



Impact Report

2024/2025

*Giving Strength
Through Caring*

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CommunityCare
NORTHUMBERLAND

Board Chair & CEO Report

Welcome to the Community Care Northumberland Impact Report for 2024-2025. Throughout these pages we celebrate, boast and give thanks to the breadth of activity, connections, impact and support CCN has provided to the Northumberland community.

Fresh on the heels of a new Strategic Plan in the prior year, the Board continues to monitor and progress on key directions and objectives of the plan ensuring our mission, vision and values continue to be our priority in meeting the needs of our community.

Strategic Direction - Accessible Programs, Quality Services achieved a variety of accomplishments throughout the year. Program evaluations were completed across the organization using data from multiple sources including prior years client surveys. Improvements to processes were implemented where appropriate. The year long accreditation process through Hospice Palliative Care Ontario (HPCO) was a strong focus for all Hospice Services with a successful Accreditor visit this spring. This process substantiates the high-quality delivery of programs through CCN Hospice community programs and our Hospice residence.

Strategic Direction - Cohesive Identity, Empowered Community supported the creation of new client, volunteer and donor stories. Individuals impacted by CCN sharing their personal experiences and reasons to participate and give back. A continued focus on sharing our expertise in volunteer management saw staff and volunteers actively involved in County wide recruitment efforts through local fairs and special events, committees and connections with other community groups. Monthly newsletters spreading the CCN story were key ways to inform the communities we serve.

Strategic Direction - Reenergized Capacity, Rejuvenated Culture focused internally on staff and volunteers. Implementing a staff work/life balance survey to understand where improvements could be achieved ensuring people are supported at work. A volunteer survey provided excellent feedback and suggestions to improve volunteer engagement and retention. A new Volunteer Committee was established to provide ongoing feedback on various aspects in CCN Volunteer Management processes.

The CCN Board and the Ed's House Foundation Board continue to strengthen their partnership with ongoing planning to ensure a clear direction and clarity for success and sustainability into the future.

The donor community that supports our programs are amazing. We sincerely thank them for all their efforts throughout the year. That support has been generous and truly appreciated.

Our over 562 volunteers and 103 staff members and community partners are a strong testament to the 36 years of history we have had in Northumberland County - a legacy that all Board, staff and volunteers should be proud of.



Trish Baird,
CEO



Elaine Azzopardi,
Board Chairperson

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Acknowledgements

About Us

Community Care Northumberland is a not-for-profit, community support organization that offers a diverse range of programs throughout Northumberland County, focusing on five core areas:



Nutrition



Transportation



Wellness



In-Home Services



Hospice Services

Our Mission To connect our communities to the support, service, and care they need throughout their lifelong journey.

Our Vision A community where people experience connection and well-being.

Our Values **Relationships:** we enter each relationship with care, ensuring equity, respect, and collaboration.

Accountability: we approach our work with integrity while balancing the voices of the people, community and funders.

Community: we are engaged partners and together we celebrate our strengths and respond to the needs of our community.

Compassion: we deliver meaningful services supporting dignity and belonging through empathy, collaboration, and inclusivity.

Nutrition Services

Providing essential nutritional support to our clients

Meals On Wheels programs offer tasty, well-balanced, convenient, and affordable hot and frozen meal options. They remain a vital source of nutritional support for our clients across Northumberland County. Volunteers who deliver these meals also provide a safety check for some of our isolated clients.

The Impact



33,432
Meals on Wheels Delivered



553
Meals on Wheels Clients Supported

“Thank you so much for the pleasant service. I was very pleased with the contents of the meal for the price you pay. The driver was a very lovely lady who was very friendly and greeted you at the door as you were a friend, not a stranger.”

- Meals on Wheels Client

Congregate Dining programs are available throughout Northumberland County, offering opportunities to enjoy a hot meal among friends, listen to great music, participate in health and safety promotion activities, and meet new people in the community.

