

2017 2018

Building a Healthier
Community Together

ANNUAL REPORT



**Port Hope Northumberland
Community Health Centre**

Building a Healthier Community, Together

MESSAGE FROM THE Executive Director

With our new Board and the fresh perspectives brought by our new members we are poised to prepare and deliver our 2017/18 to 2019-2021 three year strategic plan.



In our tenth year of operations we are proud to present our new name and logo to our patients, our clients and all residents of Northumberland County.

These will not change our pride in being a Community Health Centre—a model of health and well-being, mandated to provide services to Ontario’s most vulnerable. We meet that mandate. We provide priority services to those dealing with complex health conditions, challenging social issues and in so many cases Northumberland County residents who face both.

In 2017/18 our dedicated clinical and administrative staff worked diligently to not only increase the number of clients we serve but also to focus on those least likely to have access to the health and social supports they need.

We are fully committed to the Central East LHIN’s planning goals and are committed to working with all of our service partners to ensure that we are a part of the solution in our shared goal to close service gaps and, through collaboration and coordination, be an integral part of a system of care that will make Northumberland County a model for other small town and rural communities.

We remain committed to the opening of a second site to be located in Cobourg. It has not been easy. It is a challenge to do so within our existing envelope of funding and while we have believed ourselves to be close we have yet to establish a committed plan. We will not give up. Better access for our east County clients is a service priority.

With our new Board and the fresh perspectives brought by our new members we are poised to prepare and deliver our 2017/18 to 2019-2021 three year strategic plan.

“Our pride in being a Community Health Centre—a model of health and well-being, mandated to provide services to Ontario’s most vulnerable.”

The timing for the planning is right as we prepare to respond to the priorities of a new provincial government. While the government finds its’ footing we will continue to improve our services, increase our client numbers and build upon our existing partnerships while forging new ones with more local health and social service providers.

This is our promise to you!

DUFF SPRAGUE
EXECUTIVE DIRECTOR

MESSAGE FROM THE Board Chair

It has been my privilege to serve as the Chair of the Port Hope Northumberland Community Health Centre for the past two years. During my 8 years on the board, I have learned a lot and completely enjoyed my work.

Reflecting on my term as chair, I am struck by the extent of diversity in the geography, people and enterprises that make up the communities we support. Our communities are constant, but changing factors in our daily lives, yet it is taken for granted by most that our communities will be there for them. Health care is at the heart of our communities and the Port Hope Northumberland Community Health Centre cares for many including those on the edges of society. As we care in a non-judgmental way, we are extending community to all our neighbors. In doing this we make a difference.

This year the board has worked hard in supporting staff to expand our services and reach. We are looking at ways to provide facilities that will better support our communities. Additionally, the Board continues to ensure that funding is focused on effective service delivery.

I would like to express my appreciation to the board of directors for their support and dedication to the community health centre. This year Dennis Snyder retires from our board. Dennis was a wealth of knowledge and worked hard to ensure that reports were analysed and implications of decisions fully



understood. The Board will miss his hard work and dedication. Thank-you Dennis.

The Board is grateful for the support of our professional staff, who have tremendous expertise and passion for the needs of our communities. Without their commitment and knowledge the Community Health Centre would not be the special place that it is.

As I retire from my post, I look forward to greater accomplishments in the coming months and years as the Port Hope Northumberland Community Health Centre continues to gain momentum in providing better care. Our challenges may be large but our resolve is strong, and with your support, we will continue to provide the highest quality client and family centred care.

MARK PEACOCK
BOARD CHAIR

BOARD OF DIRECTORS

Tom Behan
TREASURER

Dale Chipman
DIRECTOR

Brian Gilmer
DIRECTOR

Lisa Horne
DIRECTOR

Suzanne Lawson
VICE-CHAIR

Neil MacDonald
DIRECTOR

Lynda Miller
DIRECTOR

Mark Peacock
CHAIR

Jamie Simmons
DIRECTOR

Doug Smith
DIRECTOR

Dennis Snider
DIRECTOR



Mission

The Port Hope Community Health Centre 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

- ▶ Evaluate and optimize current collaborative partnerships.
- ▶ Identify, assess and act on appropriate opportunities for collaboration (in programs, services, back office etc.).
- ▶ Become involved in 2-3 community actions related to the social determinants of health.
- ▶ Be an active contributor on the regional and provincial level (government, associations such as AOHC).

