

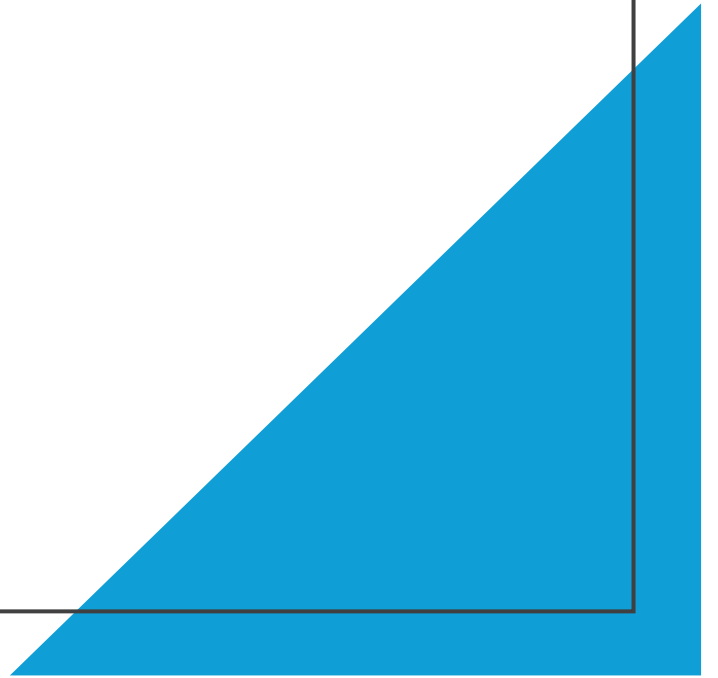


Community Care
NORTHUMBERLAND

CCN Board Presentation
Friday March 28th
Directors Update

Agenda Items

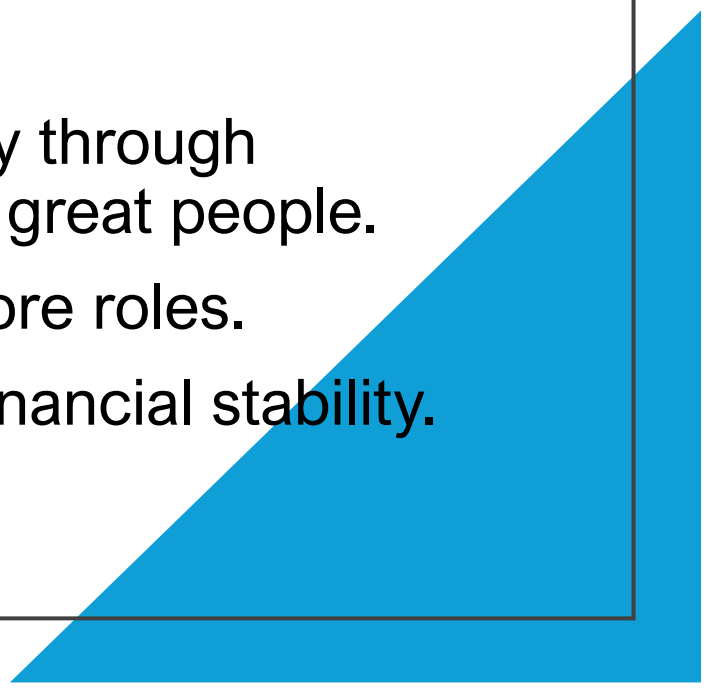
- Operational Plan Background – Trish
- Donor Relations – Joel
- Client Services – Leiann
- Hospice Services – Sherry
- Human Resource & IT – Trish
- Questions - All



Operational Plan Backgrounder

2023 – 2027 Strategic Directions

1. Reenergized Capacity, Rejuvenated Culture

- 1.1 Reinforcing our staff and volunteer capacity through renewed strategies for attracting and retaining great people.
 - 1.2 Prioritizing healthy succession across all core roles.
 - 1.3 Driving fundraising strategies to promote financial stability.
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Operational Plan Backgrounder