The Impact



1,078
Congregate Dining Meals



261
Congregate Dining Clients Supported



Wellness Services

Ensuring our clients remain active, safe, and connected

Throughout this past year, many clients relied on our Wellness Services, including Personal Distress Alarms, Seniors Centre Without Walls, Telephone Reassurance Calls, and Friendly Visiting, to support their wellbeing at home. Our Exercise and Falls Prevention Classes, provided in retirement homes and community locations, gave clients the opportunity to stay active, improve their balance, and receive fall prevention education for safety. Wellness art workshops were held in Campbellford, Brighton, Colborne, and Port Hope.

The Impact



665

Exercise/Fall Prevention Class
Participants



12,072

Social & Safety Visits



115

Clients Supported with
Personal Distress Alarms



6,535

Attendance at Wellness
Workshops & Groups



"I love being a part of these programs, because you know when you're my age and live alone, many of us don't have family or friends and it's hard. It's nice to know someone is thinking of me and it's really appreciated."

- Telephone Reassurance & Friendly Visiting Client

In-Home Services

Supporting our clients to live independently and safely in their own homes

Home Help & Maintenance

Home Help brokered workers assist clients with routine household activities such as light housekeeping, meal preparation, and laundry. Home Maintenance brokered workers undertake home maintenance and minor home repair jobs. This may include yard work, snow shoveling, odd jobs, and heavy cleaning.

Caregiver Support

Home Help brokered workers provide companionship and respite, subject to the availability of brokered workers. Brokered workers are not permitted to provide any personal care or physical assistance to clients.

Home at Last

A settlement service that helps individuals successfully transition from hospital to home on the day of their discharge. Services may include transportation, picking up medications and groceries, meal preparation, personal care, or light homemaking.

The Impact



13,464

Home Help & Maintenance
Hours Provided



520

Clients were supported in their
transition from hospital to home
through the Home First and
Home at Last programs



"It's working really well. It's making me feel like I am not so overwhelmed. I would put it right up there with PSW support for caregiver relief."

- a Caregiver of a Home Help Client

Transportation Services

Ensuring transportation support for Northumberland County residents

Our goal is to provide transportation for residents of Northumberland County by offering transit services to underserved areas. This service allows rural community members the opportunity to connect with urban communities. Many services rarely operate in smaller centres, which can limit rural residents' access to the same opportunities. Our staff collaborate with other partners to ensure clients can access much-needed programs and services.

CCN continues to meet the mobility needs of our clients by providing both accessible and volunteer transportation services throughout the County by travelling to many major cities to get care for crucial needs such as chemotherapy, dialysis, surgeries and specialists appointments.

The Impact



33,576

Essential Drives Completed



1,463

Transportation Clients Supported



"I booked a last-minute ride for my sister through Community Care Northumberland. She needed to get to a medical appointment in Toronto, and we had no idea how we were going to get her there. The transportation staff and volunteer driver were absolute heroes. We can't thank them enough for getting her to her appointment safely."

- Transportation Client

Hospice Services

Supporting those impacted by a progressive, life-limiting illness

We began the year finishing the construction of our 4 “future” suites, and started accepting admissions for the additional beds in May. Along with going from a rough-in stage to home-like completion, we took the opportunity to install oxygen and suction in all 10 of our suites, making end-of-life more comfortable for our residents. With this capacity increase, we added Personal Support Workers to our clinical staff roster to support and supplement the work of our nurses.

Our outdoor landscape continues to flourish. We constructed a wind phone and gardens at the back edge of our property, that was dedicated in front of donors, board members, staff and volunteers in November. The wind phone complements our existing gardens by providing a space that is peaceful and tranquil, and gives those visiting the wind phone the opportunity to pick up the phone receiver inside and speak to loved ones who have died, allowing the wind to carry their words.

The latter part of the year was spent collecting, refining and submitting evidence for our Hospice Palliative Care Ontario accreditation renewal for our in-home hospice, spiritual care, grief and bereavement and hospice residence programs. Maintaining these standards is vital to our ongoing success.

