

Community Care Northumberland **2020-21 IMPACT REPORT**



CommunityCare
NORTHUMBERLAND

A WORD FROM OUR BOARD CHAIR & CEO

Reflecting on a pandemic year

The 2020-21 fiscal year was one unlike any other. When we reflect back on this past year, we do so with pride at the accomplishments and activities of our organization. We are proud of the programs and services we have been able to safely offer to continue providing support to our clients. We are proud of our staff and volunteers and the resilience, adaptability and compassion they have shown during a particularly challenging year. We are proud of the many milestones CCN has achieved this year, including the opening of Ed's House Northumberland Hospice Care Centre and the launch of a new mission, vision, values and brand that better reflect who we are and what we do as an organization. When we look back on this year, we are proud of the impact Community Care Northumberland has made in our community and the steps taken to ensure we remain a strong, sustainable organization for many years to come.

We are excited to share this report, which details how our core programs, staff and volunteers made a positive impact in our community and the ways in which the support from our community, funders and partners helped us make a difference throughout Northumberland County.

As we celebrate this year's activities and successes, we also look forward to the future and the goals and accomplishments we will achieve, the partnerships we will foster and grow and the impact we will continue to have in our pursuit to improve the health, wellbeing and quality of life for those in our community.



Stephen Beauchamp

BOARD CHAIR



Trish Baird

CHIEF EXECUTIVE OFFICER

ABOUT US

Who we are & what we do

Community Care Northumberland is a not-for-profit, community support organization that offers programs in five core areas - nutrition, transportation, wellness, in-home services and hospice services - throughout Northumberland County.

MISSION

Improving the health and wellbeing of our community through the creation, coordination and delivery of relevant community-based programs

VISION

Improving the quality of life for individuals in our communities

VALUES

Being accountable; being collaborative; being generous; being inclusive; being innovative; being respectful; creating opportunities for staff and volunteers to contribute to their own and CCN's success



“ A big thank you to all the staff and volunteers who have been doing great work providing support, services and companionship to all who need it in our community and have built a wonderful home where compassionate care is now available for those nearing the end of life. ”

- CCN SUPPORTER

NUTRITION SERVICES

Supporting the nutritional needs of our clients

Throughout the pandemic, our Meals on Wheels program has been a continued source of support for our existing clients and a safe, convenient option for those unable to go grocery shopping and/or cook for themselves. They also served as a safety check for some of our isolated clients.

Staff and volunteers look forward to welcoming back congregate dining clients when COVID-19 restrictions ease.



41 329

Meals on Wheels
delivered



928

Meals on Wheels
clients supported



“ Thank you for the meal delivery... Extra big thank you for doing it throughout the lockdown. ”

- MEALS ON WHEELS CLIENT

WELLNESS SERVICES

Keeping our clients active, safe and connected



339

virtual exercise class participants



31 819

social and safety visits



151

clients supported with personal distress alarms

Many of the wellness services our clients rely on, such as personal distress alarms and telephone reassurance calls, have continued to support the wellbeing of our community.

Other wellness programs, such as exercise classes and workshops, adopted a virtual format to give our clients opportunities to remain active and connected from home.



102 seniors were supported through our Adopt a Grandparent program, which provides gifts for isolated seniors during the holiday season

“ It is wonderful to be able to participate in something physical. This is helping my mental health as much as physical. Thank you for making this possible during lockdown. ”

- VIRTUAL EXERCISE CLASS PARTICIPANT

IN-HOME SERVICES

Helping our clients live independently & safely in their own homes

Ensuring members of our community have the support and services they need to remain safely at home is one of our goals.

Our home help and maintenance and Home at Last (HAL) programs have been and continue to be there to help our clients live more independently in their own homes and communities.



Our Home at Last (HAL) program provides transportation home from the hospital and helps the client settle safely and comfortably in their home.



332

home help & maintenance clients supported



229

clients supported with our Home at Last program

“ We are seniors who benefit from your home care services (cleaning) and know where to call if we need other services. ”

- HOME HELP CLIENT

TRANSPORTATION SERVICES

Providing essential rides to our community members

We continued to support the mobility needs of our clients by offering transportation to essential appointments, such as chemotherapy, dialysis, COVID-19 vaccine clinics and medical appointments.



11 810

essential drives
completed

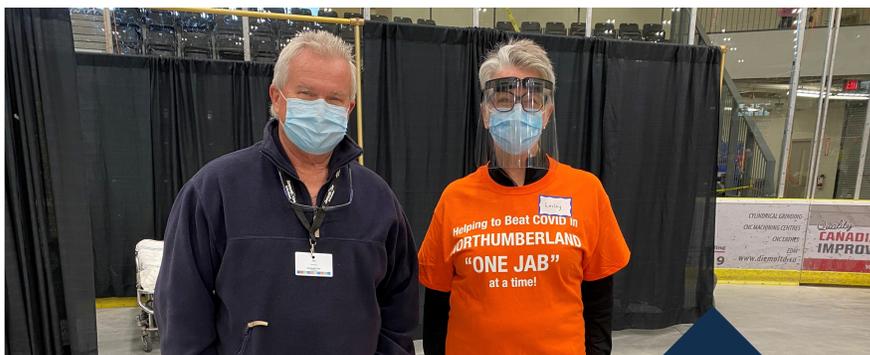


2 509

transportation clients
supported



With funding from Northumberland County, we purchased a new van to further support the accessible transportation needs of our clients.



