



# Community Care Northumberland Impact Report 2019/20



**Community Care**  
Northumberland



# A Message from our Chief Executive Officer and Chair of the Board

The 2019/20 fiscal year was an exciting and busy year for Community Care Northumberland. This report details the impact we had on our community. In addition to providing programs and services that benefit thousands throughout Northumberland County, we: helped establish the new Ontario Health Team of Northumberland (OHT-N); increased capacity in our Donor Relations and Communications and Human Resources teams; hosted several successful events to engage the community and raise funds to support our initiatives; established a Governance Committee to support the Board of Directors; conducted a comprehensive organizational review to ensure a strong and sustainable organizational structure; received funding from the Central East Local Health Integration Network (LHIN) to develop a Volunteer Peer Support program; and began construction, started the hiring process and continued fundraising for Ed's House Northumberland Hospice Care Centre, the new CCN-led community and resident hospice centre.

The year concluded with unique challenges presented by the COVID-19 pandemic, which prompted us to find innovative and safe ways to support our clients. As we worked efficiently to modify our program and service delivery and adapt to a changing environment, we were reminded of the value of, and increasing need for, services such as ours in the community. Our fiscal year activities and achievements would not have been possible without the generosity of our donors, the dedication of our staff, volunteers and partners, and the support from our community. As we celebrate and reflect on our accomplishments, challenges and opportunities, we also look forward to the upcoming year as we work together to continue providing exceptional care and support to residents throughout Northumberland County. Together, we will continue giving strength through caring.



**TRISH BAIRD**  
CHIEF EXECUTIVE OFFICER



**RAY LOBBAN**  
CHAIR OF THE BOARD



# Who We Are

## MISSION

We strive to be the best multi-service, volunteer-based community support organization in Northumberland County. We enable clients to experience a higher quality of life by strengthening their connections with the community.

## VISION

To increase our ability to care for one another so that all individuals are able to receive the support they need and are inspired to give back.

## VALUES

Volunteerism  
Client-Centred  
Trust, respect and dignity  
Collaboration and commitment



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## STRATEGIC PLAN 2019-2021

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Community Care Northumberland has committed to a three year strategic plan with five strategic directions to guide the organization's work:

1. Fostering a Strong and Sustainable Organization
2. Ensuring Innovative Solutions
3. Strengthening Partnerships and Leveraging Capacity
4. Investing in Our People
5. Sharing Our Story

## Programs and Services

Community Care Northumberland provides a range of programs and support services throughout Northumberland County to seniors, adults with disabilities, those recovering from illness or injury, and hospice clients and their families.



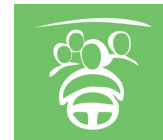
Community Diners



Home Help and Maintenance



Friendly Visiting



Transportation



Hospice Services



Meals on Wheels



Telephone Security Checks



Home at Last



Wellness Programs



Support for Caregivers

## Program and Service Impact

**46 602**

drives completed to take clients to medical appointments, social and recreational activities and errands

**38 347**

Meals on Wheels delivered

**16 913**

social and safety visits occurred

**7 633**

clients supported

**5 687**

hospice visits provided

**1 033**

hours of personal supports provided

**998**

Falls Prevention and Exercise program participants

**796**

individuals served through our Community Diners program

**636**

individuals supported through our Home Help program

**316**

sessions of support provided to caregivers

**262**

clients supported with our Personal Distress Alarm program

# Volunteering

Community Care Northumberland relies on the commitment and generosity of a network of over 800 volunteers throughout the County. Our volunteers assist with program and service delivery, administration and reception, fundraising and special events, and governance of the organization. The number of clients we support, the variety of programs and services we provide and the lasting impact we have would not be possible without the compassion and dedication demonstrated by each volunteer.

## 2019/20 VOLUNTEERING AT A GLANCE

# 856

volunteers

Community Care Northumberland relied on the support of 856 volunteers from throughout Northumberland County.

# 88 976

volunteer hours

Volunteers provided 85 920 hours of service to program and service delivery and 3 056 administration and committee hours.



