



**Community Care Durham**  
*Supporting People, Strengthening Community*

# **MEDIA**

# **KIT**

## **PROFILE**

Community Care Durham (CCD), established in 1977, is a multi-service registered charitable organization that provides services to more than 12,000 Durham Region adults and their caregivers who have needs related to aging, physical and/or mental health. Our services are provided free of charge or for a minimal fee, and are administered through various service locations serving the communities of Ajax, Brock, Clarington, Oshawa, Pickering, Scugog, Uxbridge and Whitby.

## **OUR MISSION**

**“Supporting People, Strengthening Community”**

Community Care Durham supports adults and their caregivers who have needs related to aging, physical and/or mental health. We consistently strive, with a network of community support, to enrich the quality of life and independent living for those we serve.

## **OUR VISION**

Focusing on the needs of our clients, Community Care Durham continues to lead in the transformation and strengthening of community health excellence. With a network of community support, CCD enriches our clients’ well-being and their quality of life with independence and dignity.

## **STRATEGIC DIRECTION**

Continue to be a leader and strive to be a provider of choice in the governance, management and delivery of integrated quality community support services.



## QUICK FACTS ABOUT COMMUNITY CARE DURHAM

### **OUR SERVICES:**

Access to Primary Care (APC): Provides Personal Support Worker (PSW) accompaniment to high-risk older adults who require support to attend primary care appointments or assessments.

Adult Day Programs: Provides a safe and comfortable setting for clients to enjoy a wide array of social and recreational programs, and at the same time provides a break for caregivers. The programs are available to all Durham residents.

Assisted Living Services (ALS) & Supportive Housing (SH): ALS and SH address the needs of high-risk seniors who can reside at home and require the availability of personal support, homemaking, security checks and reassurance services on a scheduled and unscheduled 24/7 basis. These services are available in identified areas.

COPE Mental Health is a community mental health program offering support to adults with emotional and/or mental health concerns through a wide variety of psycho-educational and social recreation groups.



Exercise & Falls Prevention: Group classes for seniors focusing on strength-building, balance and injury prevention. For a list of locations hosting classes, please visit our website.

Foot Care Clinics: Foot care services provided by registered foot care nurses in community settings.

Friendly Visiting: Volunteers visit on a regular basis to share in activities and provide companionship to clients.

Home At Last (HAL): PSW staff assist clients to get home and settle in safely and comfortably after a stay in the hospital.

Home Help & Home Maintenance: Brokered helpers provide assistance with light housekeeping and yard work because of needs related to aging, physical and/or mental health.

In-Home Respite: PSWs are trained to maintain a safe home environment and provide personal care, assistance with the activities of daily living, social interactions, meal preparation, client-centered light homemaking and more.

LEAP (Long-term Emergency Avoidance Program): LEAP is a full fee service available to clients whose needs cannot be met through other Central East LHIN-funded services offered by Community Care Durham (CCD). LEAP offers assistance with routine living activities including personal care, light homemaking, meal preparation, laundry and local drives to shopping and medical appointments.

Luncheon Out: With a focus on helping seniors stay connected, Luncheon Out provides an opportunity for clients to enjoy a nutritious meal and entertainment in a social setting.

Meals on Wheels: Nutritionally balanced hot or frozen meals are delivered by volunteers to clients in their homes.

Specialized Psychogeriatric Support: Clinical outreach assessment, consultation and supportive services for high-risk older adults (65 years +) who live in the community and have complex needs related to mental health concerns.

Telephone Reassurance: Volunteers provide regular phone calls to check on the well-being of clients.

Transportation: Drives provided for clients to medical appointments, shopping, attendance at Day Programs, etc.

*Services vary by location and are subject to the availability of volunteers.*



## **OUR CLIENTS:**

We serve more than 12,000 Durham Region adults and their caregivers who have needs related to aging, physical and/or mental health. Here's what one grateful family member says about our service: "My mom is 95. I feel that your staff are an extension of me. They are all so wonderful and treat her like gold. I cannot thank Community Care enough for all the support I have been given. This enables me to keep my mom at home with me. Thank you, thank you!"

## **OUR VOLUNTEERS:**

CCD'S 2,000+ volunteers are the heart and soul of our daily operations. Our success depends absolutely on their commitment and contributions. It's a wonderful way to share your knowledge and skills, make a difference in someone's life and improve your community.

