

2020
2021



ANNUAL
REPORT

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2020-2021

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For 65 years, CCRC (Community Counselling and Resource Centre) has provided professional, caring services that make a positive and lasting difference in people's lives and within the community.

CCRC is an accredited, community-based charitable organization.



Celebrating 65 years of exceptional service

Vision

CCRC helps people strengthen their lives and promotes community well-being.

Mission

CCRC offers counselling and support and resources to assist with personal well-being, credit and financial management, access to housing, and connection with community.

Values

Social Justice, trauma-informed, ethical, fun/humour, sustainable.

Principles

1. Client autonomy
2. Intersectionality & whole-person approach
3. Innovation
4. Collaboration (with individuals & families) within and across agencies, systems and policies.
5. Sustainability and growth
6. Healthy, welcoming, and strong team environment
7. Skilled management
8. Lean/efficient

CCRC Strategic Priorities & Goals

2020-2023

Innovative and Quality Services with Reduced Wait Times

- Pilot program: single session counselling
- Delivery of timely services according to client needs and agency ability
- Maintain streamlined client service and experiences through a variety of delivery methods
- All services under one roof (improved accessibility - single point access)
- Integrated and upgraded technology
- Systems change activities (shifting the conditions that hold a problem in place)

Staff, Student & Volunteer Well-Being

- Regular transition and team-building activities
- Professional development - ensuring longevity and advancement
- Emphasis on work-life balance
- Emphasis on total compensation (including review of salary administration, benefits, sick time, etc.)

Executive Director & President Report

As we reflect on another year at CCRC, the words 'change' and 'resilience' come to mind. All of our programs adapted to new ways of working within the guidelines set out by the Province of Ontario and Public Health. We provided services virtually, by phone, through online chats, and even outside! We asked staff to do things we would never have anticipated, from setting up an Outdoor Housing Help Clinic in the parking lot to creating a confidential space to provide counselling at home while, in some cases, sharing space with partners and children. Our staff rose to the tasks without missing a beat, demonstrating incredible resiliency and adaptability.

While we worked through the challenges of Covid-19 we still had ongoing work to carry out. We revamped our strategic plan setting two strategic goals; Innovative and Quality Services with Reduced Wait Times and Staff, Student & Volunteer Well-Being. These goals drive our work across all program areas with the Board of Directors, the Leadership Team, Staff, and Volunteers all playing a critical role.

Through the combined work of the Housing Resource Centre, the Professional Counselling team, Credit Counselling, and Community Service Orders we are pleased to have been able to respond to the changing needs of our community during the pandemic. Client needs across all program areas were more complex than ever before, requiring our staff to adapt and find new ways to help people meet those challenges. While the total number of clients served was lower than in previous years, the complexity of client situations combined with the realities of the pandemic meant that addressing service needs required more time and resources.

While our Credit Counselling program worked through the 2020-2021 year we did close off the year making plans to transfer the program to another agency due to changes in the industry and ongoing sustainability. Credit Counselling has been with CCRC for over 48 years and this was not a decision made lightly. We wish to thank long-time employee Nancy Jackson for her service to CCRC and our clients.

Our Professional Counselling team also saw change as Jane Wilders, Program Manager, left to pursue another opportunity at the end of March. Prior to leaving, Jane took opportunities to revisit services and models within the program, ideas that we will continue to bring forward into the next year. Thank you to Jane for leaving the team in such a place of strength!

The 2020-2021 year brought with it another milestone. For the first time in 25 years, CCRC made plans to house all our employees under one roof! We sold our portion of 459 Reid Street to PYS, with whom we have co-owned the building (along with the Province of Ontario) for many years. PYS graciously agreed to rent space back to us on a temporary basis as we underwent renovations at our George Street location and made plans to move the Professional Counselling team over, in June 2021.

Adapting to change, demonstrating resiliency, and providing excellent services to our clients is what CCRC does best. Thank you to the Leadership Team; Lynda Terry, Manager of Finance and Administration; Jane Wilders, Program Manager of Professional Counselling and Employee Assistance and Annie Hedden, Program Manager of Housing Resource Centre, Credit Counselling and Community Service Orders. You led your teams through changes we could not have foreseen and did so with skill, passion and courage.

Thank you to the entire staff of CCRC for the work you do for clients every day. The difference you make in our community is outstanding. Thank you also to our phenomenal Board of Directors, we couldn't do this work without your dedication, leadership, and oversight. Thank you to Nancy Martin, Lisa Dixon, and Steve Milligan as they completed their time on the CCRC Board this past year and we wish you well going forward. We were so pleased to welcome Zoe King and Allison Smith to the team in the time since our last Annual report, and are currently seeking to recruit one more board member to add to our team. Together, anything is possible.