And finally, we wrapped up the “Mourning Transitions” project, funded by a grant from New Horizons for Seniors to offer support groups for the bereaved. The culmination for the participants was creating wonderful pieces of art to honour their grief journey, and a tapestry of their work is now hung in our lower level.

Our work is complemented and positively impacted by our hospice volunteers, who logged 5,978 hours supporting clients both in their own homes and at Ed’s House.

The Impact



153

Residents received end-of-life care at Ed’s House



713

Community clients were supported through 5,678 interactions



“Aside from the excellent care my mother received, you made us feel that all was under control, so we could go back to being family again. Such a gift.” - Residence Family Member

“Thank you very much for all your help in navigating the difficult path between terminal prognosis and the final release from pain. What you do is so meaningful and helpful. Deepest thanks.”

- Community Client Family Member

VPS WrapAround for Older Adults

Empowering older adults and caregivers with customized support services

WrapAround supports older adults and caregivers with complex needs in navigating the service systems to find the care and support they require, aided by a trained volunteer facilitator. VPS (Volunteer Peer Support) is a proven approach that brings together older adults with complex conditions and their caregivers 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 the pace at which they want to progress, empowering them to have a voice and choice in planning the care and support they need.

The Impact



12

Active WrapAround Facilitators



21

Active/Matched Participants



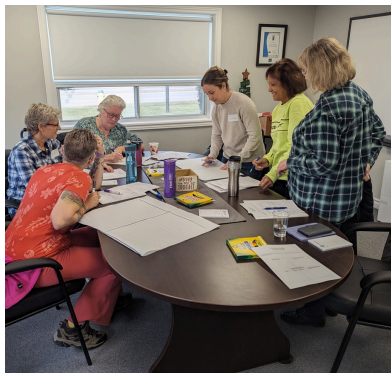
36

Participants have been transitioned out of the program



25

New Referrals



"The VPS WrapAround for Older Adults program has been a lifeline for my mom and our family. Coordinating her care and support felt overwhelming, but our facilitators helped us create a clear plan. My mom is now in a safe and supportive living environment, and I've found peace of mind knowing she's happy and connected to her community. WrapAround has truly been a blessing."

- Caregiver

Volunteering

Volunteers make our programs, services and events possible

Community Care Northumberland's volunteers have consistently demonstrated their dedication to our clients and community. They contribute in various roles, from program delivery and administration to special events, providing invaluable support in safe, innovative, and meaningful ways.

The Impact



45,297

Hours of Volunteer Service



562

Volunteers

"Your staff and volunteers are beacons of hope and love, compassion, and trust. Know you make a difference for so many in Northumberland."

- CCN Client



"What got me interested in becoming a driver was the desire to help people who need a ride but can no longer drive themselves. When I hear someone say how grateful they are for this service, it truly warms my heart. Giving back is such a rewarding experience."

- Volunteer Transportation Driver

Ethics Services

Ethics Services in health and supportive care settings involve helping clients/residents, families, and those who work in these settings when they are facing difficult moral or value-based choices about the right or best course of action. The goal of discussing ethical issues is not to impose values on others, but to help individuals and groups in solving complex problems so they are able to make informed decisions about treatment or care.

Topics in health and supportive care that might present an ethical challenge could include: Value differences and conflicts, wait-list concerns, end-of-life decision-making, allocation of resources, or others.

All Community Care Northumberland (CCN) clients/residents, their families, staff and volunteers have access to an external Ethicist. The Ethicist is a resource person with advanced training in ethics, who can help clarify ethical issues, offer different perspectives, review options, and assist clients/residents, families, and care teams with decision-making.

Our Ethicist is available to: Provide confidential consultation, help people understand and explore available treatment or care options, mediate to assist individuals and/or groups when there is a difference of opinion about a particular patient care situation, or provide education to clients/residents, families, and professionals on ethical issues that may arise.

