

Autumn 2010



*Agency benefits from generosity of  
Waldens on their Golden Anniversary*

Local residents Eleanor and Murray Walden celebrated their 50th wedding anniversary in October, and designated Community Care as the recipient of donations from friends and family to honour the occasion. Eleanor, a longtime volunteer with the agency, served on the Board of Directors for 10 years and continues actively with fundraising events and the 25th Anniversary Committee.

Photo courtesy of Yvonne Walden

**390 years of  
service saluted  
by province**

Over the past quarter century, Community Care has called the many special volunteers who are the lifeblood of the organization many things to express appreciation for all that they do. Yet, in a year in which the agency celebrates its 25th anniversary and our country revelled in hosting the Winter Olympic Games, it seems appropriate that the word “torchbearer” be used to describe the value of what volunteers do.

That was the term used at the 2010 Ontario Volunteer Service Awards ceremony held in Lindsay in the summer. The annual event presented by the Ministry of Citizenship and Immigration featured 45 long-term Community Care volunteers among the 121 people saluted. Collectively, those 45 people have contributed 390 years of volunteer service to agency programs.

“Volunteers such as those here tonight are torchbearers who keep their communities bright and vibrant,” said Harvey Spry, general manager of BOB-FM 91.9 Radio in Lindsay, and guest speaker at the OVSA ceremony at the Victoria Park Armoury. “Often, they also

**New CEO announced**

For the first time in its history, Community Care City of Kawartha Lakes will have someone other than Valmay Barkey at the helm when the new year begins.

As retirement approaches for

Valmay at the end of this year, the Board of Directors of Community Care has announced that Catherine Danbrook will assume the position of Chief Executive Officer. Ms Danbrook

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*(Continued on P. 2)*



Among the Community Care representatives honoured at the 2010 Ontario Volunteer Service Awards in Lindsay were: Dan Willison (Mariposa, 10 years of service), Francis Bruce (Woodville, 5), Nancy Tennier (Bobcaygeon, 5), Sandra Foster (Bobcaygeon, 5), Owen Gray (Mariposa, 25), Jack Strehorn (Fenelon Falls, 5), Mel Samells (Omeme, 5), Marie Wheeler (Coboconk, 5), Bebe Gurnett (Lindsay, 5), Lois Barnes (Lindsay, 10) and Dymphy Net (Lindsay, 5).

## “Torchbearers” spread their influence as volunteers

(From P. 1)

become torchbearers for other causes in their communities, too.” Just as the flame from the Olympic torch that was carried across Canada leading up to the Games in Vancouver spread out in all directions, the influence of volunteers touches many lives, Harvey said. “Your work lights up what could be a darker world, and your light does not go unnoticed.”

The local event was held to salute volunteers from organizations throughout the City of Kawartha Lakes and Haliburton County. It was one of 47 ceremonies held in the province this year to honour more than 10,000 volunteers who have been recognized as giving 5, 10, 15, 20, 25 or more years of service to an agency. Each year, program managers and volunteer co-ordinators at Community Care City of Kawartha Lakes are honoured to be able to nominate individuals who have reached such milestones in length of service.

“Too often we underestimate the power of the smallest act of caring,” said Colleen Moran, program lead of the Awards Secretariat division of the Ministry of Citizenship. “Every supportive act from an individual contributes to the health and well-being of a community. You people here tonight make this community and this province a better place to live.”

The theme of the awards ceremony, *Volunteers Build Communities*, applied as much to Community Care recipients as anyone. Since the agency’s grassroots inception in 1985, programs and services have been designed and planned along a model of making the individual and collective communities of our municipality stronger by helping people live healthy lives in their own homes.

Community Care officials, including Chief Executive Officer Valmay Barkey and Non-Staffed Locals Program Manager Linda McLean, were particularly happy to be able to pay tribute to 25-year volunteer Owen Gray of Mariposa.

Mr. Spry, a volunteer with many local organizations himself, quoted famous Irish playwright George Bernard Shaw in an illustration of the volunteer spirit.