Sincerely,

Kirsten Armbrust
Executive Director

Julie Brundle
Board President

Impact Report

2020-2021



1029

People served through the Professional Counselling Program



Increased emphasis on advocacy and mediation, forging stronger relationships with landlords, community partners and other service providers

95

Evictions prevented



Over \$15,000 raised at Juke Box Mania Connections 2020

Transformation of Resource Room into user-friendly Housing Help Clinic with COVID-safe workstations



Over 100 payments for rent, utility, mortgage, and property tax arrears to retain housing



100% of Professional Counselling clients who completed client satisfaction surveys reported that they would return to CCRC if they needed counselling again.

3504
HOURS

of Community Service contributed to Peterborough City and County

Responded to the needs of our community by introducing new ways to access our programs including: video sessions, web chat, text, and outdoor in-person service.

2020-2021 brought many challenges worldwide and CCRC was no exception. As we entered the 2020-2021 year we had just begun making the transition to providing virtual and remote supports to our clients, thinking that it was a temporary measure. We never would have expected that we would spend the entire year delivering services this way! As the understanding that the restrictions would be in place for some time, our Caregiver and Older Adult groups were launched virtually as was our Peaceful Families program. We recognized that not all clients could be seen this way, so where necessary and in keeping with the recommendations of the province and the safety of our staff and clients in mind we did provide limited in-person appointments as well. While the pandemic made virtual services necessary we have embraced these new modalities and intend to continue with them as an option of service delivery moving forward. The pandemic gave us all a chance to reflect on the way we interact with each other, our community partners, and our clients, and we have recognized that there are advantages to the flexibility technology provides. We are hopeful that by keeping virtual services in place as an option that we will be able to expand our reach and increase accessibility for those who find attending in-person appointments difficult.

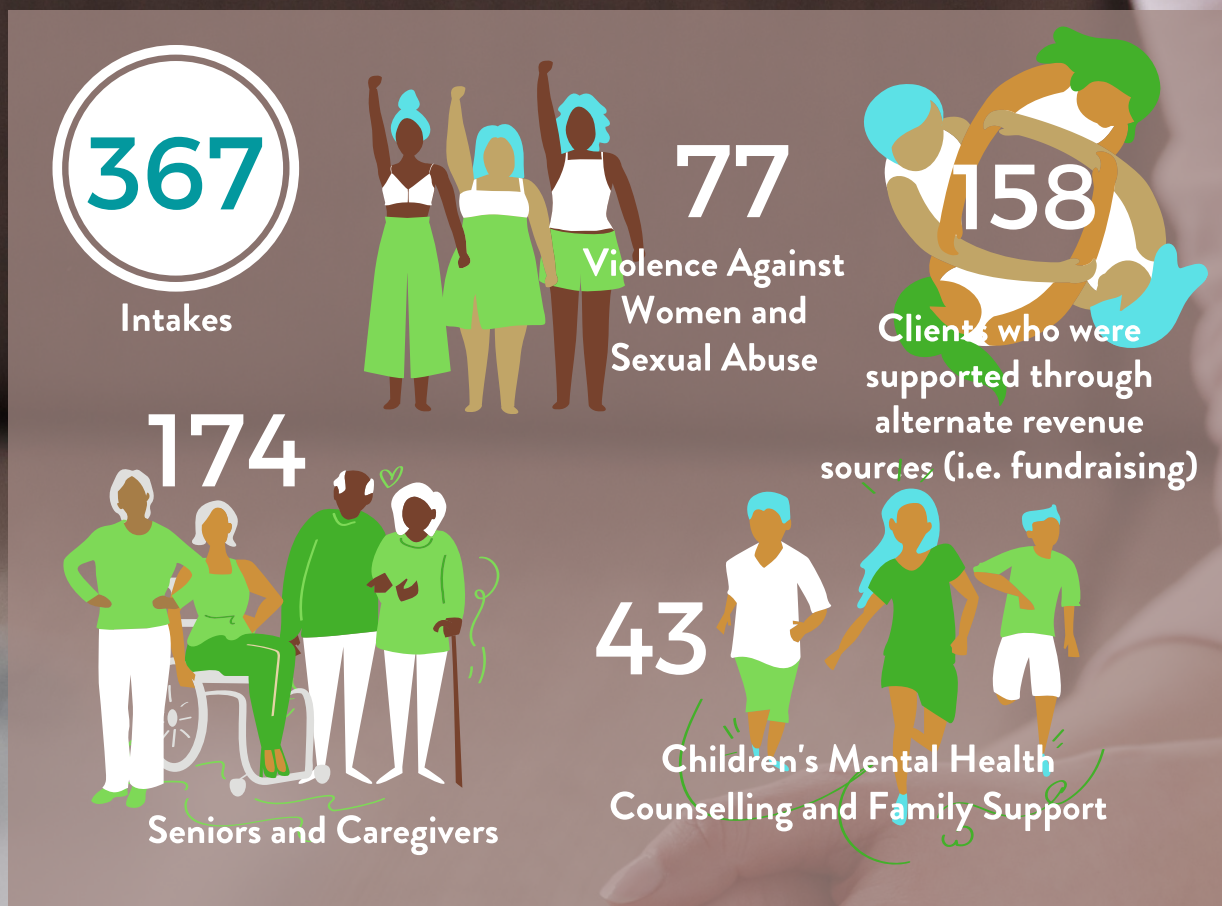
Along with changes to our programs at the close of the year, there were staffing changes as well. We welcomed Beth Pink and Diane Caldwell into temporary positions and are pleased to report that since that time they have both moved into permanent positions. Adina Muskat also moved into a permanent position this past year. Scott Pearce left the agency in January 2021 after many years with the counselling team, and while we wished him well he was greatly missed. The close of the year also brought with it, the end of Jane Wilders' time with CCRC. Jane worked as a Clinical Counsellor then as Program Manager before moving on to another adventure at the end of March. I, and the team, are grateful for the leadership she showed during this past year as she skillfully navigated through one of the most challenging years for CCRC.