Volunteering enriches your  
*life!*

## **OUR SERVICE LOCATIONS:**

We are committed to providing our clients with access to a range of services through service locations across Durham Region serving the communities of Ajax, Brock, Clarington, Oshawa, Pickering, Scugog, Uxbridge and Whitby. Our physical locations include six Home Support/COPE offices, four Adult Day Program locations, and four Assisted Living offices, but most of our services are available to all Durham Region residents.

## **FINANCIAL SUPPORT:**

Community Care Durham is funded in part by the Ministry of Health & Long Term Care through the Central East Local Health Integration Network (CE LHIN), the United Way and donors who contribute to the successful operation of CCD, and the development and delivery of our services. CCD relies on private and community donations to help deliver our services. Financial support goes a long way and helps CCD provide a variety of needed services at an affordable cost to our clients. Donations can be easily made through your local CCD office, on our website, or through United Way Durham Region.

## **HOW WE ARE GOVERNED:**

Community Care Durham is governed by a Board of Directors composed of 15 dedicated, community-minded individuals who give their time to provide assistance in the development and implementation of policies, and to support our organization in fulfilling our mission. Here are our Board Members:

Keith Tournay, President

1<sup>st</sup> Vice President: currently vacant

Wendy Marks, 2<sup>nd</sup> Vice President

Charlotte Empringham, Secretary

Jennifer Cree, Past President

Directors: Jane Carcich, Marsha Ely, Arlene Inkster, Garth Johns, Sharon Kennedy, Gail Rickard, Dave Sansom, Rory Scully, Jack Taylor, Sharon Williams

Ex-officio: Laura Ricketts, Executive Director

## **SENIOR TEAM:**

Laura Ricketts, Executive Director

[lricketts@communitycaredurham.on.ca](mailto:lricketts@communitycaredurham.on.ca), (905) 668-6378

Annamaria Maccarone, Director of Corporate Services

[amaccarone@communitycaredurham.on.ca](mailto:amaccarone@communitycaredurham.on.ca), (905) 668-4254

Sally Barrie, Director of Home Support  
[sbarrie@communitycaredurham.on.ca](mailto:sbarrie@communitycaredurham.on.ca), (905) 668-6291

Jennifer Rusaw, Director of COPE Mental Health & Specialized Geriatrics  
[jrusaw@communitycaredurham.on.ca](mailto:jrusaw@communitycaredurham.on.ca), (905) 668-6291

Gennifer Doucette, Director of Respite & Assisted Living  
[gdoucette@communitycaredurham.on.ca](mailto:gdoucette@communitycaredurham.on.ca), (905) 668-6854

Connie Jamieson, Director of Human Resources  
[cjamieson@communitycaredurham.on.ca](mailto:cjamieson@communitycaredurham.on.ca), (905) 985-7029

Heather Hodgson, Director of Finance  
[hhodgson@communitycaredurham.on.ca](mailto:hhodgson@communitycaredurham.on.ca), (905) 985-4104

## **OUR LOCATIONS:**

**Administration:** 16100 Old Simcoe Road, Port Perry, ON L9L 1P3, 905-985-0150

**Ajax-Pickering:** 1420 Bayly Street, Unit #6, Pickering, ON L1W 3R4, 905-837-0017  
Adult Day Program: 905-420-5010

**Brock:** 1 Cameron Street East, Cannington, ON L0E 1E0, 705-432-2900

**Clarington:** 2440 Hwy. 2, Unit #1, Bowmanville, ON L1C 0K6, 905-623-2261  
Adult Day Program: 905-623-2261

**Oshawa & Whitby:** 20 Sunray Street, Whitby, ON L1N 8Y3, 905-668-6223  
Adult Day Program: 905-668-6223

**Scugog:** 16100 Old Simcoe Road, Port Perry, ON L9L 1P3, 905-985-8461

**Uxbridge:** 75 Marietta Street, Uxbridge, ON L9P 1K7, 905-852-7445  
Adult Day Program: 905-852-7222

### **Assisted Living Services:**

Ajax: 905-427-2888

Clarington: 905-623-4553

Oshawa: 905-240-2285

Whitby: 905-668-7729

### **Available in all Durham communities:**

In-Home Respite: 1-888-255-6680

Home At Last & Access to Primary Care: 905-914-1574