In speaking about the busy but positive attitude that is to be found in so many volunteers, Shaw once said, “I want to be thoroughly used up when I die, for the harder I work the more I live. I rejoice in life for its own sake.”

For further information about the Ontario Volunteer Service Awards and the full range of programs offered by the Awards Secretariat, visit the Ministry of Citizenship and Immigration website:

[www.ontario.ca/honoursandawards](http://www.ontario.ca/honoursandawards)

# Inaugural Care Walk raises \$6,500 for agency

Organizers of the first-ever Care Walk in support of Community Care City of Kawartha Lakes are extremely pleased with the fundraising results of the event. Through pledges raised by participants in the walk and corporate sponsorships, \$6,500 was raised in support of agency programs.

The Care Walk, held Aug. 28 on the Rotary Trail in Lindsay, was presented as part of the agency's Silver Anniversary celebration throughout the 2010-11 year. The goal of organizers was to raise funds in

support of Community Care, as well as to encourage local residents of all ages to discover the trail and enjoy some low-impact physical activity.

"The Care Walk was very well received and we are extremely happy with the way it was supported by participants, people who pledged in support of our walkers, and by the corporate sponsors who made it possible to launch what we hope will be an successful annual fundraising event," said Joan Skelton, Director of Community Support Services and a member of the 25th Anniversary Committee.

Those corporate sponsors were: Adelaide Place Retirement Community, Mark V. Wilson Construction, Cardinal Signs, Sobey's of Fenelon Falls and Moynes Ford of Lindsay.

Top fundraiser in the walk was Community Care CEO Valmay Barkey.

With the initial success of the Care Walk, organizers intend to present the event annually. Preliminary plans are to hold the event on Saturday, June 18, 2011 (Father's Day Weekend) in Lindsay. For details on how to register to participate in the 2011 Care Walk, contact the agency at

(705) 324-7323 and look for further information soon on the agency website: [www.community-care.on.ca](http://www.community-care.on.ca)



Three of the participants in the Care Walk - 25th Anniversary Committee member Helen Robinson, Graham Bashford of Adelaide Place and Rotary Club of Lindsay president Dave Guilbault - enjoyed the Rotary Trail in Lindsay and helped raise funds supporting the agency.

## AN EASY WAY TO HELP

Remember to donate grocery store receipts to Community Care. In **Bobcaygeon**, we collect slips from *Valumart* and *Foodland*. You can drop your receipts off at the Community Care office in Bobcaygeon. This fundraiser provides important dollars to support Community Care's work.

## THANK YOU

Thanks to the **United Way for the City of Kawartha Lakes** for its ongoing support.

The United Way provides funding for many of Community Care's most vital programs.

Community Care is proud to be a United Way member agency. Please support the fall campaign.



**United Way**

## *\$13,700 raised in annual Tag Days*

Once again, City of Kawartha Lakes residents have responded generously when asked to support Community Care through the annual Tag Days fundraising efforts in four of our local communities. A total of \$13,700.06 was raised.

This year's Tag Days were held on separate weekends in Bobcaygeon, Fenelon Falls, Kirkfield and Lindsay. The amount is down \$521 from last year, but is more than \$600 higher than what was raised in 2008. Results for each local:

Bobcaygeon: \$3,825.99  
(\$5,167.19 in 2009)

Fenelon Falls: \$3,903.00  
(\$3,623.55)

Kirkfield: \$855.00  
(1,135.50)

Lindsay: \$5,116.07  
(\$4,345.52)

The results would not be possible without the efforts of hundreds of volunteers and staff who gave their time to collect donations, schedule tag



Julie McDonald, seen tagging in support of Community Care at Lamantia's Country Market in Lindsay, was just one of hundreds of volunteers taking part in the agency's Tag Days fundraiser in the summer.

volunteers, count and sort money and transport people to and from tagging locations.