Along with Jane, Adina, Beth, and Diane, I also want to thank the rest of the team, Peter Marrocco, Anna Field, and Emily Rogers Nannarone for their dedication and commitment to our clients and to CCRC. The compassion, support, professionalism, and caring each and every one of you to show each day is second to none and something to be proud of.

Kirsten Armbrust.
Executive Director



Professional Counselling Snapshot



Professional Counselling Services to Clients

Intake 367

LHIN funded-seniors and caregivers 174

Core clients-funded through additional sources of revenue/fundraised dollars 158

MCCSS funded Violence Against Women/Sexual Abuse 77

Employee Assistance Program (EAP) 87

MCCSS funded Peaceful Families 13

MCCSS funded clients referred by CAS 41

MAG funded clients referred through Victim Quick Response 9

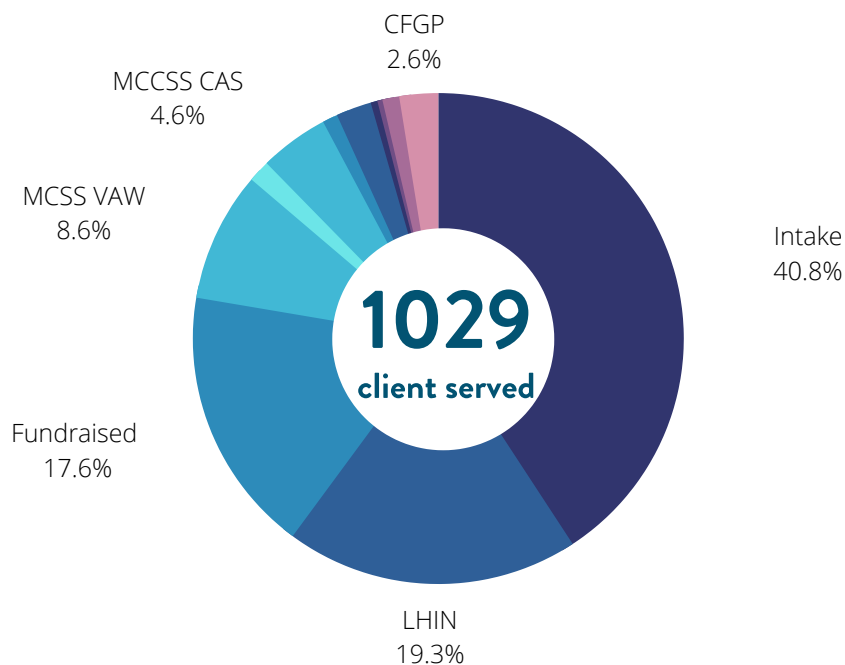
MCCSS funded Children's Mental Health Counselling and Family Support 21

Full-fee/self-funded clients 42

Homeward Bound 3

Canadian Women's Foundation 10

Community Foundation of Greater Peterborough 23



2020 was a year of unprecedented challenges for the Housing Resource Centre (HRC), the Credit Counselling Service (CCS), and the Community Service Orders (CSO) programs. The clients we serve, many of whom live with low income, are experiencing housing insecurity, or are involved with the justice system have been disproportionately affected by the COVID-19 pandemic. From our unique position as a multi-service agency serving a diverse population of clients, we were able to see how the effects of the pandemic affected the clients of each program in very different, yet very similar ways. From this challenge, we have been able to find opportunity, and we take comfort in this as we move forward into pandemic recovery.