2023 – 2027 Strategic Directions

2. **Cohesive Identity, Empowered Community**

2.1 Building a cohesive brand that supports our healthy reputation and increases our visibility across our community

2.2 Increasing community awareness through ongoing outreach and reciprocal relationships.

2.3 Empowering our team and supporters with the information and tools to be champions.



Operational Plan Backgrounder

2023 – 2027 Strategic Directions

3. Accessible Programs, Quality Services

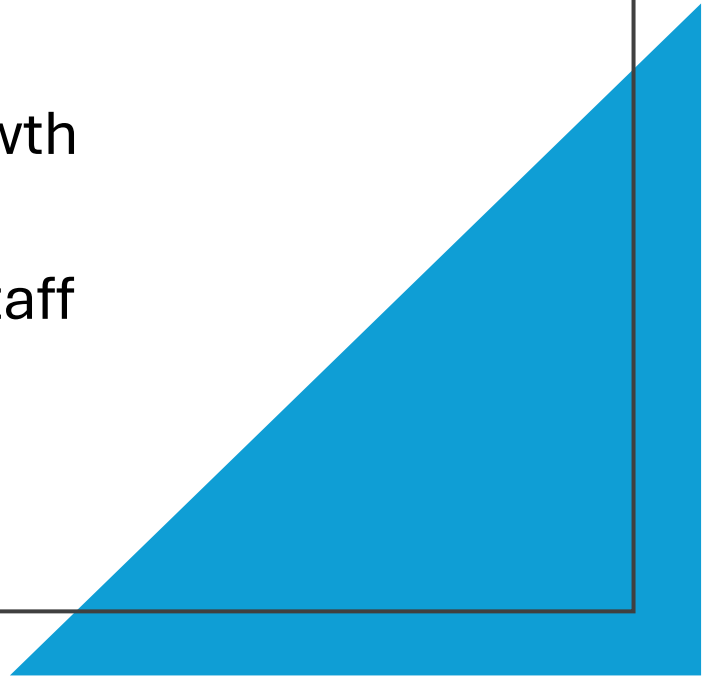
3.1 Focusing on the effective implementation of recent enhancements to service delivery.

3.2 Collaborating across our community to streamline access to service.

3.3 Modelling effective, engaging volunteer management practices

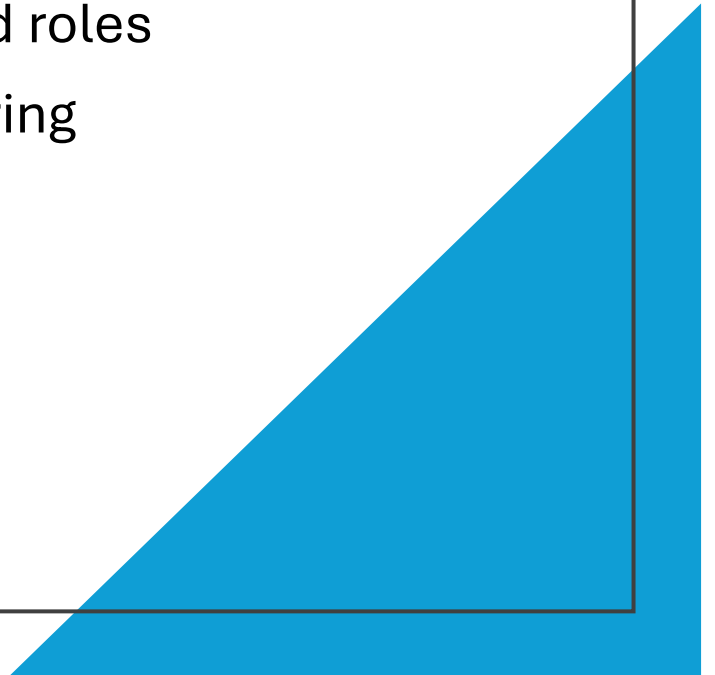
Donor Relations & Communications – A Look Back

- Holiday Direct Mail campaign - effect of Mail Strike
- Holiday Smile Cookies –Brighton A Success
- Golf Tournament Preparation happening now
- Donor Outreach - more consistent with room for growth and connection
- Payroll Deduction Campaign Launched –increased staff participation



Donor Relations & Communications – A Look Forward

- Hiring an Events and Relationship Coordinator
- Evaluate and Review Current Fundraising Committees and roles
- Develop and grow monthly donor campaign to grow recurring revenue. (systems in place now to track growth)
- Introduce Video Story Telling and Educational Comms
- Develop Events Strategy for Community Care
- Evaluate CCN Christmas Campaigns - New ideas?



