

Message from the Chairperson and Executive Director

Board Members 2015-2016

Welcome to the Annual General Meeting and year in review of Community Care Northumberland (CCN). We are happy to be able to highlight some of the agency activity and Board focus over the past year on behalf of our fellow Directors.

Partnerships and Collaborations continue to be a strategic focus for the Board of Directors to being a successful, client centred, volunteer based organization. Working with others across our service delivery areas helps to broaden the scope and impact of our programs in conjunction with others. There are many examples of initiatives involving CCN with a few mentioned below.

Our partnership with Northumberland County is one such example. Bringing additional services to individuals in need through the Enhanced Rural Living Program allows us to support low income people to live safely in their own homes and communities. With the County support, CCN was also successful in receiving a Ministry of Transportation pilot grant to expand rural transportation services over the next two years.

Back office integration with Campbellford Memorial Hospital has improved the quality and capacity of CCN to respond to increasing complex reporting requirements of funders and donors. Accessing expertise in finance, human resources, information technology and purchasing has opened up opportunities for shared resources within both organizations. Results this past year include Board approval of an Information Systems Strategic Plan, assistance in tendering purchased service agreements and moving towards a new on-line employee orientation and training program.

Improving Hospice Palliative Care services and grief and bereavement supports for people with life-limiting illnesses has also been a priority for CCN along with several other Health Service Providers in Northumberland. This area is also a priority of the Central East LHIN and the Ministry of Health. CCN continues to co-lead an inter-agency collaborative along with Northumberland Hills Hospital to expand resources available in this area. Potential funding for a Palliative Care Community Team should be determined by the fall of 2016.

This coming year will be a time of change for CCN Board of Directors as the Minister of Health roles out the new "Patients First Act". This Act when approved, will give the Local Health Integration Networks an expanded role, including in primary care and home and community care. CCN will need to keep active and involved particularly with the changes happening to our partners within the Community Care Access Centres, Central East and South East LHINs

Jessica and I extend our thanks to all Board members, Advisory Committee members, staff and volunteers for their ongoing commitment to CCN. We would not be able to help the thousands of people we do without your time, energy and compassion.