Now, more than ever, it is vitally important to keep people housed, and COVID-19 has had a significant impact on the way we do that. The onset of the pandemic brought a marked increase in the acuity and complexity of need we are seeing in the households we serve. This deeper need for services aligned with challenges in engaging with and providing services to our clients, many of whom do not have access to the technology required to engage in remote service delivery. Difficulty connecting with the clients who need us most has been our biggest challenge over the past year. We provided services from the office when possible, we moved our Housing Help Clinic outdoors, and even took it on the road throughout the County, but we know that despite our efforts and creativity, there are clients who we were not able to receive services, and this weighs heavily on us. Our ability to pivot, adapt and reimagine our services was supported by generous funding and grants received throughout the year. The United Way provided an *Emergency Community Support Fund (ECSF)* grant that enabled us to establish the Outdoor Housing Help Clinic and complete outreach activities across Peterborough County.

Reaching Home funding from the United Way increased our staffing capacity to help address the increase in complexity of service delivery, and to create 2 COVID-safe workstations in the Resource Room for clients to use. Support from the Community Foundation of Greater Peterborough (CFGP) provided us with funding to hire a temporary Housing Support Worker, and to purchase personal protective equipment and much needed funding to assist our clients with food security. An Ontario Trillium Foundation *Resilient Communities* grant has allowed us to hire an additional Intake Worker for one year to support the operations of the Housing Help Clinic. We are grateful for the invaluable support of these funders.

In the Community Service Orders program, the biggest challenge was finding creative ways for clients to complete their court-ordered community service hours when most of the organizations

we usually partner with are operating remotely. Without in-person options for completion of hours, we identified a need to provide clients with the resources they require to complete projects at home. With the help of an ECSF grant from CFGP, we purchased tools and materials that were given to clients when access to those items was a barrier to completing a home project. CSO clients contributed to our community during the pandemic by building Little Libraries and picnic tables that have been donated to local organizations, and by assembling and distributing COVID-19 PPE kits, homelessness care packages, and toiletry kits for those living in shelter.

The biggest and most difficult changes occurred with the closure of our Credit Counselling Service. After 48 years of providing excellent credit counselling, financial literacy, and debt management services to the people of Peterborough City and County, we closed the program effective May 31, 2021. We said a bittersweet goodbye to our devoted Credit Counsellor Nancy Jackson who has moved into a new position with Credit Canada and who will continue to provide credit counselling services in our community. We feel the loss of our financial literacy and financial empowerment services deeply, but we are happy with the knowledge that Credit Canada will continue to serve our community.

Despite the challenges we faced over the past year, we have found considerable opportunity. We've taken time for self-reflection, introduced a new client feedback initiative, and kept our ears to the ground. We've tried to learn as much as we can about what our clients and community need both during and after the pandemic. We've made changes to the way we deliver services that make them more accessible to people who have difficulty accessing services in person, we're more aware of the technology, income and access to service gaps that affect our clients, and we are better poised to work toward providing more equitable and accessible services for all as we re-build and improve after the pandemic.

I'd like to thank all staff, students and volunteers whose hard work, dedication and commitment to clients saw us through this very challenging year. Thank you to Nancy Jackson, Credit Counsellor; Leigh Carrod, Housing Counsellor; Andrea Holtrust, Rent Supplement Coordinator; Auden Palmer, Housing Counsellor; Annette Pedlar, Housing Counsellor; Amanda Sterling, CSO Coordinator & Housing Counsellor; Saskia Wilson, Intake Worker; Samantha Wakeling, Housing Support Worker; Olivia Kunzel, Placement Student; Nathan Dunn, Canada Summer Jobs staff, and Morgan Carl, Canada Summer Jobs staff.

Sincerely,
Annie Hedden

Program Manager
Housing Resource Centre, Credit Counselling Service and
Community Service Orders

Our community has faced so much change in the past year; how we interact, conduct business, attend school, manage relationships and receive services to name a few. Tied to those changes have been tremendous sacrifices, suffering, stress & grief but also inspiring examples of resilience, perseverance, community, and hope.