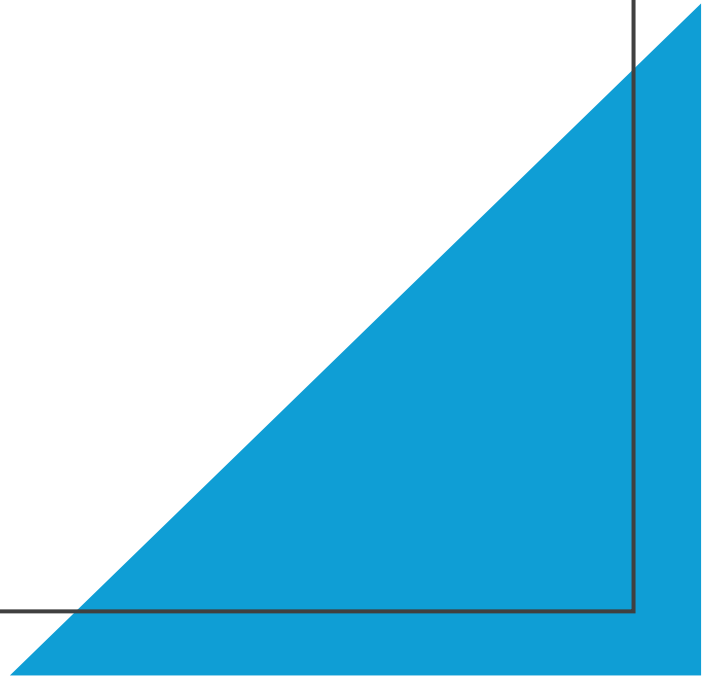
Client Services – A Look Back

- Explore options for better work/life balance-surveys.
- Create a Volunteer Strategy
- Volunteer awareness of programs and services.
- Focus on expertise in Volunteering in Northumberland County.




Client Services – A Look Forward

- Explore options for better work/life balance-staff surveys.
- Create Volunteer strategy.
- Volunteer awareness of programs & services.
- Focus on expertise in volunteering in Northumberland County.



Hospice Services – A Look Back

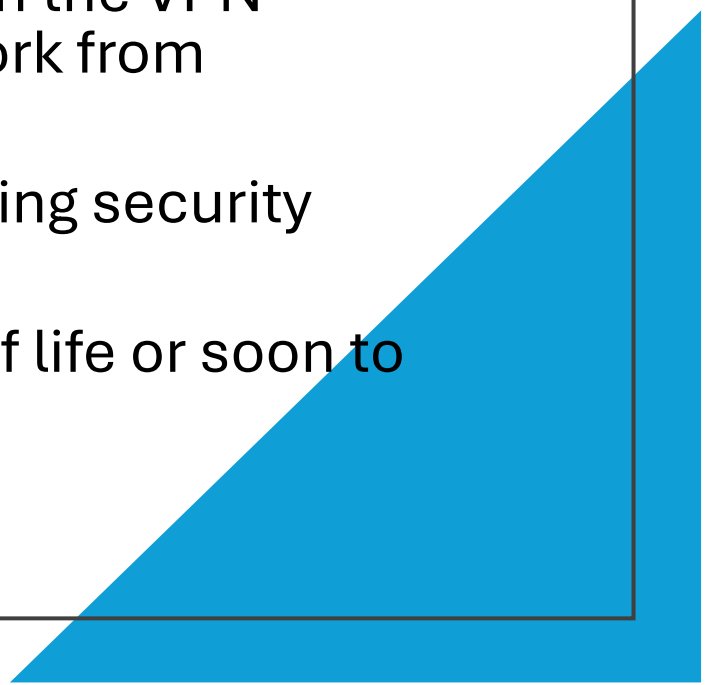
- Expansion complete in April 2024, moving from 6 suites to 10 suites, PSW's were added to staffing
 - Accreditation audit begins
 - Ethics workplan and ongoing support and education
 - New Horizons funding approved for Mourning Transitions grief support group, one time funding \$50k to support services
 - Therapeutic Garden Coordinator hired on contract
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Hospice Services – A Look Forward