The Impact



18

Ethics Consultations



7

CCN policies/documents reviewed/revised



13

Ethics Education Opportunities

Fundraising & Special Events

Donors and supporters maximize our impact in the community

Community Care Northumberland deeply appreciates the dedication and generosity of our community members. Your contributions have allowed us to expand our outreach, provide essential services to those in need, and make a meaningful impact in countless lives. Whether you've donated to a specific service, supported an event, given in memory of a loved one, or included us in your planned giving or estate, your support is what keeps us strong and sustainable. These contributions are vital to maintaining CCN's core programs and supporting Ed's House Northumberland Hospice Care Centre. Thank you for your continued support and for helping us make a lasting difference in our community.

The Impact



\$18,100

Raised through our Caring 'Fore' Our Community Golf Tournament



\$3,357

Raised through Tim Hortons Holiday Smile Cookie Campaign



\$5,536

Raised through Black Dress Catering's Valentine's Day Lunch



\$5,800

Raised through our Easter Cookie Fundraiser thanks to Roda's Kitchen



\$89,892

Raised through Planned Giving & Estate Contributions



\$4,969

Raised Through the 'Care to Share' Payroll Deduction Campaign, Thanks to CCN Staff Members



Ed's House Foundation



Established to support the mission of Ed's House, the Ed's House Northumberland Hospice Care Centre Foundation is responsible for raising the funds necessary to ensure the ongoing operation and sustainability of this vital community resource.

The Foundation must raise at least 1.1 Million dollars annually to maintain the high level of service provided by Ed's House at no cost.

Operated by Community Care Northumberland, Ed's House provides compassionate, around-the-clock end-of-life care in its 10-suite residence, while also offering extensive community-based services such as health system navigation, visiting volunteers, supportive care, grief and bereavement support, education, and hospice coaching. All of these services are provided at no cost to individuals and families across Northumberland County.

The Foundation plays a crucial role by raising the necessary funds to support these programs and services, helping Community Care Northumberland continue its mission to honour each resident's choices and values. Your generosity directly supports the care, comfort, and dignity of those facing life-limiting illness in our community and ensures Ed's House remains a place of compassion and peace for years to come.

The Impact



\$121,000

Raised through Handbags for Hospice for Hospice Services →



\$77,390

Raised through Hike, Bike, and Bark for Hospice Services



\$83,094

Raised through Planned Giving & Estate Contributions



Acknowledgements

Recognizing our team, funders, and collaborative partners

Members of the Board

Executive Members

Elaine Azzopardi - Chairperson
Jessica Clarke - Vice Chairperson
Judy McLean - Treasurer
Trish Baird - Chief Executive Officer

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

Directors

Jacqueline Gardner-Nix (Past Chairperson)
Stephen Beauchamp
Sharyl Ann Milligan
Tim Miller
Selena Forsyth
Sharron MacDonald
Angela Grogan

Funders & Partners

We appreciate all of our community funders and partners, including Ontario Health East; Ontario Health atHome; 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; Community Foundation of Campbellford/Seymour and Northumberland; and the Ontario Community Support Association.

With thanks to local service clubs, 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 by phone at 866-514-5774 or by email at admin@commcare.ca.

Contact Us

Stay engaged and connect with us

Contact your local office - 1-866-514-5774

Brighton

46 Prince Edward Street
brighton@commcare.ca

Campbellford

174 Oliver Road
campbellford@commcare.ca

Cobourg

1158 Division Street
cobourg@commcare.ca

Satellite Offices

Port Hope (by appointment)
porthope@commcare.ca

*Colborne - Located in Ontario Health Team
Northumberland – Rural Outreach Clinic*
34 Victoria Street

Transportation

1-866-768-7778
ride@commcare.ca

Ed's House Northumberland

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1301 Ontario Street
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Administration

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Charitable Number

CCN: 132198748 RR0001
Ed's House Foundation: 751801531 RR0001



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