Facing some of the most daunting and complex challenges of their lives, people have turned to our staff at CCRC for help. People who have been sick and unable to work are facing eviction for rent arrears. Seniors who can't afford to pay for both food and utility bills. Women and their children who are fleeing domestic violence and have very limited options. People who are simply overwhelmed and don't know what to do.

Often, because of generous people and businesses in our community, CCRC can help. Donations to our Emergency Assistance funds mean we have some money to help people with utility and rent arrears. Donations to our Professional Counselling program mean that someone who isn't able to pay for professional counselling can get an appointment. General donations mean that CCRC can direct fundraised dollars to where they're needed when it matters most.

CCRC's tagline is 'Turning things around'. Our goal is to reach people who are stuck and give them the services they need to find that path forward. Anyone who has faced trauma, grief, or another life-altering event can usually identify the turning point, the catalyst that helped them turn it around. Often that catalyst is someone who listened without judgment and took the time to walk with them through the hardship. Our donors and our staff are those people. The difference-makers, the life-changers, the turning points. Whether it's through \$5 a month or \$5000 a year. The community of people who want to see those around them succeed, learn, grow, and overcome, sowing the seeds for our community to grow better, stronger, and more vibrant.

Donors and funders are the reason that organizations like CCRC are here and able to help. Donations are the reason that people aren't turned away, no matter how complex their situation is. Donors lay the path out of that place of overwhelming darkness, so our staff can help guide people out of it. Thank you to everyone who contributes, who donates their money, their time, and energy to both CCRC and other organizations in our area.



While we weren't able to host a Jukebox Mania event in 2020, we did host Jukebox Connections, a broadcast event in May in collaboration with YourTV Peterborough that raised over \$15,000 for CCRC. We are so grateful to everyone who contributed to help us raise these funds, many of whom signed on to support our 2021 offering of Jukebox Mania.

CCRC's first-ever Trip Raffle faced a rather bumpy road in 2020 – but that didn't detract from how amazing it felt to call the winner of the trip voucher. Congratulations to Christina Schnell and thank you to Carlson Wagonlit travel for extending the trip voucher.

With all of the challenges the past year presented for CCRC, we are so grateful for the grants and funding that we were able to secure. The United Way of Peterborough and District and the Community Foundation of Greater Peterborough through different Emergency funds made it possible for CCRC and other organizations to pivot to remote and outdoor service delivery. 100 Women Peterborough chose CCRC as their December 2020 recipient, providing funds that helped us to continue to deliver services remotely into 2021.

In 2019/2020 our Jukebox Mania Committee worked diligently to plan a virtual offering of the game. Thank you so much to Tanys Howell, Tracey Boyd, Victoria vanVeen, Kirsten Armbrust and Lynda Terry for all of the behind-the-scenes planning and work to get our virtual Jukebox off the ground.

Thank you also to the members of our Fundraising and Communications committee: Alicia Doris, Todd Barr, Kirsten Armbrust and Steve Milligan for their invaluable insight and ideas.

Sincerely,
Sarah Bass

Fundraising and Communications Coordinator



**CONGRATS TO OUR
TRIP RAFFLE
WINNER
CHRISTINA S**

Grants

COVID-19 Community Response Fund through the Community Foundation of Greater Peterborough & the United Way of Peterborough and District

Phase 1 - Supporting with food and shelter needs

Phase 2 - To provide remote mental health supports

Phase 3 - To purchase and distribute grocery store gift cards

United Way Centraide/United Way of Peterborough and District Emergency Community Support Fund

Phase 1 - Outdoor Housing Help Clinic & Community Service Orders independent Projects Initiative

Phase 2 - Increase Food Security for vulnerable clients by purchasing and distributing food cards.

United Way of Peterborough/Gov't of Canada - Reaching Home funds

To prevent Homelessness and increase housing security and Emergency Housing Funds that aren't covered by existing funding.

Canadian Women's Foundation
To provide counselling to victims of gender-based violence

Ontario Trillium Foundation - Resilient Communities Fund
To hire an additional Intake Worker for one year to support the operations of the Housing Help Clinic



Community Foundation of Canada/Community Foundation of Greater Peterborough
Emergency Community Support fund from the Government of Canada
Phase 1 - To move people off of the waitlist for Professional Counselling
Phase 2 - Housing Stability and Financial Literacy through the pandemic and beyond

Community Foundation of Greater Peterborough - Moustache Fund
Funding for Mental Health



CCRC @CCRC_Ptbo · Feb 18

Thank you for the quick responses! All of our [#littlelibraries](#) are now spoken for and on their way to their new homes. This is a great example of projects our Community Service Orders clients complete for their [#Community](#) [#Ptbo](#) [#grateful](#)

