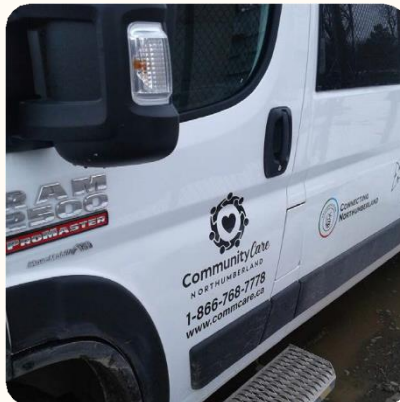
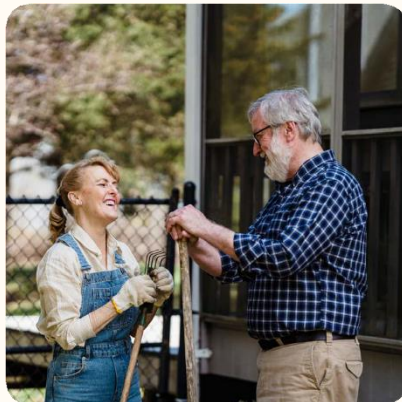


IMPACT REPORT

2022 - 2023

"Giving Strength Through Caring"



A WORD FROM OUR BOARD CHAIR & CEO

Reflecting on this past year, we want to celebrate the commitment of Community Care Northumberland volunteers, employees and supporters ensuring that caring, compassionate, and meaningful support is available to people throughout Northumberland County. Many of our programs have been able to move from 'virtual' to a hybrid environment which has provided additional options and the ability to expand our programs to those who may not be able to access services face to face. From fitness classes to our virtual *Senior Centre Without Walls*, multiple volunteer orientation and training sessions, friendly visiting, supportive care counselling for end of life and multiple board and committee meetings to name a few, all held using both options demonstrate the adaptations available when thinking beyond the norm. Kudos to everyone for embracing this new environment.

Program successes this past year are many. One example to highlight is our stretcher transfer service. The Transportation team along with the team at Eds House worked through a quality improvement initiative to implement a stretcher transfer service. This service reduced wait times for admissions to Eds House by 50% (12-24 hrs. to 6-12 hrs.). As the service expanded stretcher transfers were available to area hospitals and Long-Term Care facilities through our Home at Last program. This past year 49 stretcher transfers were completed.

Our Hospice Services team continues to offer high quality programming both in the community and at Eds House Residence. Expanding grief and bereavement services has been a welcome addition for many in our community. Our Hospice Residence continues its outstanding work providing end-of-life care to 148 people and their families and achieving an 82% occupancy rate (exceeding our target for the year). Having a Hospice Care Centre delivering vital services both in residence and the community is only successful because it is community driven and supported. It is a labour of love for many and our team of volunteers, donors and employees are true examples of that. Congratulations to Ed's House Foundation who received their charitable status this year and began their mandate raising funds to support operations of our Hospice Services.

The Board has been busy this year with various projects. A *Resilient Communities* grant from the Ontario Trillium Foundation enabled the Board to lead a new Strategic Planning process which will result in an updated Mission, Vision, and Values along with relevant Strategic Directions for the next few years. In addition, our By-Laws were revised to comply with the new Ontario Non-Profit Corporations Act.

We are happy to share this report with you in celebration of the activities and accomplishments of the past year. 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.



**Dr Jacqueline
Gardner-Nix**
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

Meals on Wheels Programs (Hot and Frozen) continue to grow. The Meals are tasty, well-balanced, convenient, and affordable, and are a continued source of nutritional support for our clients. Volunteers who deliver these meals report that delivery also serves as a safety check for some of our isolated clients.

Community Diners Programs have now started in all areas post pandemic. These programs provide opportunities to share a hot meal and participate in health promotion presentations. They also give clients the opportunity to meet new people.



40 421

Meals on Wheels
delivered



637

Meals onWheels
clients supported

“ Many of us live alone and a friendly face at the door several times a week and a prepared hot meal is a gift! You enable us to stay in the homes we love and retain our fragile independence as long as possible. Another incredible gift. ”

-MEALS ON WHEELS CLIENT



631

Exercise class participants



15 398

Social and safety visits



152

Clients supported with personal distress alarms

WELLNESS SERVICES

Keeping our clients active, safe and connected

Throughout this past year many clients relied on our Wellness Services, such as Personal Distress Alarms, Telephone Reassurance Calls to support their wellbeing at home. The In-Person Friendly Visiting Program resumed as clients and volunteers were ready to meet face-to-face. Virtual and In-Person Exercise and Falls Prevention Classes gave our clients the opportunity to stay active and also improve their balance to stay safe. An exciting new telephone-based program called ‘Seniors Centre Without Walls’ was introduced and helped us to reach many lonely and isolated persons, providing an opportunity to connect with others.



“I greatly appreciate this program; I’ve been quite lonely lately. Also, I felt alone in being alone - I wasn’t aware that many other people feel the same way. It has made me feel less alone because now I have a means to connect with others weekly.”

- ANONYMOUS

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 homes and communities.



11 232

Home Help & Maintenance hours provided



570

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



Hospital visits, whether planned or unexpected, can often cause additional tension to an already stressful situation. Our Home at Last (HAL) program helps patients successfully make the transition from hospital to home on the day of their discharge. HAL is a partnership between:

- Community Care Northumberland,
- Campbellford Memorial Hospital,
- Northumberland Hills Hospital and
- Home and Community Care Services (Central East).

“ I’m so thankful for the Home at Last Service. I was worried when my daughter wasn’t available to bring me home from the hospital, but the PSW and van driver were so lovely and helpful. I don’t know what I would have done without their help.”