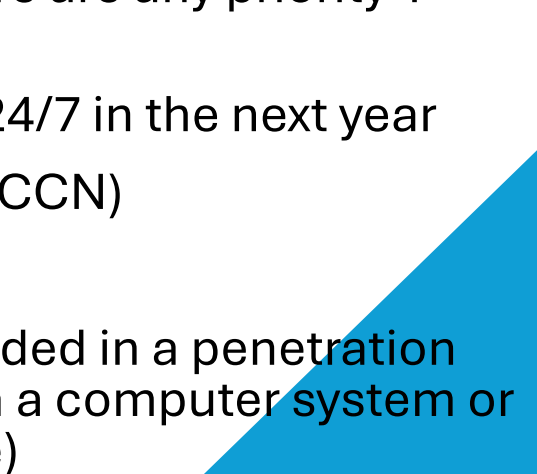
- Clinical Coach implementation
- Annualized grief and bereavement funding to support complex grief through one on one counselling
- Capital projects covered by a donor include garden enhancement installation of labyrinth and replacement of kitchen cabinet doors and drawers
- Ongoing accreditation process



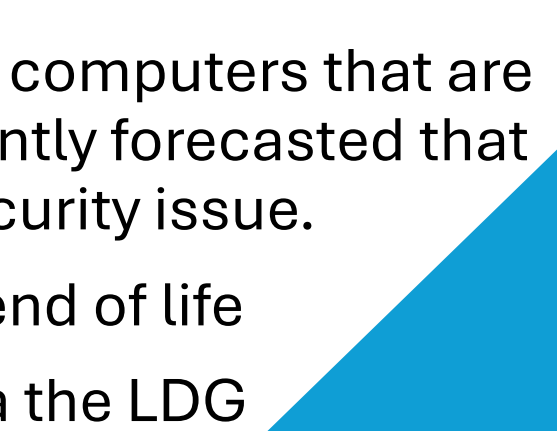
Information Technology – A Look Back

- In the last couple of years upgraded outdated Firewalls.
The firewalls were upgraded to the next generation firewalls providing a lot more security between the internet and the offices
 - Setup MFA (Multi-Factor Authentication) was setup on the VPN clients increasing security accessing the office network from outside of the CCN offices
 - Setup MFA on the Microsoft 365 environment increasing security around e-mail, teams, cloud storage....
 - Replaced 4 servers as the old servers that were end of life or soon to be end of life
 - Replaced a limited number of computers
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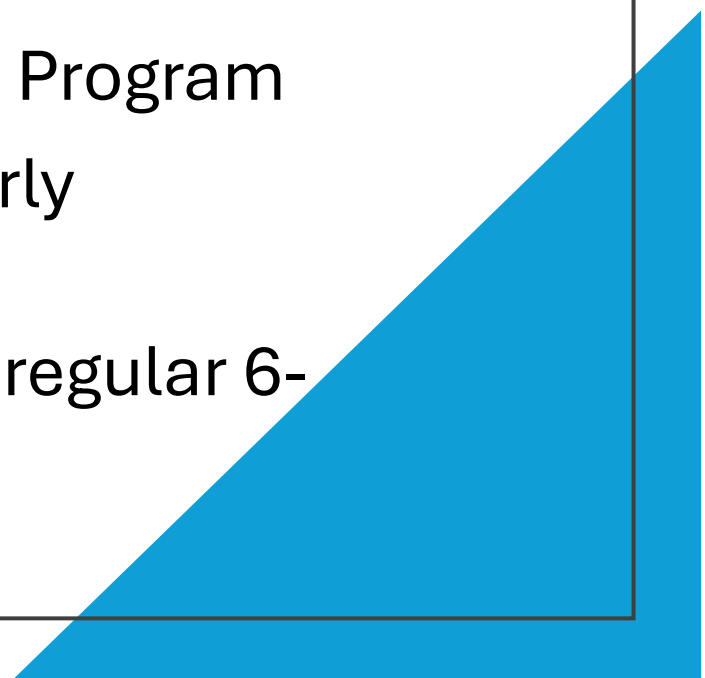
IT – Local Delivery Groups (LDG)

