



Impact Report

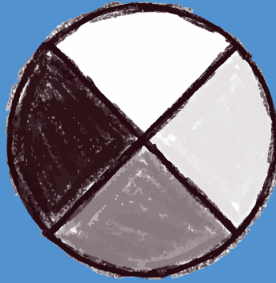
2025/2026

Giving Strength Through Caring

commcare.ca



CommunityCare
NORTHUMBERLAND



Community Care Northumberland respectfully acknowledges that we are located in the traditional and treaty territory of the Michi Saagiig (Mississauga) and Chippewa Nations, collectively known as the Williams Treaties First Nations, which include:
Curve Lake, Hiawatha, Alderville, Scugog Island, Rama,
Beausoleil, and Georgina Island First Nations.

We respectfully acknowledge that the Williams Treaties First Nations have been stewards and caretakers of these lands and waters, and that today remain vigilant over their health and integrity for generations to come.

In the spirit of truth and reconciliation, we acknowledge that these treaties have not always been honoured, and often they've been broken. We also acknowledge that we are all a part of building good relations.

We are all Treaty People.

Board Chair & CEO Report

As we reflect on the past year, we are filled with gratitude, pride, and optimism for the future of Community Care Northumberland.

This year marks a particularly meaningful milestone as it is my first year serving as Chief Executive Officer for Community Care Northumberland and Ed's House Northumberland Hospice Care Centre Foundation. I am honoured to join a group with such a strong legacy of compassion, service, and community impact. From my earliest days in this role, I have been inspired by the dedication of our staff, volunteers, donors, partners and supporters who work tirelessly every day to strengthen the well-being of people across Northumberland County.

Together, we continue to advance our mission: to connect our communities to the support, service, and care they need throughout their lifelong journey. Whether through transportation services, Meals on Wheels, wellness programs, in-home supports, community hospice care, or the exceptional care provided at Ed's House, our team remains committed to helping individuals live with dignity, independence, connection, and belonging.

The impact of this work is remarkable. This year, Community Care Northumberland supported more than 4,500 clients through a wide range of programs and services. These achievements would not be possible without the collective efforts of our approximately 100 staff members and more than 600 volunteers who generously contributed over 46,000 hours of service. Their compassion, professionalism, and unwavering commitment are the heart of our organization.

We are equally grateful to our donors, funders, community partners, healthcare providers, and municipal leaders. Your support enables us to respond to evolving community needs, innovate our services, and ensure that residents can continue to age safely and independently in their homes and communities. The strong partnerships we have built across Northumberland County are essential to creating a more connected and caring region for everyone.

As we look ahead, we are excited about the opportunities before us. Guided by our values of relationships, accountability, community, and compassion, we will continue to focus on delivering high-quality care, strengthening partnerships, supporting our teams, and building a sustainable future for the organization. Together, we will advance our strategic priorities and continue creating a community where people experience connection and well-being.

On behalf of the Board of Directors and the entire Community Care Northumberland team, thank you for your trust, support, and dedication. We are proud of what we have accomplished together and excited for the journey ahead.



Jordan Prosper,
CEO



Elaine Azzopardi,
Board Chairperson

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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 service 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.

Who We Serve

3,438

individuals served

Age Ranges

86%

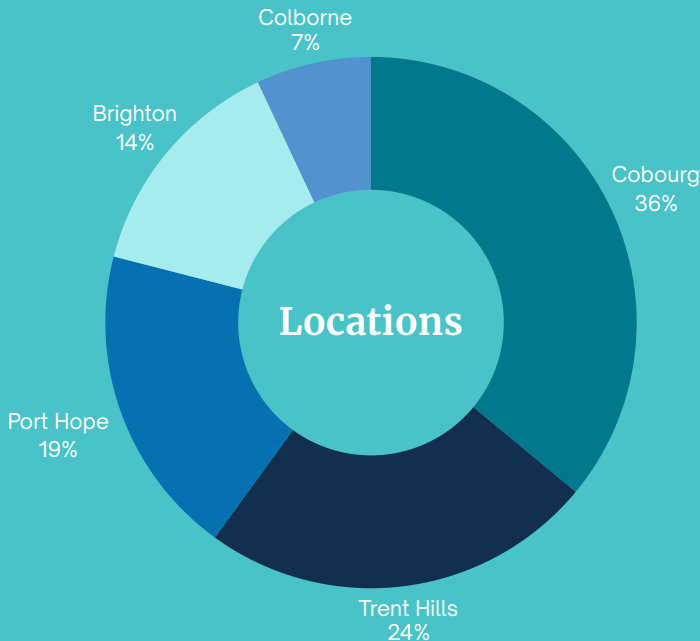
65+ years

13.5%

18-64 years

0.5%

<18



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



33,986

Meals on Wheels Delivered



512

Meals on Wheels Clients Supported



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



1,000

Congregate Dining Meals



279

Congregate Dining Clients Supported

"I thoroughly enjoy attending the Community Diner's. I love the opportunity to see my friends. I love to socialize and laugh. The Staff are always so nice and willing to listen to my stories."

