



Community Care

NORTHUMBERLAND

CEO Operations Report-Apr 2026

Service. Support.
Connection.

Community Care Northumberland 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.



Strategic Direction: Reenergized Capacity, Rejuvenated Culture

Canada Summer Jobs Grant– We are pleased to share that CCN will receive over \$17,000 to hire three summer students for nearly twenty-four weeks of support through the Canada Summer Jobs Grant.



Welcome to our new Staff– Welcome Holly Duxbury and Samantha Alderman to the CCN team! Holly is joining us in the Administration-Donor Relations role and Samantha is joining us in the Communications Specialist position. Please join me in welcoming them to the team!



Strategic Direction: Reenergized Capacity, Rejuvenated Culture

2026 June Callwood Circle of Outstanding Volunteers–

Each year Hospice providers can make one nomination annually for recognition of hospice service volunteer to the HPCO June Callwood award. This year we submitted Kaye Jackson who has been a volunteer with us since 2018, working in our community program and providing grief and bereavement support.



Subsidy Program: \$100,000 Donation– Thank you to Karol Shaw for their recent donation in support of our subsidy program. This donation will provide support for 4 years (\$25,000 each year) to ensure our most vulnerable client experience no barrier to service delivery



Strategic Direction: Cohesive Identity, Empowered Community

OTF Grant—We are pleased to announce that we have been awarded a three-year Grow grant (\$456,000 total) from the Ontario Trillium Foundation to expand our Wraparound program. The Wraparound program is a collaborative, strengths-based approach that brings together service providers, families, and natural supports to create individualized plans that address the holistic needs of people facing multiple challenges.



Northumberland Physician Recruitment – The Northumberland OHT is pleased to share the recruitment of Dr. Roshion Sabeeha Ishaque with the Northumberland Family Health Team.



Strategic Direction: Accessible Programs, Quality Services

2025/26 Incident Report Summary– This provides an overview of reported incidents across key categories, including medical incidents, vehicle damage, behavioural incidents, privacy breaches and complaints. Overall, a stable distribution of incident types, with no significant or systemic issues identified that required immediate corrective action.

Establishing this baseline allows leadership to better understand trends, identify areas for improvement and set informed, measurable targets moving forward. Special thanks to Program Managers Heather McCulloch and Sheri Birney for redesigning this process.

	A	B	C	D	E	F
1	2025-26 INCIDENT SUMMARY					
2	INCIDENT TYPE	Q1	Q2	Q3	Q4	TOTAL
3	Medical	3	5	3	3	14
4	Vehicle Damage	0	1	0	0	1
5	Behavioural	0	0	0	0	0
6	Privacy Breach	0	0	0	0	0
7	Complaints	0	0	1	0	1
8	TOTALS	3	6	4	3	16
9						
10						
11	PROGRAM	Q1	Q2	Q3	Q4	TOTAL
12	Hospice	2	5	1	0	8
13	In-Home	0	0	1	0	1
14	Nutrition	1	0	1	1	3
15	Transportation	0	1	1	1	3
16	Wellness	0	0	0	1	1
17	TOTALS	3	6	4	3	16
18						

CCN Annual Operating Plan Summary-2025/26

Overview—Overall, execution was strong in 2025/26, with the majority of planned activities either completed or well underway. CCN has also demonstrated adaptability by pausing or realigning select initiatives to better reflect evolving needs and priorities.

Progress Snapshot

- 23/38 activities (61%) are 75%–100% complete, reflecting strong execution and momentum across key strategic areas
- 9 activities (24%) are still in progress (1%–75% complete), with work actively advancing toward planned outcomes. These activities will likely transition into the 2026/27 Operating Plan
- 6 activities (16%) have been paused or delayed, primarily due to intentional realignment and shifting organizational priorities

CCN Annual Operating Plan Summary-2025/26

Key Achievements

- Progress has been made in strengthening organizational capacity, internal processes, and program delivery
- Staff and stakeholder engagement efforts (ex. surveys, policy development and program enhancements) have been successfully implemented, supporting a responsive and collaborative environment
- Financial and operational planning elements have been integrated into budgeting cycles

Realignment & Deferred Activities

- 6 activities were paused or delayed to ensure focus on higher-priority or time-sensitive initiatives
- These initiatives will be reassessed and transferred to the 2026/27 Operating Plan

CCN Annual Operating Plan Summary-2025/26

Overall Assessment

CCN is making strong progress toward its strategic objectives, with over 60% of initiatives nearing or at completion with one year remaining in their current strategic plan

Looking Ahead

- Continue advancing in-progress initiatives to Strategic Plan sunseting in March 2027
- 2026/27 Operating Plan to be presented at May CCN Board meeting
- Reassess paused activities in the context of emerging priorities and available resources

For further details on 2025/26 Operating Plan activities and progress please refer to the Excel Spreadsheet in the April Board package

Testimonial

Wellness Program Client

Recently the Donor Relations team received a call to make a donation. The client attends our exercise & fall prevention classes for a couple of years now at the advice of her Rheumatologist because her bone density was at -1 and she was at a high risk of fractures.

We are pleased to share after a couple of years her bone density result came back at +1, is now out of the high fracture risk zone and no longer requires a cane to support her mobility. The client attributes this change to the exercise & fall prevention classes.



Trent Hills
Spring Exercise Schedule

Now Available!

[CLICK HERE!](#)

For dates, times, & registration information, please visit our website or contact us at wellness@commcare.ca or call 1-866-514-5774.

 **Community Care**
NORTHUMBERLAND

Upcoming Events

April 22 2026

Volunteer Appreciation Event-Keeler Centre, Colborne

June 11 2026

CCN Golf Tournament-Shelter Valley Pines Golf Club, Grafton