The COVID-19 pandemic has brought unprecedented challenges to our community members and agency. As an essential service, CCRC's first priority was the health and safety of our staff and clients while maintaining continuous service to those in need. A Health and Safety Task Force was developed which consisted of our standing Health and Safety Committee (Jane Wilders, Kim Hamilton, and Lynda Terry) and expanded to include the leadership team and other direct client support personnel (Kirsten Armbrust, Annie Hedden, Sarah Tucker and Saskia Wilson). New policies, procedures, supplies and equipment were put in place to adhere to Public Health guidelines ensuring not only the ongoing health and safety of our staff and clients, but also to ensure continuous services be provided to our community. Thank you to the COVID Task Force for all their successful contributions to ensure that CCRC was a safe environment to work and visit.

CCRC experienced an operating surplus of \$85,228 which included one full year administrative staff vacancy plus an additional \$128,846 gain on sale of our Reid Street building. As shown in the pie chart, which illustrates CCRC's operating expenses, almost \$2.3 million of CCRC's \$2.6 million expenses (86%) went to staffing and direct client support. CCRC's essential work could not be easily implemented without the generous support of our Donors, Community Partners and Funders. I would like to thank the Community Foundation of Greater Peterborough, United Way of Peterborough, MCCSS (Ministry of Community, Children and Social Services), Women's Foundation and 100 Women Peterborough who provided one time funding support for project-based client assistance, funding to ensure the health and safety of staff and clients, and to allow the provision of services continued without interruption. This funding enabled CCRC to procure essential services, supplies and equipment such as technological upgrades and tools including laptops, cell phones, online platforms and health and safety supplies, services and equipment.

It was a unique and extremely busy year for the Finance and Administration team. Throughout the 2020-21 COVID year the F&A team experienced one full-time staff vacancy and a big thank you goes to Kim Hamilton (Program and Administration Assistant) and Sandy Garvey (Finance and Administration Assistant) who assisted in filling gaps experienced from this vacancy. With their amazing contributions and unwavering commitment to CCRC, we managed to provide continual support and assistance in our operational endeavors. I would also like to thank our brilliant Treasurer and Finance Committee Chair, Emma Hillier for her support and contributions to CCRC along with the professional support and expertise provided by our Finance Committee members, Charlie Martin, Julie Brundle and Kirsten Armbrust.

Lynda Terry, Manager,
Finance and Administration

Finance Committee

When the Finance Committee met to review and approve the 2020/2021 fiscal budget back in March 2020, there was a lot of uncertainty. It was the very beginning of the pandemic and there were more questions than answers. The agency was required to pivot and change how it delivered its programs, and so too was it necessary to adjust its fundraising events and practices. Despite all the new challenges faced by the agency, CCRC was fortunate to be the recipient of several special COVID-19 grants and donations. For the year ended March 31, 2021, CCRC had an excess of revenue over expenses for the year of \$85,228 from its operations. In addition, due to the amalgamation of CCRC's operating sites and sale of the agency's Reid Street location, CCRC recognized a gain on the sale of \$128,846. This resulted in an overall excess of revenue over expenses for the year of \$214,074. This excess, which the Finance Committee and Board recognizes as an infrequent and uncommon result, will be used to replenish the agency's operating reserve. A bolstered operating reserve will strengthen CCRC's sustainability, one of the key strategic priorities in the agency's Strategic Plan.

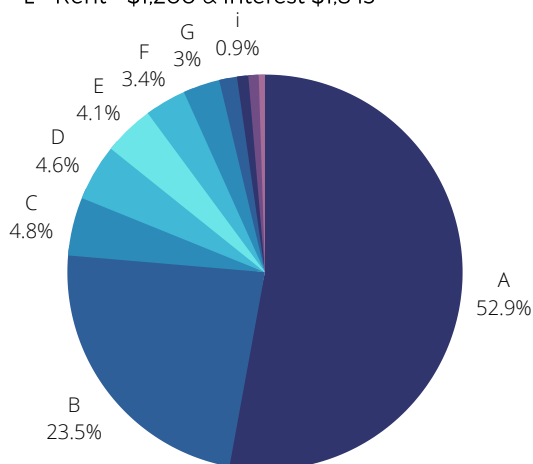
CCRC is very fortunate to have dedicated staff, volunteers, donors and community partners, and this has continued to be evident in the past year. While the impacts of COVID-19 have had an endless number of challenges, I think it has further demonstrated the importance of the programs and services that CCRC offers to our community.