*Members of the Board*



*Volunteers and staff at the Port Hope Seniors Picnic*



*Stan Davey, a resident of Cobourg and CCN volunteer driver, was awarded the 2019 James "Jim" Bryson Memorial Volunteer of the Year.*



*Volunteers in Brighton assist with hot meal preparation for our Meals on Wheels program.*



## VOLUNTEER TESTIMONIALS

The impact our volunteers have on clients throughout Northumberland County is immeasurable. Read some testimonials from and about our volunteers from our Direct Mail Campaign.

“Your transportation service is invaluable to me. It means I can get out and do my errands and appointments safely. The drivers are always on time, friendly and helpful.”  
- *Transportation Client*

“My first time as a hospice volunteer... Coming soon after a very personal bereavement, this experience was so uplifting for me.”  
- *Hospice Services Volunteer*

“Thank you to always very pleasant booking staff and drivers at the Brighton office.”  
- *Transportation Client*

“I am a proud 11 year volunteer with Community Care. I enjoy working with the clients and office staff in Colborne!”  
- *Colborne Office Volunteer*

“I have had several different drivers take me to Peterborough for appointments. Everyone has been great. I appreciate them very much.”  
- *Transportation Client*

### Volunteer for Community Care Northumberland

We have a variety of volunteer opportunities to suit different interests, skills and time commitments of individuals throughout Northumberland County. Visit [www.commcare.ca/volunteer.html](http://www.commcare.ca/volunteer.html) for a list of opportunities or call your local program office.

# Ed's House Northumberland Hospice Care Centre

Community Care Northumberland's Hospice Services program will be offered at Ed's House Northumberland Hospice Care Centre located in Hamilton Township. The new 18 000 square foot centre will provide a centralized 'hub' for all community and resident hospice care services at no cost to clients and their families. The main floor of Ed's House offers ten private resident suites, six of which are scheduled to open in the fall of 2020 and four future suites will open when additional funding becomes available. The lower level will offer an education and support services centre which will provide early client engagement, health system navigation, caregiver support and grief and bereavement services for clients, residents and their loved ones.

During the 2019/20 fiscal year, Ed's House reached two significant milestones; construction began on the facility and the campaign met and exceeded its goal raising over \$9.8 million.

## CAMPAIGN ACHIEVEMENT

In June 2018, the Campaign Team - led by co-chairs Gord and Patti Ley - announced that the Honouring the Journey Campaign for Ed's House Northumberland Hospice Care Centre would aim to raise \$9.3 million for the new hospice facility. In the Celebration of Support event hosted in May 2019, it was announced that the campaign met and exceeded its goal by raising over \$9.8 million, \$1.2 million of which provided by the Ontario Ministry of Health and Long-Term Care.

This new hospice care centre, which will allow Community Care Northumberland to expand its hospice services to include resident hospice care, would not be possible without the many supporters who have contributed by donating or attending an event in support of Ed's House, and the countless contributions from staff and volunteers involved in the project.



*The Campaign Team (left) and Ed and Diane Lorenz (right) celebrate the campaign achievement at the Celebration of Support event*



## GROUND BREAKING AND CONSTRUCTION

On April 24th, 2019 we broke ground at the site of the new hospice centre and in May 2019 construction began on Ed's House Northumberland Hospice Care Centre.



*Building Committee*



*The site at 1301 Ontario Street in Hamilton Township*

During the 2019/20 fiscal year Dalren Ltd. made significant progress on the construction of the building, which will begin accepting residents September 2020.



*Ed's House Northumberland Hospice Care Centre, March 2020*



## Community Support and Engagement

Our impact would not be possible without the community support shown to our organization. We thank and acknowledge all of our donors, event participants, community partners, volunteers and supporters for attending, pledging and contributing to ensure we can continue to provide vital programs and services.

Community Care Northumberland hosted five signature events this year to support our programs and services and Ed's House Northumberland Hospice Care Centre:



Our Hike for Hospice raised \$15 754.88 in support of CCN's Hospice Services.



The Tim Hortons Smile Cookie campaign supporting Ed's House Northumberland Hospice Care Centre raised \$42 410.17.