In addition, the Agency is grateful to the local businesses that once again supported the cause by permitting Community Care to greet the public and accept donations. The 2010 businesses were:

Bobcaygeon: LCBO, Shea's Foodland, Strang's Valumart.

Fenelon Falls: Canadian Tire, LCBO, Sobey's, Tim Horton's.

Kirkfield: LCBO.

Lindsay: Canadian Tire, Food Basics, Home Hardware, Lamantia's Country Market, LCBO, Loblaws, Valumart, Zellers.

## Client satisfaction transit survey returns positive results

Extremely high approval ratings from clients were the highlight of a recent client satisfaction survey of the Community Care volunteer transportation program.

Joan Skelton, Director of Community Support Services for Community Care, pointed out that all but one transit client polled said they either agreed or strongly agreed that they are satisfied with the agency's volunteer driver service. More than 280 transportation clients were surveyed during the summer. In addition to asking clients about their overall satisfaction level for the service, the survey asked respondents to rate how the program meets

their needs, as well as asking if the agency succeeds at efficient bookings when they telephone to arrange transportation, and inquired about their satisfaction with cost of the program and hours of operation.

Community Care's volunteer transportation program is available to residents throughout the City of Kawartha Lakes. It is one of the agency's highest-utilized programs. In 2009-10, volunteer drivers provided more than 54,000 rides to local citizens, providing affordable transportation to medical appointments, shopping and social outings. For further information about the volunteer transportation program, call (705) 324-7323.

## *Village Housing update*

# Development nearing completion in Lindsay

The corner of Victoria Avenue South and Melbourne Street West in Lindsay has been a busy site all through the Summer and into the Fall, as construction on the Community Care Village Housing development nears completion. The progress on the building draws a great deal of attention from the public in general, and from local residents interested in possibly occupying the development in the near future.

Valmay Barkey, CEO of Community Care, says that occupancy for the 70-unit housing development is anticipated to be the beginning of March 2011.

“We know with certainty that the requirements of the (governmental) Stimulus Fund Program deadline - March 31 - will be met,” Valmay said. Funding for the development was announced in the summer of 2009.

When completed, the building will feature 51 one-bedroom units for persons eligible for social housing support, and 19 two-bedroom market units. There will also be common element space for resident gatherings, supported by a kitchen which will be available for celebrations, communal dining

and other social activities. Community Care hopes to offer its Meals on Wheels service from the Village Housing site in the future.

The builder, MVW Construction of Lindsay, has agreed to prepare a market and a modified unit for public viewing, so monthly open houses are being planned for local residents to view the suites. The open houses, anticipated to start in December, will be publicly announced.

Information on all suites and floor plans is available from Community Care by contacting Anne Trudel-Inglis, administrative assistant, at (705) 324-7323 ext 153.

“This type of project simply does not occur without multiple partnerships, and a heightened commitment to everyone doing a little extra,” Valmay said. This includes Community Care staff who have assisted with various activities, such as Director of Finance Tandy McHugh. In addition, a housing administrator - Barb Johnstone - has been hired to support the management of the Village Housing development. She begins her work in the new year.



**Opening soon:** Officials with the Community Care Village Housing development on Victoria Avenue South in Lindsay will soon hold some open houses to allow the public to tour model suites.

## Community Health Centre Update

# Patient, service targets are met for first year of operation

Time has certainly flown by quickly for Community Care and all staff involved with the Community Health Centre for the City of Kawartha Lakes.

Having been open to serve the public for almost one full year, the CHC - located at 108 Angeline St. S. in Lindsay - has met its goal of registering 1,200 patients in its first 12 months of operation. The CHC staff are providing primary health care services for "orphaned" patients (people without a family doctor or primary health care provider in this municipality). The support is provided through a collaborative team approach, with physicians, a nurse practitioner, nurses and other health care professionals on staff.

Additions to the CHC staff since the summer include: social worker Mary Walling-Field, clinical program manager Marie Squires, data manager Catherine Hennings and administrative assistant Anne Trudel-Inglis. Working in tandem with Community Care's community support services programs, staff have been able to expand their

capabilities and reach throughout the City. Active recruitment is currently underway for one more physician and nurse practitioner, and the organization continues to work with the HKPR District Health Unit to offer oral health care to the community.