- It was determined since CCN shares some IT resources with CMH that CCN is required to meet the new security standards that the Ontario Health sets for LDG (Local Delivery Groups).
 - This allows CCN to be part of a security purchasing group allowing CCN access to heavily discounted prices as well as limited OH security funding.
 - CrowdStrike is being monitored 24/7 and local IT is alerted if there are any priority 1 issues 24 /7
 - CCN servers and firewalls will be monitored for security issues 24/7 in the next year
 - Access to an Incident respond playbook (will need to modify for CCN)
 - Access to IR (Incident Response)
 - In the future if OH (Ontario Health) provides funding will be included in a penetration test (is a simulated cyberattack used to identify vulnerabilities in a computer system or network, helping organizations strengthen their security defense)
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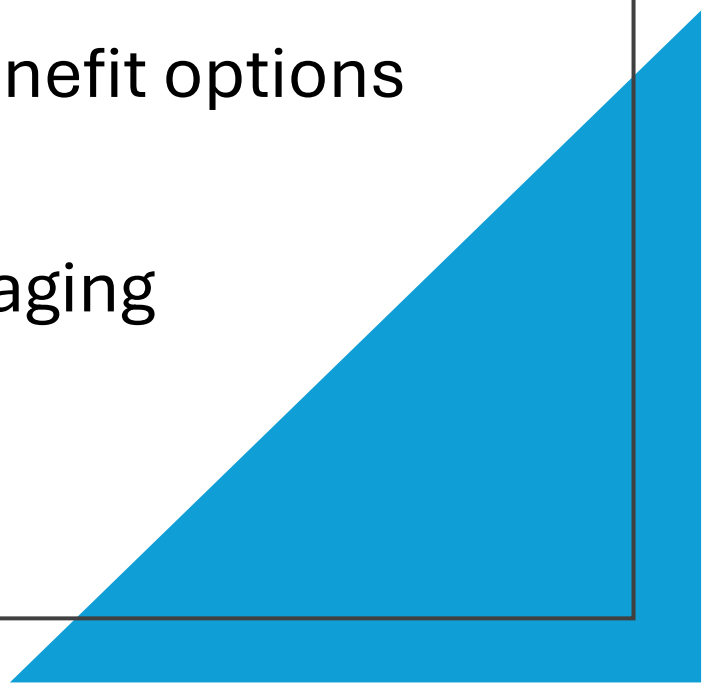
IT – A Look Forward

- Windows 10 is end of life as of October 14, 2025, meaning Windows 10 will no longer receive security updates, feature updates, or technical assistance from Microsoft after that date. This is a major security risk to CCN as Canadian Healthcare is one of the highest targeted group for cyber attacks in Canada.
 - There is a project on the books to replace most of the computers that are not on Windows 11 but due to lack of funds it is currently forecasted that not all non-windows 11 will be replaced causing a security issue.
 - Replacing one server due to end of life or soon to be end of life
 - Security monitoring for Servers and Firewalls 24 /7 via the LDG
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Human Resources – A Look Back

- Reviewed compensation surveys and pension options. Large changes not an option but budget 2025-26 has some added funding to salary levels and RRSP contributions.
 - All employees added to Employee Assistance Program
 - Succession Planning involvement (policy, yearly evaluations)
 - Improved employee Orientation process with regular 6-month sessions.
 - Created payroll deduction campaign.
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Human Resources – A Look Forward

- CEO Succession Planning.
 - Completing Job Description updates and reviews.
 - Investigate Health and Wellness employee benefit options
 - Leadership training for Management staff
 - Inserts to monthly internal newsletter encouraging employee engagement.
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QUESTIONS

