community Care East York introduced a new Integrated Wellness Project aimed at promoting health in the community. This program is currently operating at 4 satellite locations and takes a holistic approach to wellness promotion through fitness, education, links to community resources, diversity and social activation. Ten community agencies are involved in providing programs.

Social Work

CCEY's Newcomer Elder Support Program, in partnership with Thorncliffe Neighbourhood Office and Flemington Neighbourhood Services, provided counselling, support and education to adults aged 50+ who are new to Canada and experiencing isolation and/or abuse. An ongoing monthly bereavement group was started at the request of participants from our current seven-week, structured program.

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

L. James Gilmore, Chair
Peter Tonev, Treasurer
Barbara Oyler, Secretary

Directors

Barbara Baca	Helen Berezansky	Gabrielle Bochynek
Brian Cass	May Chow	Pamela Davis-Ross
Mary Floro-White	Chris Istanbul	Eileen Ryan

COMMUNITY CARE EAST YORK

Summarized Balance Sheet as at March 31

	2008	2007
ASSETS		
Cash	\$ 1,526,203	\$ 1,366,565
Short-term deposits	304,062	405,000
Grants and fees receivable	76,129	50,250
Accounts receivable and other	25,338	28,002
	<hr/> 1,931,732	<hr/> 1,844,817
Property and equipment	15,474	33,192
	<hr/> \$ 1,947,206	<hr/> \$ 1,878,009
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	199,014	\$ 236,350
Due to Ministry of Health	80,522	79,327
Deferred revenue - grants and restricted contributions	179,320	72,900
	<hr/> 458,856	<hr/> 388,577
Deferred revenue - property and equipment	15,474	26,221
	<hr/> 474,330	<hr/> 414,798
NET ASSETS	<hr/> 1,472,876	<hr/> 1,463,211
	<hr/> \$ 1,947,206	<hr/> \$ 1,878,009

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

	2008	2007
REVENUE		
Government funding	\$ 3,638,874	\$ 3,527,116
Fees for service	529,841	539,582
United Way	191,715	193,939
Other	183,152	215,104
	<hr/> 4,543,582	<hr/> 4,475,741
EXPENDITURES		
Staffing and related costs	3,720,640	3,552,671
Program and other	472,219	460,469
Building and office	341,058	323,672
	<hr/> 4,533,917	<hr/> 4,336,812
Excess of revenue over expenditures	9,665	138,929
NET ASSETS, beginning of year	1,463,211	1,324,282
NET ASSETS, end of year	<hr/> \$ 1,472,876	<hr/> \$ 1,463,211

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**