-HOME AT LAST 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, and medical appointments. We have expanded our accessible service to include Stretcher Transportation to meet the needs of residents of Northumberland and are currently supporting our internal programs, such as Home First and Home at Last, and supporting our Northumberland Hospice Care Centre, Ed's House.



32 002

Essential drives completed



1970

Transportation clients supported

“ Because of the wonderful drivers you have I can be independent and schedule all my own appointments. I can be assured that they will arrive on time and get me safely to my destination. Then when I am done, they are waiting with a kind of smile to get me home. Thank you. ”

- TRANSPORTATION CLIENT

HOSPICE SERVICES

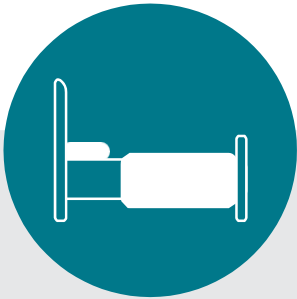
Supporting those impacted by progressive, life threatening illness

We were delighted in August 2022 to receive a 3-year accreditation from Hospice Palliative Care Ontario (HPCO) for our core services In-Home Hospice, Residence Hospice, Grief and Bereavement Support and Spiritual Care Services, demonstrating leadership and a commitment to quality.

The evaluation looked at 4 key areas: governance, operations, quality improvement and service delivery. The strength of being a part of a multi-service organization is the ability to provide evidence that reflects our responsibility to providing high quality, volunteer-based hospice services.

Our community team continues to work with clients, their friends, and family members to offer support in all aspects of living with a life-limiting illness to ensure people get the right care, at the right time, in the right pace, including:

- Advance Care Planning and Identifying Goals of Care,
- Symptom Management,
- Supportive Care Counselling,
- Grief and Bereavement Support and Counselling.



148

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



418

Individuals supported by the hospice services Team



“ You gave my Father grace and dignity in his final days. Respected his wishes. Listened to him. I cannot say enough to commend the staff and volunteers, especially during COVID restrictions. ”

- LOVED ONE OF A RESIDENT AT ED'S HOUSE



VOLUNTEERING

Volunteers make our programs, services and events possible

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



576

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

WrapAround

Volunteer Peer Support (VPS)

WrapAround supports older adults & caregivers with complex needs navigate the system to find the care and support they need with the help of trained volunteer facilitators. VPS is a proven approach that helps older adults with complex conditions, and their caregiver come together to 'wrap' participants in community supports. Each participant's strengths, culture and vision for a better life drive the process from beginning to end. Participants choose what they want to work on and how fast they want to work on it. In this way, people are empowered to have a voice and choice in planning the care and support they require.



“WrapAround has been a wonderful experience for me. For once, I have been left feeling like I have control of my own care and the services I have been connected with. Without the support & encouragement of my volunteer facilitators, I would feel overwhelmed by the services in the community and would be hesitant to accept help.”

- WrapAround Participant



FUNDRAISING & SPECIAL EVENTS

Donors and supporters maximize our impact in the community

Community Care Northumberland is deeply grateful for our community's unwavering support and commitment. Your generous contributions have allowed us to expand our outreach efforts, provide vital services to those in need, and make a tangible difference in countless lives. Your gifts to support a service, an event, or in memory of a loved one, have totaled over one million dollars. These donations are critical to support CCN's core programming and Ed's House Northumberland Hospice Care Centre.



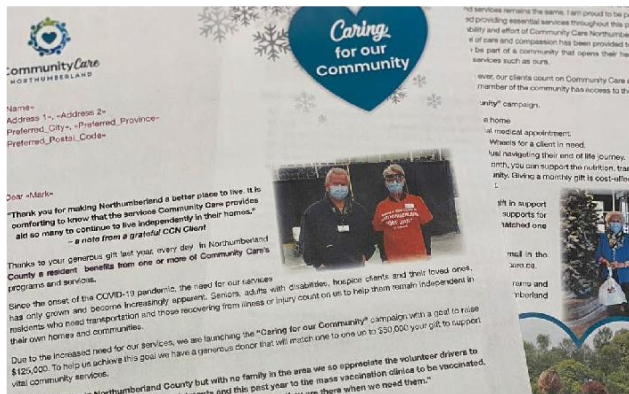
\$6 750+

Raised through our Easter cookie fundraiser, supporting 1000 Meals on Wheels



\$167 000+

Raised through Handbags for Hospice for Ed's House



\$68 000+

Raised for CCN Direct Mail Campaign



\$61 629+

Raised through Hike Bike and Bark for Hospice

ACKNOWLEDGEMENTS

Our team, funders and partners

MEMBERS OF THE BOARD

EXECUTIVE MEMBERS

Dr. Jacqueline Gardner-Nix - Chair
Elaine Azzopardi - Chair
Judy McLean - Treasurer
Trish Baird - Chief Executive Officer

DIRECTORS

Stephen Beauchamp
Sharyl Ann Milligan
Tim Miller
Selena Forsyth
Jessica Clarke
Sharron MacDonald
Cindy Anthony

SENIOR STAFF

Trish Baird - Chief Executive Officer
Leiann Peart - Director, Client Services
Sherry Gibson - Director, Hospice Services
Dorothy Slater - Generalist, Human Resources
Joel Scott - 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, Ontario Trillium Foundation, Ontario Community Support Association, Petro-Canada Care Makers Foundation, Cameco Fund for Mental Health; 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.

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



CONTACT YOUR LOCAL OFFICE - 1-866-514-5774

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Donor Relations & Communications

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CHARITABLE NUMBER

CCN: 132198748 RR0001/
Ed's House: 751801531 RR001

VISIT OUR WEBSITE

www.commcare.ca

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Visit our website and follow the prompts.