A big thank you to fellow Finance Committee members Julie Brundle, Allison Smith, Lynda Terry, Kirsten Armbrust and Charlie Martin for their time and expertise. The Committee is also very thankful to Lynda Terry and the whole Finance and Administration team.

Emma Hillier, CPA, CA
Treasurer and Board Member

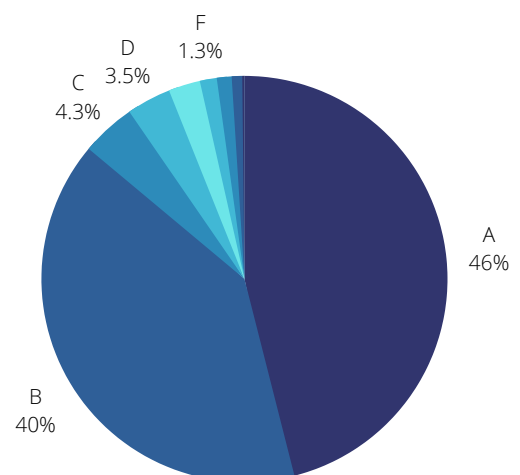
Community Counselling and Resource Centre Revenue for the Year Ending March 31, 2021

- A - City of Peterborough \$1,432,610
- B - Province of Ontario \$635,929
- C - Credit Counselling Donations \$129,245
- D - United Way \$125,412
- E - Other grants \$112,049
- F - Fees & user charges \$91,519
- G - Donations & Fundraising \$81,392
- H - Trillium Foundation \$39,471
- I - Government Temporary Wage Subsidy \$25,000
- J - Housing Utility Funds \$22,805
- K - Amortization \$13,768
- L - Rent - \$1,200 & Interest \$1,843



Community Counselling and Resource Centre Expenses for the Year Ending March 31, 2021

- A - Salaries and benefits \$1,209,446
- B - Program expenses \$1,051,745
- C - Occupancy costs \$113,680
- D - Office and administration \$92,894
- E - Purchased services \$66,376
- F - Equipment purchases and maintenance \$35,436
- G - Fees and dues \$30,976
- H - Amortization \$21,925
- I - Promotion \$2,598
- J - Recruitment and education \$1,939



Community Counselling & Resource Centre

STATEMENT OF OPERATIONS For the Year Ended March 31, 2021

	2021 \$	2020 \$
Revenue		
City of Peterborough	1,432,610	1,599,403
Province of Ontario	635,929	628,983
Credit Counselling donations and fees	129,245	176,411
United Way	125,412	76,309
Other grants	112,049	44,524
Fees and user charges	91,519	115,840
Donations and fundraising	81,392	137,572
Trillium Foundation	39,471	35,529
Government Temporary Wage Subsidy	25,000	-
Housing utility funds	22,805	68,184
Amortization of deferred capital contributions	13,768	34,253
Interest	1,843	2,460
Rent	1,200	8,037
	2,712,243	2,927,505
Expenses		
Salaries and benefits	1,209,446	1,270,127
Program	1,051,745	1,239,801
Occupancy costs	113,680	115,802
Office and administration	92,894	91,944
Purchase service	66,376	73,054
Equipment purchases and maintenance	35,436	20,470
Fees and dues	30,976	32,605
Amortization	21,925	52,155
Promotion	2,598	8,084
Recruitment and education	1,939	2,339
	2,627,015	2,906,381
Excess of Revenue over Expenses Before the Undernoted	85,228	21,124
Gain on sale of tangible capital assets	128,846	-
Excess (deficiency) of Revenue over Expenses for the Year	214,074	21,124

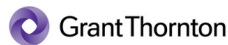
Funders & Supporters

- All Saints' Anglican Church
- Canadian Bankers Association
- Canadian Centre for Accreditation (CCA)
- Central East Local Health Integration Network
- City and County of Peterborough
- Community Foundation of Greater Peterborough (CFGP)
- Credit Counselling Canada
- Credit Canada
- Doyle Scholarship Fund
- Emmanuel United Church
- Employment Planning & Counselling
- Enbridge Gas (LEAP Program)
- Erica Cherney Fund
- Family Service Ontario (FSO)
- Family Service Employee Assistance Program (FSEAP)
- Hydro One (LEAP Program)
- Industry Canada
- Kinark
- Ministry of Community Safety & Correctional Services
- Ministry of Children, Community & Social Services
- Ministry of Health/Ministry of Children and Youth Services
- New Canadians Centre
- Ontario Trillium Foundation
- Peterborough Foundation
- Peterborough Utilities Services
- Service Canada
- United Way of Peterborough & District
- Victim Services of Peterborough and Northumberland (VSPN)
- Debt Management Program partners
- Community placement organizations for CSO clients

Partnerships and collaboration are fundamental for community organizations to succeed. We are so grateful to our partner organizations & funders for their ongoing support of CCRC's programs and services.