CCN began offering free transportation for community members to attend COVID-19 vaccine clinics using accessible vans and volunteer drivers.

“ As we have no family in the area, we are so appreciative of the service of volunteer drivers to out-of-town appointments. ”

- TRANSPORTATION CLIENT

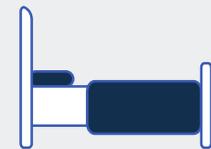
HOSPICE SERVICES

Supporting clients with a life-limiting illness and their loved ones



This was a milestone year for CCN as we opened the doors to Ed's House Northumberland Hospice Care Centre and began accepting residents in September of 2020.

We also continued to support our community hospice clients with palliative support and education, grief and bereavement support, health system navigation & caregiver support.



50

residents & families
received end of life care at
Ed's House



382

individuals supported with
visiting hospice services

“ The job you do is a gift to both the patients in your care and the people who love them. Thank you for your endless compassion and empathy. ”

- LOVED ONE OF A RESIDENT AT ED'S HOUSE

VOLUNTEERING

Volunteers make our programs, services and events possible

While volunteering may have looked a little bit different this year, Community Care Northumberland's volunteers continued to show their commitment to our clients and community. From program and service delivery to administration to special events and more, our volunteers helped support our clients and our organization in safe, innovative and meaningful ways.



30 523

hours of volunteer
service



893

volunteers



“ Thank you volunteers - your dedication and service is a piece of gold to the community. ”

- CCN SUPPORTER

FUNDRAISING & SPECIAL EVENTS

Donors and supporters maximize our impact in the community

While COVID-19 did have an impact on our fundraising initiatives, it did not stop the generosity and giving spirit of our community.

Our community members donated their time and money to our fundraising activities and special events, which help support all of CCN's different programs and services.



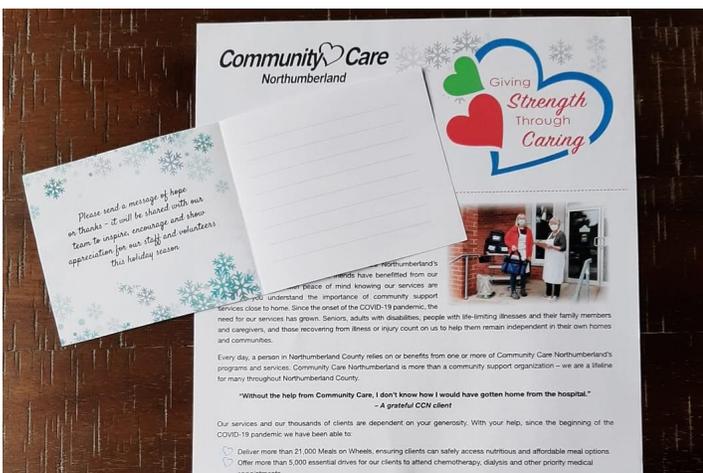
\$3 200

raised through our Easter cookie fundraiser in support of Meals on Wheels



\$50 003

raised through the 2020 Tim Hortons smile cookie campaign for Ed's House



\$100 000+

raised for CCN programs through our annual holiday appeal



\$25 000+

raised through our Hike for Hospice in support of our hospice services program

ACKNOWLEDGEMENTS

Our team, funders and partners

MEMBERS OF THE BOARD

EXECUTIVE MEMBERS

Stephen Beauchamp - Chair
Dr. Jacqueline Gardner-Nix - Vice Chair
Beth Brook - Treasurer
Trish Baird - Chief Executive Officer

DIRECTORS

Elaine Azzopardi
Selena Forsyth
Jessica Holt
Gord Ley
Sharron MacDonald
Judy McLean
David Miller
Sharyl Ann Milligan

SENIOR STAFF

Trish Baird - Chief Executive Officer
Leiann Peart - Director, Client Services
Sherry Gibson - Director, Hospice Services
Sheena Tyson - Director, Human Resources
Lynda Kay - Director, Donor Relations & Communications

FUNDERS & PARTNERS

We appreciate all of our community funders and partners including: the Province of Ontario; Home and Community Care Support Services (Central East); Northumberland County; Municipality of Port Hope; Municipality of Trent Hills; Municipality of Brighton; Town of Cobourg; Township of Cramahe; Township of Hamilton; Alnwick/Haldimand Township; Ontario Health Team of Northumberland; Ontario Community Support Association; Hospice Palliative Care Ontario; Northumberland United Way; Campbellford Seymour Community Foundation; Brian Todd Memorial Community Fund; Cameco; and the many community and service organizations, private donors and businesses across our service area who have supported Community Care Northumberland's programs and services, including Ed's House Northumberland Hospice Care Centre.

Financial statements are available upon request. Please contact the Administrative Office at by phone 866-514-5774 or by email at admin@commcare.ca.

CONTACT US

Get in touch and stay connected

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