- Congregate Dining Client

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



633

Exercise/Fall Prevention Class Participants



11,845

Social & Safety Visits



100

Clients Supported with Personal Distress Alarms



5,442

Attendance at Wellness Workshops & Groups



"At 89, I didn't think I'd like, let alone try, anything new

- Chair Yoga Class Participant

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



12,690

Home Help & Maintenance
Hours Provided



514

Hospital referrals received
through Home at Last and Home
First supporting clients in their
transition from hospital to home



"Melanie's fabulous. She's been with me for maybe 5 years. She's lovely. She's kind. If I need a little extra, she always does it for me. She's just a very kind thoughtful person. I couldn't say more adjectives for the warmth that she shows to people."

-Home Help client

Transportation Services

Ensuring transportation support for Northumberland County residents

Volunteer Service

Volunteer drivers provide transportation using their personal vehicle. Volunteers transport clients to destinations for medical, social and recreational purposes. Volunteers provide door-to-door service as needed.

Accessible Service

The accessible service transports clients to destinations for medical, social and recreational purposes. Clients are driven by trained staff in agency vehicles which can accommodate wheelchairs, walkers, child car seats, etc.

Rural Service

In partnership with the County of Northumberland and several local municipalities, the service provides an affordable, accessible and sustainable transportation option for rural residents. This service allows access to medical, social and recreational services in the larger urban areas of the County. Clients are driven by trained staff in agency vehicles. Accommodation is available for wheelchairs, walkers, child car seats, etc.

The Impact

92 Volunteer Drivers provided



391,941
Kilometers Driven



18,920
Rides Provided



18,165
Volunteer Hours Donated



"When I found out I had cancer my driver Peter arrived for my first appointment and he gave such unbelievable care. I don't know what else to say right now, I could take an hour of your time"

- Transportation Client

Hospice Services

Supporting those impacted by a progressive, life-limiting illness

This year focused on growing grief and bereavement programming and expanding rural outreach.

Partnerships and Community Outreach

To improve access to grief education and support, we partnered with the Champlain Palliative Care Program to offer the Practical Caregiving Course in person and virtually. Staff also delivered grief information sessions at Aspira Island Park Retirement Home, Alnwick/Haldimand Centretown Library, and Halcyon Place, helping participants navigate grief during the holidays and cope with multiple losses.

Expanded Grief and Bereavement Supports

We expanded our grief and bereavement programming to offer counselling for people experiencing complex grief, including trauma related to sudden death, multiple losses, or death by suicide or overdose.

Our complex grief counsellor supports about 35 clients at a time, with some moving into group therapy after individual counselling. This year, we also offered a support group for parents grieving an adult child and grief-focused art workshops led by a local artist. We also held Somatic Body Workshops for clients, staff, and volunteers.

Hospice Achievements

Our 10-suite residence continues to provide vital end-of-life care under new Medical Director Dr. Mark Essak. People remain surprised and grateful that all hospice services are free.

We earned our second accreditation for In-Home Hospice, Hospice Residence, Grief & Bereavement Support, and Spiritual Care Services, scoring over 90% and securing a three-year accreditation from Hospice Palliative Care Ontario. In partnership with HPCO, we also trained four volunteers to deliver Advance Care Planning workshops, with 55 sessions held across Northumberland County.

The Impact



193

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



720

Community clients were supported through 5,572 interactions



"Everything was excellent. Staff and volunteers surrounded us with compassion and made our time together as a family warm and stress free. The warmth we experienced allowed us to enjoy our last days together. I have been contacted since by staff to ensure we are fine. Incredible" - Residence 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 service systems to find the care and support they require, aided by trained volunteer facilitators. WrapAround for Older Adults is a proven approach that brings together older adults 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 progress, empowering them to have a voice and choice in planning the care and support they need.

The Ontario Trillium Foundation's three-year Grow Grant is enabling program expansion by adding two staff facilitators. This change will enhance service delivery coordination and transform volunteers into WrapAround Peer Support Mentors, ensuring meaningful support for participants. These improvements will help reach more older adults and caregivers, enhancing personalized WrapAround planning's impact.



The Impact



8
Active WrapAround Facilitators



46
Active/Matched Participants



47
Participants have been transitioned out of the program



31
New Referrals

Volunteering

Volunteers make our programs, services, and events possible and are the heart of our organization

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 significant ways.

The work of our volunteers through their generous contributions and acts of service are indeed having a lasting impact. We find inspiration in their stories and in the meaningful ways each of their individual contributions stand together to make Community Care Northumberland and the larger community stronger.

The Impact



663

Volunteers



40,935

Hours of Volunteer Service



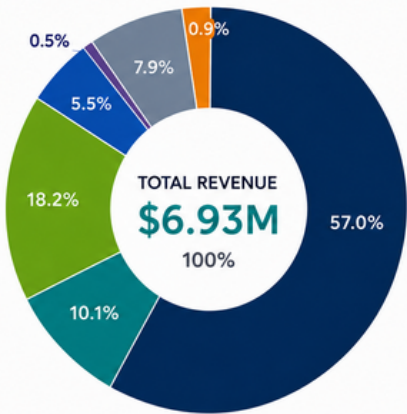
"What got me interested in becoming a driver was the desire to help people who need a ride but can no longer drive themselves. When I hear someone say how grateful they are for this service, it truly warms my heart. Giving back is such a rewarding experience."