Thank you to our Jukebox Mania 2021 Sponsors!



Community Partners

- Abuse Prevention of Older Adults Network
- Adult Protective Services
- A. Farber and Partners Inc.
- All Saints' Anglican Church
- Bank of Montreal
- Bank of Nova Scotia
- BDO Cobourg Region
- Brock Mission
- Canadian Mental Health Association
- Canadian Imperial Bank of Commerce
- Community Care Access Centre
- City of Peterborough Social Services
- City of Peterborough Housing Division
- County of Peterborough
- Community Care Peterborough
- Community Living Peterborough
- Crown Attorney's Office
- Curve Lake First Nation Band Office
- Diversity Equity & Inclusion Network
- Elizabeth Fry Society
- Elder Abuse Prevention Network of Ontario
- Emmanuel United Church
- Family and Youth Clinic
- Five Counties Children's Centre
- Fleming College
- FourCAST
- Habitat for Humanity
- Hospice Peterborough
- Institute of Chartered Accountants Ontario
- John Howard Society
- Institute of Chartered Accounts Ontario
- John Howard Society
- Kawartha Credit Union
- Kawartha Family Court Assessment
- Kawartha Food Share
- Kawartha-Haliburton Children's Aid Society
- Kawartha Participation Projects (KPP)
- Kawartha Sexual Assault Centre
- Kinark Child and Family Services
- LHIN Peterborough Leadership Council
- Lovesick Lake Native Women's Association
- New Canadians Centre
- Nijkiwendidaa Anishnabe-Kwewag Services
- Nogojiwanong Friendship Centre
- Northern Lights Employment Centre
- Nourish Project
- Ontario Criminal Justice Association
- Peterborough and Kawartha Lakes Human Services and Justice Coordination Committee
- Peterborough AIDS Resource Network (PARN)
- Peterborough Area Fundraisers Network
- Peterborough Community Legal Centre
- Peterborough Domestic Abuse Network (PDAN)
- Peterborough Drug Awareness Coalition
- Peterborough Planning Table for Children and Youth
- Peterborough Public Health
- Peterborough Examiner
- Peterborough Housing Corporation



- Peterborough Police Victim Services
- Peterborough Northumberland Victim Services
- Peterborough Probation and Parole Office
- Peterborough Regional Health Centre Adult Outreach Program (PRHC-AOP)
- Peterborough Social Planning Council
- Peterborough Youth Services
- Probation and Parole Services
- Royal Bank of Canada
- SIRCH Community Services, Haliburton
- St John's Retirement Centre
- Suicide Self Help
- Support Team for Abuse Response Today (START)
- 101.5/Fresh Radio 100.5
- Toronto Dominion Bank
- Trent Community Research Centre (TCRC)
- Trent University
- United Way of Peterborough and District
- United Way Simcoe Muskoka
- Victim Services of Peterborough and Northumberland
- Victorian Order of Nurses for Canada, Ontario Branch
- Women's Business Network
- Women's Health Care Centre
- Yorkville University
- YourTV Peterborough
- YES Shelter for Youth and Families
- YWCA Peterborough Haliburton

\$1756.25
 raised by CCRC
 staff for the
**2020/2021 United
 Way Workplace
 Campaign**



Volunteers, Students & Interns

Practicum Placements & Interns

Diane Caldwell
 Olivia Kunzel
 Beth Pink
 Kayla Sparkes
 Samantha Wakeling

Volunteers

Tracey Boyd
 John Hunter
 Charlie Martin
 Larry Piccinin
 Kim Tasker
 Victoria Van Veen
 Peter Darling

Canada Summer Jobs Participants

Nathan Dunn
 Czarina Garcia
 Morgan Carl

Turning things around



Together, we can overcome. Thank you for helping people find a new path to a better life.

HOLD A FUNDRAISER. It could be a portion of sales from a side-hustle or asking people for donations in lieu of birthday or other holiday gifts.

SPREAD THE WORD about what we do. It could be as simple as "I've heard they help with..." to get someone on the path to a better future for themselves and their family.

DONATE Whether it's one-time or monthly, donations to CCRC are investments in a better tomorrow for people in our community.

LIKE and follow us on Instagram, Twitter, Facebook, and LinkedIn to stay up-to-date with our latest news and program offerings.

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 CommunityCounsellingandResourceCentre

QUESTIONS? Give us a call at 705-743-2272 or visit our website ccrc-ptbo.com

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