

# Annual General Meeting

Spring 2025 – Winter 2026

**our impact**

**our highlights**

**our goals**

# Annual General Meeting Report 2026

## Organization Highlights

### Highlights 2025-2026

- 1 After a several year break, hosted the Caregiver Appreciation Tea in Halifax, which attracted 50+ guests.
- 2 In his first year in this role, our Outreach Coordinator connected with 45+ organizations and 75+ people connected to underserved caregiver populations in Nova Scotia.
- 3 Launched the Social Prescription project, with 5 pharmacies and 5 collaborative centres as partners. Integrated into 3 EMR systems for seamless referrals. Secured funding for 3 more years.
- 4 Launched Artful Connections - 4 workshops across the province for dementia caregivers, in collaboration with Hetty van Gulp.
- 5 Released 4<sup>th</sup> edition of the Caregiver Handbook.
- 6 Attended the CCCE's Caregiver Summit in Ottawa.

### Team updates

**Lyn Stuart** – promoted to Social Prescription Lead, a role she combines with Caregiver Support Coordinator (Cape Breton).

**JoAnne Connors** – retired in May 2026.

**Héloïse Müller** – new Caregiver Support Coordinator (Halifax Region).

### By the numbers

**2,911** support line calls

**30** P&S presentations

**706** new caregivers joined

**19** in-person workshops

**616** new followers (Facebook)

**6** new SG locations

**246** support groups hosted

**4** webinars

**65** posts reaching 1000+ people

### Looking forward

- 1 Updated Strategic Plan
- 2 Social Prescription - Phase 2
- 3 CAN-CARE Research Project
- 4 New Young Caregiver Project

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## Provincial Highlights - Outreach, Education and Communications

### Outreach (Ben Robertson)

- 1 Engaged with over **45 organizations** and **75 individuals** to help bridge service gaps for seven specialized populations.
- 2 Established successful inroads across all target demographics, notably securing a P&S presentation with the **African Nova Scotian senior group** and receiving an invitation to an all **ANS Health Fair**.

### Education (Emily Gallant)

- 1 **The Caregiver Handbook.** Led the production of the 4th edition of the Caregiver Handbook. Identified out-of-date information, updated resources, introduced a more inclusive and person-centred language, introduced new content reflecting current caregiving challenges, community supports and best practices.
- 2 **Caregiver Advisory Committee.** Organized meetings, created surveys and interacted one-on-one with the Caregiver Advisory Committee to determine educational needs of caregivers, directing planning of webinars, resources and staff training.
- 3 **Monthly webinars.** Organized and hosted a series of monthly webinars, featuring community partners speaking on a variety of topics relevant to caregivers. The best attended webinar was on Capacity, with 159 live attendees.

### Communications (Ana Merkureva)

- 1 **Social media.** Improved our social media presence.
- 2 **The Caregiver Handbook.** Assisted with the production, from editing and proofing to design.
- 3 **Social Prescription.** Developed the full communication toolkit for the project.
- 4 **Newsletter.** Led the production of the newsletter, including managing writing teams, editing and designing the draft in three formats: for print, for online and for the email. Optimized our email metrics, open rate grew by 5.5%, click rate - by 11.2%, unsubscribing remained under 0.6% (Jan. 2026)
- 5 **Webinars.** Edited every webinar recording, created a hub on the website and a YouTube playlist.

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## Regional Highlights - Capital

### Capital (Therese Henman-Phillips)

1

**CCCE Caregiving Summit.** It was an amazing opportunity to attend and present at the summit. I was honoured to share insights on the Caregiver Benefit, made me proud of my province.

2

**Caregiver Appreciation Tea.** I was happy to celebrate caregivers, acknowledge their role and make them feel special. It was a satisfying feeling which I hope to continue in my daily role.

3

**Working caregiver.** My caregiving role grows and deepens my understanding of the caregiving experience in the province, the importance of identification and advocacy.

### Capital (Ben Robertson)

1

**New support groups.** Successfully launched and facilitated groups in Musquodoboit Harbour, Eastern Passage and Cole Harbour.

2

**Engagement.** Maintained consistent engagement in the Musquodoboit and Cole Harbour groups, with three repeat participants per session (on average), while consistently welcoming new caregivers nearly every meeting.

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## Regional Highlights - Cape Breton, Northern

### Cape Breton (Lyn Stuart)

1

**Support Groups.** Reopened the support group in Inverness and launched a new group in Arichat, our first in Richmond county, completing the goal of having a support group in every county in Cape Breton.

2

**Caregivers for youth.** Partnered with Anchor Integrated Youth Services to open the first support group for caregivers for youth. It's been really meaningful to see those spaces grow and meeting new faces every month.

3

**Book club.** I wanted to offer more social programs for caregivers. This year, I successfully gained funding to offer a book club in the Cape Breton Region.

4

**Social Prescription.** One of the biggest wins was integrating our referral forms into 3 EMR systems province-wide. Huge step for accessibility and making referrals easier for providers.

5

Overall, lots of relationship building, community connection, program growth and trying new things this year – all leading to meeting new caregivers in different spaces.

### Northern (Leanne Taylor)

1

Serving caregivers in the region for **6 years.**

2

**Support groups.** Coordinated 5 monthly peer support groups across the region.

3

**RCMP Victim Services.** Connected with RCMP Victim Services to increase awareness about our organization, caregivers and caregiver supports. Successfully held a presentation in Enfield, with more presentations scheduled soon. Started receiving referrals through this collaborations.

4

**Halifax County Exhibition.** Joined Ben to host a table at the exhibition - a large fair to raise awareness about caregiver supports in rural areas.

5

**CCCE Caregiver Summit.** Travelled with the team to Ottawa to network, represent Nova Scotia and learn from other leaders in the field.

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## Regional Highlights - South Shore, Valley

### South Shore (Nicole Byers)

1

**Increased presence** in Shelburne, Barrington and Yarmouth. In Barrington, I did an in-person P&S for community members, in Yarmouth – a virtual P&S for the DSP team and attended a 55+ Seniors Wellness Day.

2

**Conferences.** Attended the Nova Scotia Hospice Palliative Care Association's provincial conference and the CCCE's caregiving conference.

3

**Online course.** Completed Hilary Scott's online course, "The Practical Guide to Understanding Grief".

### Valley (Jennine Wilson)

1

Supporting caregivers in the region for **8 years**. It's a privilege to walk alongside them through their ever-changing journey.

2

**Outreach.** Meeting and connecting with caregivers at various P&S and Health Expos, raising awareness about our organization and how we support caregivers.

3

**Newcomer outreach.** Building relationships with newcomers by attending Newcomer Coffee chats, international cafes and Building Communities of Peace – Conversations on Anti-Hate Strategies.

4

**Partnership with Tidal Transit.** Through this partnership, now regional busses from Grand Pre to Weymouth feature a CNS ad, for free, raising awareness about caregiver supports in rural areas.

5

**Social Prescription.** Supported the project by connecting the project lead to some community partners, attended presentations in Middleton and Yarmouth.

6

**Conferences.** Attended the NSHPCA Conference: Cultural Implications of Death, Dying and grief, the first Grief Symposium and the CCCE Conference in Ottawa.