Future plans to develop a local community health services "hub" of programs and agencies continue to move forward. Community Care has contracted with a local architectural firm to assist in identifying possible future sites for such a development. Identified partners in addition to the CHC and Community Care's support services, include the Community Care Access Centre and the local branch of the Canadian Mental Health Association.

With the various community partners under one roof, a site that is 3 to 4 acres in size will be required for the project. The agency's board of directors is currently communicating with several local developers to determine the best site location, in terms of convenience and service to clients and cost to the agencies.

**[www.community-care.on.ca](http://www.community-care.on.ca) - check it out!**

The newly-redesigned Community Care City of Kawartha Lakes website was launched in the summer, thanks to the tireless efforts of administrative assistant Anne Trudel-Inglis. The website includes an updated calendar of events, summaries of recent special initiatives, and user-friendly ways to access agency information and staff. The new-look website at [www.community-care.on.ca](http://www.community-care.on.ca) will evolve to become even more user-friendly in the future.



## Foot care program extends reach to Mariposa

A much-needed service offered by Community Care City of Kawartha Lakes has expanded. Earlier this year, the Agency began offering its popular foot care program to residents living in the Mariposa area.

Community Care's foot care program has been offered for many years in Kirkfield and surrounding area, says Program Manager Linda McLean.

"We saw a growing need for the program in the Mariposa area as well, and are very pleased to be partnering with Little Britain Community Baptist Church to present foot care on a weekly basis," she said.

The program is on Mondays at the church, from 9 a.m. to 4 p.m. Appointments must be booked by calling Community Care at 324-7323.

The foot care is provided by Lorraine Allegretti, a local foot care specialist and owner of Side By Side Foot Care. In addition to offering advice and consultation with clients, she will perform foot assessments and review the clients' health history.

She is also fully qualified to work with advanced and diabetic foot care cases.

"It's important that people realize this is not like going to a spa for a pedicure," Lorraine says. "Good nursing foot care is designed to restore the lower limbs, recognize deviations from the norm, offer skin and foot care advice and even advice on the proper shoes to wear."

There is a greater chance that many people can develop foot-related complications as they age, Lorraine says. She adds that diabetics can often develop different foot afflictions. Foot problems most often happen when there is nerve damage (neuropathy), which results in loss of feeling in feet. Poor blood flow or changes in the shape of feet or toes can also cause problems.

Cost of foot care sessions are \$20 for the initial visit, and \$15 for each additional session. Anyone interested in more information about the Community Care foot care program in either Little Britain or Kirkfield can contact the agency.



### *Lindsay volunteers saluted*

Community Care volunteer co-ordinator Eileen MacCormack (left) joined volunteers Clela Swanton and June Hermer for the local office's annual dinner banquet in October at St. Paul's Anglican Church. Last year, Lindsay volunteers served over 1,000 local clients and gave more than 19,000 hours of their time to help others.

Community Care Health and Support Services is a leader in the collaborative design and delivery of integrated and responsive services that respect individual choice, dignity and independence.

We are a charitable, non-profit, volunteer-based organization. Monthly or yearly donation arrangements are possible, as well as bequests, planned giving or special occasion donations. Gift certificates for all paid services are also available. Our Registered Charitable /BIN number is 10552 6248 RR 0001.

For details, call (705) 324-7323 or 1-800-461-0327 or contact your local Community Care office.



### *Victim Services recognized for contributions to elder abuse education*

Valmay Barkey (right), CEO of Community Care City of Kawartha Lakes and co-chair of the Haliburton-Kawartha Lakes Elder Abuse Prevention Network, presents Annie Merrell of Kawartha/Haliburton Victim Services with a certificate of recognition for the agency's contributions to the education, prevention and response to elder abuse in the community. Network co-chair Judy Muzzi (left), a member of Community Care's board of directors, also attended the presentation, which was part of Elder Abuse Awareness Day held at Adelaide Place in Lindsay.