Jessica Holt

Chairperson

Trish Baird

Executive Director

Executive

Jessica Holt - Chairperson

Ray Lobban - Vice Chairperson

Jovita Sanders - Treasurer

John Embregts - Past President & Acting Treasurer*

Trish Baird - Executive Director*

Erin Andrus - Board Secretary*

Directors

Bev Anderson - Brighton

Don Cameron - Port Hope

Angela Hook - Trent Hills

Bob Lee - Colborne

Chris Matthews - Brighton

Carol McArthur - Colborne

David Miller - Director at Large

Sharyl Ann Milligan - Cobourg

Mary Park - Director at Large

Kendra Simmons - Hospice

Catherine Smith - Cobourg

* non-voting positions

Donors Over \$1,000

Acme Electric Port Hope

Alan Hodge

Assante Financial Wealth Management

Aureen Richardson

Barb Gale

Christine Wilson

CRH Canada Group Inc

Donald C. Cameron

Dorothy Hepburn

Elizabeth Hathway

Enbridge Pipelines inc

Grant & Sharon Watson

Hastings & District Lions Club

John Goering

Margaret Andrews

Margaret Sellers

RBC Royal Bank in Brighton

RBC Royal Bank in Campbellford

Rotary Club of Northern Sunrise

Royal Canadian Legion, Cobourg, ON, Branch 133

St. Paul's Anglican Church

The Brighton Clothing Depot

Trinity St. Andrew's United Church

Grants Over \$1,000

Alnwick/Haldimand Township

Brighton Health Services

Campbellford Seymour Community Foundation

Hamilton Township

Municipality of Brighton

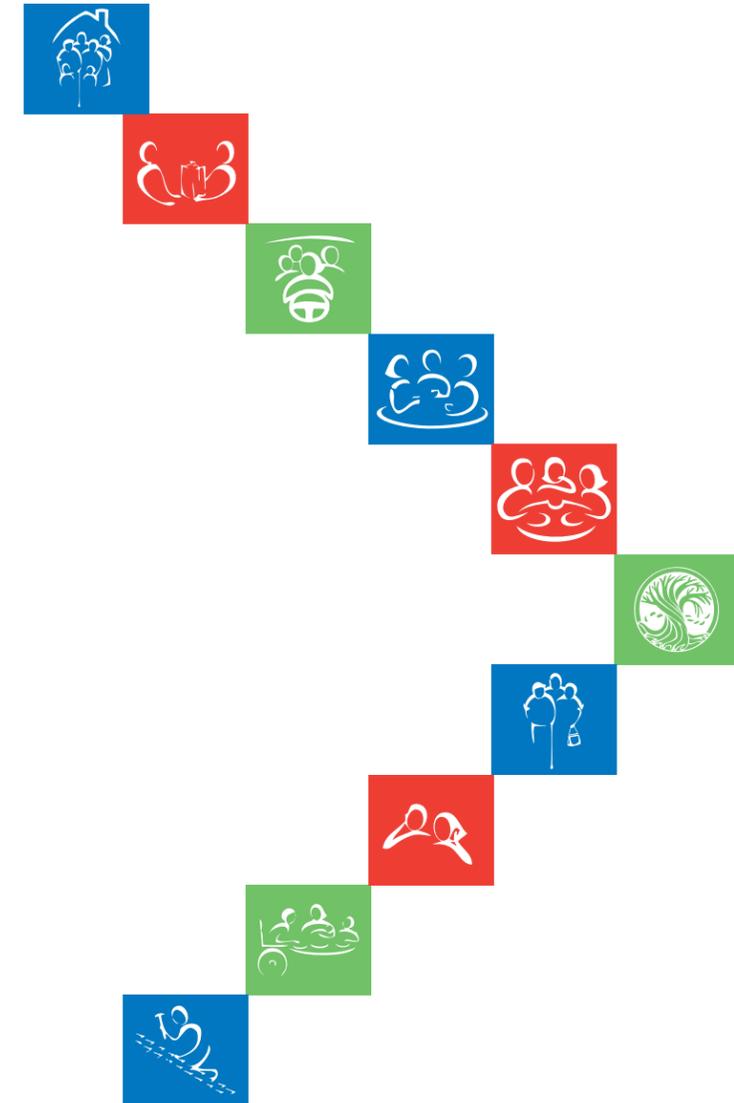
Municipality of Trent Hills

Northumberland County

Northumberland United Way

Town of Cobourg

Township of Cramahe



Community Care
Northumberland

2015 - 2016
Annual General Report

"Giving Strength Through Caring"

www.commcare.ca

Programs and Partnerships

- The Home at Last program provided transportation and personal support services to 243 hospital patients, helping them get settled in safely at home on discharge day.
- 122 Personal Distress Alarms were in use across the County helping people remain safe in their homes.
- CCN services were promoted at several community events, including: Diabetes Expo, Community Fair, Northumberland County's Strawberry Socials, Retired Teachers Association, Volunteer Fair, Port Hope Fair, Roseneath Fair, NEARN Education Day, Alzheimer Society Support Group and Multiple Sclerosis Support Group.
- Service Canada hosted a Pension Clinic at our Port Hope office, providing one on one support and guidance regarding their programs for 8 seniors.
- CCN played a vital role in the formation of the Northumberland Community Mobilization Coalition Steering Group. 76 cases involving people at elevated risk have been received at weekly situation table meetings.
- CCN's Hospice Palliative Care program launched into an Accreditation process to enable the program to evaluate and demonstrate their competence in providing high quality care.
- The Enhanced Rural Living program subsidized 735 hot and frozen meals, 357 Home Help hours, 217 volunteer transportation trips and 411 specialized transportation trips for low income Northumberland County residents.
- Ridership for our Specialized Transportation program was up 2% and its efficiency has improved as the total number of kilometres driven is down by 6.6%.
- CCN's Port Hope office is hosting two "community hub offices" in partnership with Northumberland County. These hubs provide space for social service agencies to meet with clients across the County.
- The Brighton office teamed up with a new program called ICART which provides support to patients who have visited the emergency department. ICART provides support for 30 days for programs such as Meals on Wheels and Home Help & Maintenance.
- October 2015 was the launch of the Specialized Transportation's new "Western Route", a rural route in Hamilton Township.
- New "drop in" social group started in Brighton called Creative Café where people do a variety of activities such as art, knitting, crochet, other crafts, and socialize with others at the same time.
- 963 seniors participated in the Exercise and Falls Prevention programs in 20 locations across the County.
- CCN organized 22,001 hot and frozen meals from April 1st, 2015 to March 31st, 2016 within Northumberland County. This is a 6% increase over last year service.

