

ANNUAL REPORT 2018 - 2019

Building A Healthier Community Together



COMMUNITY HEALTH CENTRES
OF NORTHUMBERLAND

Mission

Community Health Centres of Northumberland takes leadership in creative health promotion diligent illness prevention and inter-professional treatment services in an inclusive, responsive and safe environment.

Vision

Healthy people.
Healthy Partnerships.
Healthy Communities.

Values

Respectful client-centered care.
Meaningful collaboration with our clients, partners and communities.
Excellent care in an inclusive, non-judgmental environment.
Strategic innovation.

Strategies & Actions

2015-2018

A

Develop partnerships and a culture of collaboration.

B

Enhance awareness.

C

Expand human and financial resources to optimize services.

D

Improve quality, safety and excellence in service and program.

Watch for our upcoming

2019 – 2021

Strategic Plan, coming soon!



Message from the Board Chair & Executive Director



In our eleventh year we changed our Centre’s name to more realistically reflect the area we serve. We are now the Community Health Centres of Northumberland! A new logo and look accompany this new name.

The Board has been enriched by several new members who bring top-notch skills to their role of being trustees of the CHCN. Many new faces joined our team of volunteers and staff who support the over 30 outreach programs.

The Centres’ outreach programs are much in demand, thanks to a devoted and highly-skilled caring staff. There is much to be proud of, but this is not a time to rest on past achievements.

We can be sure that the year ahead will be one of dramatic change in Ontario’s healthcare system. However, what will not change is the Board and staff team commitment to the model of health and well-being for all and equity in service delivery to Northumberland County residents who face significant barriers to good health.

“What will not change is the Board and staff team commitment to the model of health and well-being for all”

In 2019/20 and beyond we will be defining our role within the context of an Ontario Health Team. We, in partnership with multiple Northumberland service providers, have submitted to the Ministry of Health and Long Term Care an expression of interest to develop a full proposal for the Ontario Health Team of Northumberland.

This proposal will build upon our history of collaboration and will strengthen our partnerships, our shared goals and outcomes and have multiple

organizations dedicated to a primary objective – seamless service delivery that maximizes our community resources and improves access to care for our large rural population.

The 2019/20 Board of Directors, senior management, clinicians and staff are ready to achieve the outcomes set by the Government of Ontario and preserve Northumberland County’s strong sense of community. We will need your support as we move forward into this new reality.