### Catherine Danbrook *(From P. 1)*

is scheduled to start with the agency in December. She will be CEO for Community Care Support Services, the Community Health Centre, and will provide linkage between the agency and the new Village Housing project (*update on P. 5*).

Ms Danbrook is a seasoned health care executive, with more than 25 years in leadership positions in public, private and municipal sectors. She was most recently a health care consultant assisting organizations to manage strategy and change. She held positions of vice-president of clinical programs at the Ottawa Hospital, was Chief Executive Officer of the Ottawa Rehabilitation Centre and has also served as executive director of the Ottawa-Carleton Regional Home Care program.

Catherine has a Master's degree in Health Administration and a Bachelor of Science degree in nursing. She is a surveyor with Accreditation Canada.

## 25-Cent Challenge winners

The latest winners in the year-long "25-Cent Challenge" being held by Community Care are:

Vicky Baxter of Bobcaygeon, Bill Lambert and Bette Stewart, both of Fenelon Falls, Frances Bruce of Lindsay, and the Kirkfield Diners' Club. Each wins a one-ounce silver bar.

Throughout the 2010-11 fiscal year, the agency is making five draws for one-ounce bars of pure silver at the end of each three-month period. The next draw will be Dec. 31, 2010.

People or groups receive an entry into the draw each time that a \$10 roll of quarters is donated to the agency through the 25-Cent Challenge. Every entry remains in the grand prize draw for a 10-ounce silver bar at the end of the fiscal year (March 31, 2011).

Quarter rolls can be turned in at any Community Care office. People can also pick up a new wrapper to fill at any office.

Each office also provides a coin collection box for supporters to deposit loose quarters. The goal is to collect 25,000 quarters (\$6,250) over the year. Funds raised will support the agency's specialized transportation program.

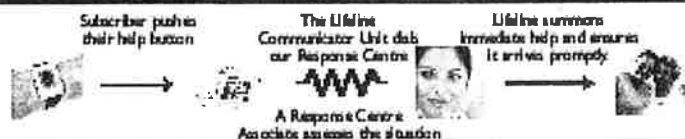
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### How Lifeline Works



Call Community Care City of Kawartha Lakes Lifeline

**1-800-LIFELINE**  
**1-800-543-3546**

[www.lifeline.ca](http://www.lifeline.ca)

**PHILIPS**  
**Lifeline**

*Support group offers help and hope*

## **Couple's success at coping with aphasia an inspiration to stroke survivors**

People are familiar with the adage that as a couple grows older together, they can get to know each other so well that they sometimes have a tendency to finish each other's sentences. Steve and Carol Goff have certainly taken that practice to the extreme!

The Goffs were the centrepiece of a special presentation of Community Care and Ross Memorial Hospital in the Fall. The "Living With Aphasia" presentation was for local residents who are survivors of stroke, as well as their caregivers and health care providers. The purpose of the event was not only to learn how the Goffs have lived with Steve's aphasia for the past 15 years, but also observe how they have overcome obstacles to communication challenges presented by the disorder. The couple also inspired those in attendance with their ability to educate people about the affliction.

Aphasia is an acquired disorder caused by an injury to the brain and affects a person's ability to communicate. It is most often the result of stroke or head injury. Steve, a former Bobcaygeon resident, suffered a stroke 15 years ago which left him without the ability to speak, write, read or count. The retired business executive, who had been in the midst of studying theology at university when he was felled by his stroke, "entered a dark tunnel of life," Carol said. Or, as Steve succinctly described it – "nothing!"

A person with aphasia may experience difficulty expressing themselves when speaking, as well as understanding another's speech, or reading and writing. The affliction can mask a person's intelligence and ability to communicate feelings, thoughts and emotions.

"Life is like a road that you drive along," Carol explained in describing how her husband has worked to overcome many of his communication challenges associated with his stroke. "There are bumps in that road. But having a stroke is like hitting a brick wall, and it can often result in depression,

medication dependency and extreme situations for the person and their family."

