

IMPACT REPORT

2021 - 2022

“Giving Strength Through Caring”



A WORD FROM OUR BOARD CHAIR & CEO

Concluding a second full year operating in a pandemic has certainly altered our perspectives, expectations, and accomplishments in many ways. While we look forward to the 'opening-up' of our community programs and offices, re-connecting in person with volunteers, clients and fellow employees, we need to congratulate ourselves on the work completed this past year. The pandemic has shown us that by focusing on our vision, 'improving the quality of life for individuals in our communities' we can accomplish this in many ways.

Virtually, CCN volunteers and employees have stepped up to the plate. Virtual Wellness Classes, Volunteer On-Boarding and Training, Grief and Bereavement Support Groups, Board, Committee and staff meetings, have all been able to accommodate individuals in their own homes to connect, receive support and continue the operations of CCN.

CCN has been committed to new programming with the expansion in March of our transportation service to provide high quality, affordable stretcher transportation so vitally needed in our community. The first 2 months of this new program ensured that 6 clients were transported by stretcher to Eds House within a few hours of referral by trained CCN drivers. Investing in new staff positions in grief and

bereavement have given us the ability to respond to difficult situations during the pandemic.

Tremendous success in fundraising events and community donations has shown us what a supportive community we live in.

To support our programs and staff CCN invested in a new telecommunications system enabling us to better serve our clients and transition to a new health care technology system to improve our management of data and program outcomes. In addition, Hospice Services staff committed to fulfilling the requirements of accreditation of our Volunteer Hospice Visiting program, Grief and Bereavement program, Supportive Care and Counselling and our Hospice Residence. A huge project which will result in improved outcomes for all our clients and their families.

We are proud to share this report with you in celebration of the activities and accomplishments of the past year. The past two years have been exhausting for many individuals in our communities and Community Care has been there to assist where we can.

We look forward to the coming year, working with our staff and volunteer teams, partners, donors and funders together improving the health and wellbeing of our community.



Stephen Beauchamp
BOARD CHAIR



Trish Baird
CHIEF EXECUTIVE
OFFICER

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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.



37 620

Meals on Wheels delivered



589

Meals on Wheels clients supported

“ My mother has benefitted from the Meals on Wheels program. Each of the dedicated volunteers has very much added to her day. Each one is so cheerful and gives that little extra moment for a chat. ”

- MEALS ON WHEELS CLIENT



222

Exercise class participants



18 022

Social and safety visits



149

Clients supported with personal distress alarms

WELLNESS SERVICES

Keeping our clients active, safe and connected

Throughout this past year many of the wellness services our clients rely on, such as personal distress alarms, telephone reassurance calls, and friendly visiting, have continued to support the well being of our clients. Virtual exercise classes and workshops gave our clients the opportunities to remain active and connected from home.



“ It is wonderful to be able to participate in something physical. This is helping my mental health as much as physical. ”

- 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, Caregiver Support 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.



11 769

Home help & maintenance hours provided



439

Clients supported in transitioning home from hospital with Home First and Home at Last



Our Home Help program helps make it easier for seniors, adults with disabilities or those who are recovering from illness or injury to continue living at home independently by aiding them to complete household tasks they may not be able to easily perform themselves.

“ Just a short note to thank you for caring for Betty over the past few weeks. You rate a “10” in our books! Betty is getting better as the days go on but it is a slow, painful process for her and your care and concern was most appreciated. ”

-HOME FIRST CAREGIVER RELIEF CLIENT AND THEIR SPOUSE

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.