Suzanne Lawson, Chair

Duff Sprague, Executive Director

Board of Directors

Dale Chipman
Director

Anna Cooper
Director

Martin Delahay
Treasurer

Brian Gilmer
Director

Suzanne Lawson
Chair

Neil MacDonald
Director

Lynda Miller
Director

Charlie Morrison
Director

Jamie Simmons
Director

Doug Smith
Vice Chair

Karl Vom Dorff
Director

Barbara Weiss
Director

CHCN Staff

Adam Hudson

Community Dietitian

Amanda McConkey

Community Health Worker

Ashley Koehl

Dental Assistant

Barbie Baird

Registered Practical Nurse

Ben Verbruggen

Registered Practical Nurse

Catherine Malyczewsky

Medical Secretary

Cheryl Abrams

Diabetes Nurse Educator

Chris Hill

Social Worker

Duff Sprague

Executive Director

Firas Elias

Dentist

Frances Murphy

Diabetes Nurse Educator

Heather Cluney

Registered Dietitian

Diabetes Team

Hetal Bhalala

Pharmacist

Jane Spencer

Nurse Practitioner

Janet Marchand

Nurse Practitioner

Jenn Braun

Physician

Jennifer Conium

Registered Dietitian

Diabetes Team

Jennifer McCluskey

Personal Support Worker

GAIN Team

Joanne Jeronimo

CE LHIN Care Coordinator

Karen Basciano

Personal Support Worker

GAIN Team

Karen Sevong

Registered Dietitian

Diabetes Team

Kate Turner

Dental Hygienist

Kim Davis

Program Assistant

Diabetes Team

Kristen Hipwell

Registered Dietitian

Diabetes Team

Kym Ware

Dental Assistant

Laird Solomon

Data Management

Coordinator

Linda Thompson

Director of

Community Services

Lisa Tamblyn

Dental Program

Coordinator

Lydia Rybenko

Nurse Practitioner /

Clinical Manager

Marietta Marco

Behavioural Supports

Nurse GAIN Team

Mary Ann Hicks

Nurse Practitioner

GAIN Team

Michelle Harding

Program Assistant

GAIN Team

Nancy Duncan

Medical Secretary

Nancy Riley

Foot Care Nurse

and BSO Nurse

Nayla Zalzal

Physician

Omar Abdulghafoor

Dentist

Pam Chapman

Social Worker GAIN Team

Pam MacDougall

Community Health Worker

Pat Pentland

Social Worker

Rabindra Amatya

Accountant

Ron VanHoof

Physician

Roseanne VanHoof

Nurse Practitioner

RoseMary Koomen

Housekeeper

Sandra Jex

Primary Care Team Lead

Shannon Sheehy

CE LHIN Care Coordinator

Stacy Jackson

Occupational Therapist

GAIN Team

Stacey Jennings

Physician

Tammy Kantor

Registered Practical Nurse

Taryn Rennicks

Director of

Corporate Services

Terese Crombie

Medical Secretary

Tori Timlin

Medical Secretary

Trish Byrne

Diabetes Nurse Educator

Tyler Kempt

IT Systems Administrator





CHCN Volunteers

Thank you!

Brad Arrand
Brenda Arrand
Phyllis Smith
Joan Ashton
Betty Beharry-Lall
Rose Belfry
Vicki Bobiash
Tom Brown
Colleen Budd
Pat Bylok
Maryruth Cawker
Heather McKeown
Melchora Mejorado

Victoria Meneilley
Sandra Moyes
Sharon O'Leary
Phyllis Pecile
Dorothy Potter
Erin Sheppard
Louise Sirtonski
Judy Spiegel
Carole Stirling
Maureen Tambeau
Ursula Whalen
Jennifer Willis
Betty Brooks

Katelyn Charbboneau
Lois Cherry
Barbara Clarkson
Olive Climo
Sharon Cooksey
Laurie Ann Cressey
Celia Crangle
Ken Dalby
Malvina Delahay
Ann Marie Elford
Diane England
Elizabeth Finnie-Hunt

Anna Mae Garratt
Pearl Harris
Anne Harrison
Terry Holmes
Catherine Hublau-Rich
Carol Irwin
Joanne Lyon
Carol Madden

Client & Family Advisors Roundtable Members

Bruce Gilley
Betty Beharry-Lall

Jeff Lyon
Don Duthie

Michelle Grebenjak
Janet Evans

JoAnn Schewske

Statistics

All stats are based on services provided to Northumberland County residents through the access of the Community Health Centres of Northumberland including our many outreach locations.

Volunteer Hours

45 volunteers gave **2,778** hours

5 volunteers gave us 428.75 hours of administrative support in Dental, DEC, GAIN and Community team.

Food Security

21 Souper Sister volunteers made over **1,650** bowls of soup.

The food cupboard was open 51 weeks, serving **2,343** individuals.

9 food cupboard volunteers gave **1,460** hours.

13 food cupboard users participated in **11** collective kitchen sessions.

Dental Stats

Primarily serving those on Ontario Works, Ontario Disability Support Program, and those on a fixed or limited income, our diverse dental team completed over 4,000 appointments in the 2018/2019 year.

DIABETES EDUCATION

The DEC team served 1,483 clients for a total of 6,270 clinical connections.

Exercise Classes

14 - 16 exercise classes offered weekly including:

| | |
|--------------------------------|------------------------|
| Yoga | Balance Fitness * |
| Chair Yoga | Falls Prevention * |
| Balance Strengthen and Stretch | Nordic Pole Walking ** |
| Pilates | Active Fit and Fun ** |

*in partnership with Community Care Northumberland

**Volunteer Led

OTN Stats

Admin/educational: **92** Clinical: **287**

Consultants: **90** Telederm: **60**

20 areas of Clinical Service:

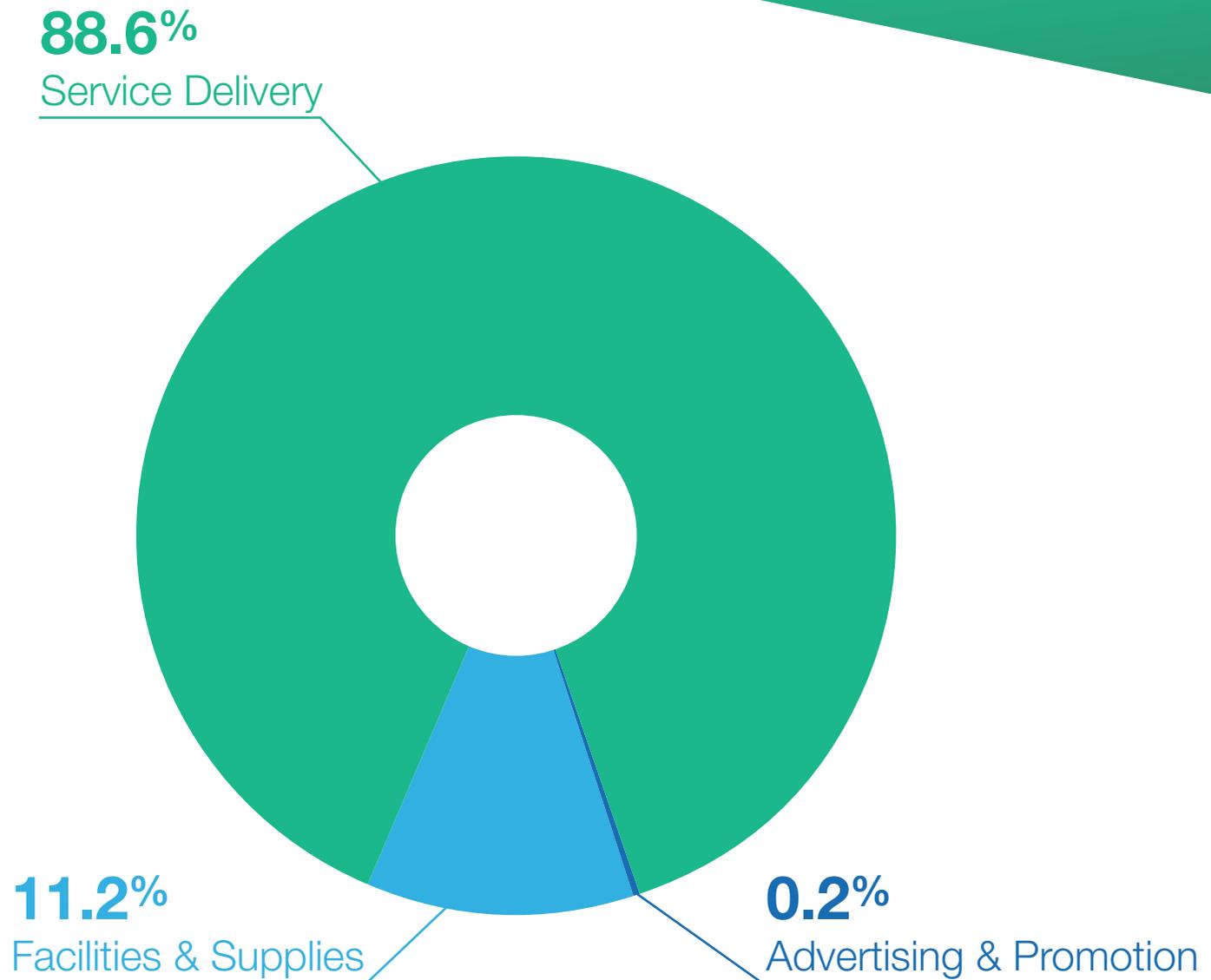
| | | |
|------------------|--------------------|--------------------|
| Anesthesiology | Geriatric Medicine | Oncology |
| Bariatrics | Hematology | Orthopedic Surgery |
| Cardiology | Infectious Disease | Pain Medicine |
| Dietary | Internal Medicine | Primary Care |
| Endocrinology | Mental Health | Respirology |
| Gastroenterology | Neurology | |
| General Surgery | Neurosurgery | |

OTN has saved 39,980 kms of travel for clients

Smoking Cessation

We have 3 certified smoking cessation counsellors who served 157 unique individuals. For a total of 581 visits.

Financial Report



| Expenditures | 2017-2018 | 2018-2019 |
|---------------------------|------------------|------------------|
| Service Delivery | 5,057,418 | 5,261,506 |
| Advertising & Promotion | 5,077 | 9,260 |
| Facilities & Supplies | 649,577 | 667,913 |
| TOTAL EXPENDITURES | 5,712,072 | 5,938,679 |



In memory of Margaret Dennis who was a longtime friend of the Community Health Centre.

An active volunteer and participant in many ways, and a wonderful presence at the CHC.



99 Toronto Road, Suite 101, Port Hope ON L1A 3S4
T: 905-885-2626 • 1-866-768-2626 F: 905-885-2646