Steve's journey along the road as he worked with speech pathologists and other experts eventually led him to the Aphasia Institute of Toronto. The Goffs began to learn about "support conversation," a technique of communication developed by the Institute. Together, they have developed effective and clear means to communicate not only with each other, but with anyone else, including those at their presentation.

Steve has been able to develop a limited but clear speaking vocabulary that lets him express his thoughts and feelings, and when those words are not enough, he whips out his trusty notepad and quickly writes down his words. At the Ross presentation, he made effective use of a flip chart and markers to augment Carol's "translating" of their story. He understands and thinks clearly as a result of his recovery and rehabilitation.

"We are only at the tip of the iceberg in terms of understanding how the brain functions, and we know even less than that when it comes to knowing how the brain functions following an incident such as stroke," Carol explained. "When a brain is damaged, how people react and to what extent they recover is different for each person."

The Goffs' story of learning how to live with aphasia and overcome many of the communication barriers it presented was heartwarming and inspiring to those in attendance.

Many of the people at the "Living With Aphasia" presentation are participants in Community Care's Stroke Survivor Support Group. The program

**Community Care's Stroke Survivor Support Group meets the second Thursday of the month, 1:30 - 3:30 p.m. at the Community Health Centre (108 Angeline St. S., Lindsay). No membership or participation fees. Contact Marie Squires at 324-7323 ext 111.**

provides a positive experience for stroke survivors, their families and caregivers by offering support and encouragement, giving people the chance to meet other stroke survivors and to share their stories with others who understand what they are going through, to find out about local resources and services and to hear from guest speakers on a regular basis. There is no cost to take part (see box at left).

*No additional cost to calling locally*

## 10-digit dialing coming to 705 region in new year

Calling all local residents – significant changes are coming to how we use the telephone and other communication devices in the new year!

Beginning in January 2011, all residents in the 705 Ontario area code will be required to dial 10 digits when making any phone call. Everyone will have to punch in the area code, followed by the seven-digit phone number, for any local call. If the area code is not dialled, your call will be intercepted by an electronic message.

The Canadian Telecommunications Alliance, a group of major telecommunications companies including Bell, Rogers and Telus, will soon launch a public campaign to remind telephone users of the new 10-digit requirement. The introduction of 10-digit dialing is due to a decision by the Canadian Radio-Television and Telecommunications Commission (CRTC) to make way for a new area



Beginning in January 2011, any time that a local resident makes a phone call to another 705 area code number, it will be necessary to dial 10 digits instead of the usual seven.

code in this region (249). The 249 area code will be introduced in March 2011 because the 705 area code has reached capacity. The growing popularity of new communications services and technologies has created a huge increase in demand for phone numbers across Canada. Each area code can handle seven million numbers. The 10-digit dialing allows for new area codes to be introduced.

249 will co-exist with the current 705 area code and will cover the same large geographic area. Numbers with the 249 area code will only be assigned to customers for additional services on an “as-needed” basis. Introducing the new area code does not affect local calling areas in any way. For local calls, you will always enter 10 digits (area code plus local number), regardless of whether you are calling to or from 705 or 249.

There are no changes to 911 emergency calls.

The Telecommunications Alliance recommends that 705 residents start reprogramming their equipment to comply with 10-digit local dialing as soon as possible. Most telecommunications companies in the 705 area have already prepared their networks for this new local dialing method. The Alliance offers the following tips and checklist to be prepared for the change: Reprogram your telephone equipment to use 10-digit local dialing. Add the area code to all programmed numbers in telecommunications equipment, including: Speed-dial lists; Telephone options and functions (such as call forwarding, call blocking and call display); Fax machines, modems and Internet dial-up systems; Equipment for the hearing impaired; Cellular phones and other wireless devices; Alarm and security systems.

The Alliance recommends contacting your local service provider for details on how to re-program your telecommunications devices and systems.