Volunteers and Community

- The 2015 CCN Jim Bryson Memorial Volunteer of the Year recipient was Selena Forsyth and the June Callwood Award of Distinction for service to hospice was awarded to Penny Harris.
- 79,620 hours of service was logged by 788 registered and active volunteers.
- A broken water main in Brighton meant that a boil water advisory was implemented twice, affecting several frail clients who were unable to get out to pick up water. Several volunteers offered to deliver bottled water to these people, showing wonderful community spirit and compassion.
- Dedicated volunteers in Colborne gave countless hours to help organize and run the annual Seniors Picnic and the Community Christmas event, along with participation from the Rotary Club of Colborne and Colborne & District Lion's Club.
- In Port Hope, a Health Fair and Seniors Picnic was held in June with 17 vendors that provide goods and services to seniors giving information to 120 seniors who sit down for lunch following. This highly anticipated annual event is organized and sponsored by the Port Hope Advisory Committee and has been hosted since the early 1980's with the health fair component added 7 years ago.
- RBC staff in Brighton donated their time to a couple of local clients needing yard work done, then surprised the office with a \$1,000 corporate grant called "Day of Service".
- CCN's Volunteer Manual was revised to provide clear direction and support the training our volunteers receive.
- CCN's offices held open houses during Volunteer Week in April to recognize and honour our volunteers.
- 37 Hospice Palliative Care volunteers completed the 30 hour specialized training and have joined the hospice palliative care team to provide extraordinary and high quality care and support to clients and their families.
- Over the past 10 years, the St. Mary's Secondary School Culinary Program has volunteered their expertise and provided a luncheon to CCN's Community Diners clients. Students in the Culinary Program prepare and serve the meal, the school's Jazz Band and Choir entertained.
- Brighton Advisory Committee, on one day notice, came out and supported Chris Graham who rode his bike all around North America raising funds for dementia research. Chris unexpectedly had to end his ride in Brighton due to his early onset dementia.
- CCN representatives are involved on the Falls Prevention Committee of Safe Communities Northumberland County. Educational literature on preventing falls was produced.
- Volunteer drivers travelled 917,477 kilometers to help clients reach their local and out of town appointments.

Fundraising and Donations

- CCN's annual letter campaign netted over \$59,000.
- Downey Pharmacy donated \$750 to CCN helping to cover the cost of space rental for exercise classes in Colborne.
- Brighton was again successful in acquiring the Brighton Municipal Grant for \$5,000 and the Brian Todd Memorial Grant for \$2,000 in support of their Meals on Wheels Program.
- A Community Christmas event (Skate with Santa) in Colborne raised over \$1,800 for Colborne activities.
- The 6th annual Port Hope Local Flavours was very successful with generous donations from Empire Crossing and Extencicare, and with the support of Cameco, the business community, and our guests. The event would not be possible without the generosity of the wineries, brewery and food places that contributed! The one night event netted CCN \$6,909.
- The Northumberland United Way helped to sustain the Specialized Transportation program with support of \$15,000.
- The 18th Annual "Caring For Our Community" Golf Tournament raised \$14,000.
- The Colborne office received a donation of shares valued close to \$50,000.
- Annual sales of Christmas Cakes and Nuts in Cobourg is still popular at the holidays.
- Trent Hills first annual Road Toll raised \$4,501.72 in Hastings.
- When the Colborne office found out that they would soon need to start paying to use the Keeler Center for Community Diners, an anonymous donor stepped up and covered the cost to support this program.
- The Hike for Hospice event had a new location in Memorial Park in downtown Brighton.
- Pat Young, a Brighton office volunteer, was the grand prize winner of \$10,000 of the Cash Prizes Elimination Draw. This fundraising project netted over \$11,000 for CCN.
- CCN secured one time funding to redesign the website, www.commcare.ca.
- MTO provided a \$100,000 grant over 2 years to assist in expanding rural transportation.

CCN REVENUE SOURCES