26 241

Essential drives completed



1 614

Transportation clients supported

“ Thank you to all the volunteer drivers that give so many hours of service to those in our community. It gives peace of mind knowing your service is available. ”

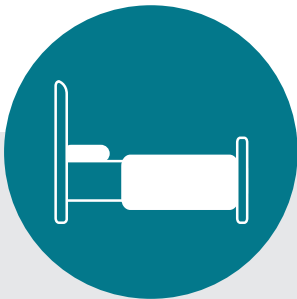
-TRANSPORTATION CLIENT

HOSPICE SERVICES

Supporting those impacted by progressive, life threatening illness

Pivot was a word widely used this year as we adapted to the impact that Covid-19 had on our clients and volunteers. Although there were many pandemic related restrictions to how Ed's House was able to provide service to clients, their friends and family members – we were able to continue to welcome residents and visitors for end-of-life care. Our community team responded to these restrictions by providing services virtually, by phone and in-person, and we were delighted, to once again, offer our grief and bereavement support groups.

Hospice Palliative Care Ontario (HPCO) accreditation of our residence, spiritual care, grief and bereavement programs was undertaken, along with the renewal for our in-home visiting program with the assistance of a consultant and CCN staff.



108

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



431

Individuals supported by the hospice services Team



“ With your assistance, my husband's wish to remain at home were met with dignity and respect. His volunteer brought sunshine into our home and made the quality of his life rewarding. A caregiver's life is hard. It was a long journey. We were fortunate to have you walk it with us. ”

- CAREGIVER OF A HOSPICE SERVICES CLIENT

“ We wish there was some way we could show you how life altering your daily efforts were to us, but unfortunately words will have to do. From the bottom of our hearts, thank you for your kindness, compassion, caring and love. ”

- 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.



41 886

Hours of volunteer service



520

volunteers



“ CCN is one of the most positive places I have ever volunteered. This is my 22nd year with CCN and it has been a pleasure. ”

- CNN VOLUNTEER

FUNDRAISING & SPECIAL EVENTS

Donors and supporters maximize our impact in the community

Community Care Northumberland is very thankful for the tremendous support and generosity of the residents of Northumberland County this past year. Your gifts, be it through attending an event, giving a gift in memory of loved one or friend, or supporting our annual direct mail campaign, have totalled **over one million dollars**. These donations are critical to support Community Care's core programming and Ed's House Northumberland Hospice Care Centre.



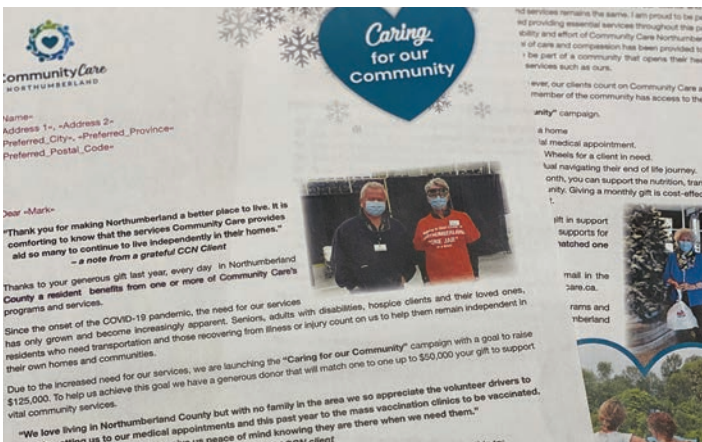
\$3 100+

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



\$26 835

Raised through OFIC Golf Tournament for Ed's House



\$160 000+

Raised for CCN Direct Mail Campaign, including a \$50 000 anonymous match



\$55 500+

Raised through Hike Bike and Bark for Hospice

ACKNOWLEDGEMENTS

Our team, funders and partners

MEMBERS OF THE BOARD

EXECUTIVE MEMBERS

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

DIRECTORS

Cindy Anthony
Elaine Azzopardi
Jessica Clarke
Selena Forsyth
Gord Ley
Sharron MacDonald
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; Hospice Palliative Care Ontario; Northumberland United Way; Campbellford Seymour Community Foundation; Brian Todd Memorial Community Fund; 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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Ed's House Northumberland

Hospice Care Centre

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SATELLITE OFFICES

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Colborne - *Located in Ontario Health Team Northumberland – Rural Outreach Clinic*
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Donor Relations & Communications

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www.commcare.ca

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