- Volunteer Transportation Driver

2025/26 Financial & Program Summary

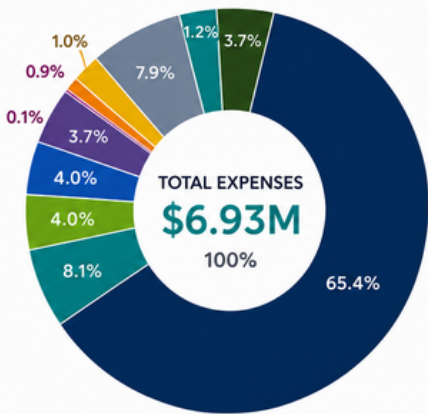
REVENUE

YTD ACTUAL (APR 1 – MAR 31, 2026)



EXPENSES

YTD ACTUAL (APR 1 – MAR 31, 2026)



Government Funding	\$3,952,098	(57.0%)	Salaries & Benefits	\$4,534,088	(65.4%)	Fundraising	\$64,867	(0.9%)
Client Fees	\$698,552	(10.1%)	Supplies	\$560,917	(8.1%)	Equipment Maintenance & Purchases	\$68,542	(1.0%)
Fundraising & Donations	\$1,260,675	(18.2%)	Sundry	\$279,430	(4.0%)	Amortization of Capital Assets	\$545,440	(7.9%)
Grants	\$379,786	(5.5%)	Travel	\$276,756	(4.0%)	Contracted Out Services	\$79,763	(1.2%)
Interest Income	\$34,623	(0.5%)	Professional Fees	\$256,589	(3.7%)	Occupancy	\$255,278	(3.7%)
Amortization of Capital Contributions	\$545,440	(7.9%)	Volunteer Recognition	\$8,247	(0.1%)			
Other Revenue	\$59,627	(0.9%)						

2025/26 Program Impact

	761	Home Help Matches		11,845	Visiting Social & Safety Visits
	512	Home at Last / Home First Hospital Referrals		5,572	Visiting Hospice Visits
	33,986	Meals Delivered		193	Hospice Residents Supported
	23,872	Diners Attendance Days		4,120	Total Individuals Served
	18,920	Transportation Visits		38,142	Total Visits
	339	Caregiver Support Visits			

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



\$70,796

Raised through Hike, Bike, and Bark for Hospice Services



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



\$27,020

Raised through our Caring ‘Fore’ Our Community Golf Tournament



\$39,886

Raised through the new Casino Royale event



\$64,000

Raised Through Tim Horton’s Smile Cookies



\$7,496.00

Care To Share CCN Staff Payroll Giving program



\$5,800

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



Casino Royale

A Winning Night for Community Care Northumberland



Community Care Northumberland's **inaugural Casino Royale fundraiser** brought together community members, sponsors, donors, volunteers, and staff for an unforgettable evening in support of local care services. Held at the Capitol Theatre in Port Hope, the event transformed the historic venue into a vibrant casino experience filled with entertainment, games, and community spirit.

Thanks to the incredible generosity of attendees and supporters, **Casino Royale raised \$39,886** to help sustain and strengthen CCN's essential programs and services across Northumberland County.

Funds raised will directly support:

- Nutrition Services
- Transportation Services
- In-Home Services
- Wraparound Support
- Wellness Programs
- Hospice Services

The evening's success was made possible through the dedication of volunteers, the hard work of the event committee and staff, and the generous contributions of sponsors and donors.

CCN extends sincere appreciation to all sponsors, supporters, and community partners who helped make this first-ever event such a success. Together, we are strengthening the well-being of our community and ensuring individuals and families across Northumberland County continue to receive compassionate, reliable care when they need it most.





Contact Us

Stay engaged and connect with us

Ed's House Northumberland
Hospice Care Centre
365-400-7580
1-855-473-8875
hospiceservices@commcare.ca

Administration
705-653-0955
1-866-514-5774
admin@commcare.ca

Program Information and General Inquiries
1-866-514-5774
admin@commcare.ca

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

Donor Relations & Communications
905-885-0466
ccndonorinfo@commcare.ca

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



www.commcare.ca

Sign up to receive our newsletter!

Acknowledgements

Members of the Board

Executive Members

Elaine Azzopardi - Chairperson
Jessica Clarke - Vice Chairperson
Judy McLean - Treasurer

Directors

Stephen Beauchamp
Tim Miller
Sharron MacDonald
Angela Grogan
Nora Jones
Janet Burn
Nadine Lee

Senior Staff

Jordan Prosper - Chief Executive Officer
Leiann Peart - Director, Client Services
Sherry Gibson - Director, Hospice Services
Dorothy Slater - Generalist, Human Resources
Joel Scott - Director, Donor Relations & Communications

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.



Community*Care*
NORTHUMBERLAND