Our Touch-a-Truck event raised a total of \$11 000 for Ed's House Northumberland Hospice Care Centre.



134 golfers helped us raise \$22 044 for CCN programs and services.



Our first annual Handbags for Hospice event raised \$87 000 for Ed's House Northumberland Hospice Care Centre.

# Our Team

## MEMBERS OF THE BOARD

### EXECUTIVE MEMBERS

Ray Lobban - Chair  
Stephen Beauchamp - Vice Chair  
Beth Brook - Treasurer  
Trish Baird - Chief Executive Officer

### DIRECTORS

Beverley Anderson  
Selena Forsyth  
Dr. Jacqueline Gardner-Nix  
Gord Ley  
Sharron MacDonald  
David Miller  
Sharyl Ann Milligan  
Catherine Smith

## CCN SENIOR STAFF

Trish Baird - Chief Executive Officer  
Leiann Peart - Director, Client Services  
Jen Calver - Director, Hospice Services  
Lynda Kay - Director, Donor Relations and Communications  
Tim Oke - Director, Human Resources

## ED'S HOUSE CAMPAIGN TEAM

Gord Ley - Co-chair  
Patti Ley - Co-chair  
Stewart Richardson - Chair, Building Committee  
Petra Becker  
Jennifer Darrell  
Lynn Hardy  
Nancy Oliver  
Sharron Warram-Spry  
Trish Baird - CEO of CCN  
Lynda Kay - Campaign Director  
Jaclyn West - Campaign Associate  
Sherry Gibson - Past Project Lead

## ED'S HOUSE BUILDING COMMITTEE

Stewart Richardson - Chair  
Leslie Benson  
Ian Lancaster  
Ross Quigley  
Art Seymour  
Trish Baird - CEO of CCN  
Denise Kearsey - Project Lead  
Sherry Gibson - Past Project Lead  
Cheryl McFarlane - Past Hospice Services Coordinator



# Connect with us

## Contact your local program office

### BRIGHTON

46 Prince Edward Street  
613-475-4190  
brighton@commcare.ca

### CAMPBELLFORD

174 Oliver Road  
705-653-1411  
campbellford@commcare.ca

### COBOURG

1005 Elgin Street W., Suite 203  
905-372-7356  
cobourg@commcare.ca

### COLBORNE

11 King Street E.  
905-355-2989  
colborne@commcare.ca

### PORT HOPE

151 Rose Glen Road, Suite B  
905-885-9860  
porthope@commcare.ca

### ADMINISTRATIVE OFFICE

174 Oliver Road  
866-514-5774  
admin@commcare.ca

### HOSPICE SERVICES

885-473-8875  
hospiceservices@commcare.ca

### REGIONAL TRANSPORTATION

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

### DONOR RELATIONS AND COMMUNICATIONS

ED'S HOUSE NORTHUMBERLAND  
HOSPICE CARE CENTRE  
905-885-0466  
ccndonorinfo@commcare.ca

## Follow us on social media



facebook.com/communitycarenorthumberland | facebook.com/northumberlandhospice



instagram.com/commcarenorthumberland | instagram.com/edshospice



twitter.com/commcarenland

## Subscribe to our newsletter



Visit our website and follow the prompts on the home page.

## Visit our website



www.commmcare.ca  
www.northumberlandhospice.ca

# Acknowledgements

We wish to thank the following funders for their support this past year: Province of Ontario; Central East LHIN; Northumberland County; Municipality of Port Hope; Municipality of Trent Hills; Municipality of Brighton; Town of Cobourg; Township of Hamilton; Alnwick Haldimand Township; Northumberland United Way; Campbellford Seymour Community Foundation; Brian Todd Memorial Community Fund; and the numerous community and service organizations, private donors and businesses across our service area who have supported Community Care Northumberland and/or Ed's House Northumberland Hospice Care Centre.

Financial statements are available upon request. Please contact the Administrative Office at 866-514-5774 or [admin@commcare.ca](mailto:admin@commcare.ca)

The design and contents of this report were prepared by Community Care Northumberland's Donor Relations and Communications team consisting of:

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