B

ENHANCE AWARENESS

- ▶ Create an identity that makes clear what we do and our unique contribution to the healthcare system (name change, logo, branding).
- ▶ Design and implement a communications strategy.

C

EXPAND HUMAN AND FINANCIAL RESOURCES TO OPTIMIZE SERVICES

- ▶ Assess physical space and site; recommend actions; implement.
- ▶ Explore the possibility of satellite locations to enhance outreach for all programs and services.
- ▶ Optimize human resource allocation.
- ▶ Develop a fundraising strategy and implement.
- ▶ Engage more volunteers in diverse roles.
- ▶ Refine information technology to meet the needs of our growing organization.

D

EXPAND HUMAN AND FINANCIAL RESOURCES TO OPTIMIZE SERVICES

- ▶ Build more focused and accurate data collection to ensure meaningful evaluation.
- ▶ Ensure ongoing assessment of existing programs to guide improvements.
- ▶ Encourage innovation.

Building a Healthier Community Together



2007

2008

JAN 2008
Moved into temporary location at 121 Toronto Road

APRIL 2008
First client seen

MARCH 2007
Board of Directors formed



NOV. 2007
Executive Director hired



SEPT 2008
First session Living Your Best Life with Chronic Conditions



JULY 2014
Outreach of summer programs to local housing units

JAN 2014
Approved funding for GAIN outreach team



JAN 2013
Started offering Yoga classes

JAN 2013
PORT program funding received

2014

APRIL 2013
Nordic Pole walking introduced

FALL 2013
Souper Sisters group formed



DEC 2014
Second Executive Director starts

JAN 2015
Funding for GAIN Outreach Van

2015



2016

JUNE 2016
Go Live with Nightingale on Demand (NOD) EMR

MAY 2016
Memory Clinic started





MAY 2009
Moved into
99 Toronto
Road location

JUNE 2009
Introduction of food
security programs—
cupboard, cooking,
good food box

SPRING 2010
Harm Reduction
Clinic introduced
(PARN)

OCT. 2010
Expansion of DEC
team (*funding
announcement
Deb. Matthews*)

AUGUST 2010
Alderville
First Nation
Primary Care
Outreach
began

2009

JAN 2009
Outreach with
Green Wood
Coalition



DEC 2009
Dental
program
started

2010

JAN 2011
Stroke Survivor & Acquired Brain
Injury support group introduced

WINTER 2011
Clean out your medicine
cabinet initiative started

MAY 2012
Diabetes Program
offers services
in Colborne

MAY 2012
Hired 1st
Summer Student

APRIL 2012
First Diabetes Expo



JULY 2011
Expanded
Diabetes
to Cobourg
outreach
at the CCC



FEB 2011
Funding
for OTN

SPRING 2011
Community
Garden
Started



2013

OCT 2012
First
Harvest
Dinner

JUNE 2012
Dental program
expanded to
4 days per
week

FEB 2012
STOP Smoking
Cessation
program begins

MAR 2012
Expanded to
second floor

JUNE 2011
Partnership with
New Canadian's
Centre begins,
providing outreach
primary care to
Migrant Farm
Workers

MARCH 2017
7 Volunteers
trained to lead
Senior Exercise
Classes



JUNE 2017
Radio Show begins -
the Health Beat, on
Northumberland 89.7



MARCH 2018
Go Live with
Connecting
Ontario Patient
information
portal

2017

FALL 2017
Dance for
Parkinson's



2018

NOV. 2017
New name decided:
The Community Health
Centres of Northumberland

Statistics

FOOD SECURITY

Number of Good Food Boxes distributed
(this is in partnership with the Salvation Army)



50 Number of Food Cupboard Sessions

Number of individuals served at the Food Cupboard



9 Food Cupboard volunteers gave us 1375 hours of time to operate the food cupboard last year.



We made over 1600 bowls of soup

DENTAL STATS

The PHNCHC believes that good oral health is an important part of good overall health. Our dental team which includes dentists, hygienists and dental assistants provide dental care 5 days per week to those who cannot access care due to financial hardship such as those receiving Ontario Works, Ontario Disability Support and those with a low annual income who do not have access to dental benefits.



DIABETES EDUCATION

6th annual Diabetes Expo

250 members of the general public attended this year's diabetes expo and received diabetes and wellness education, a partnership with the Northumberland Family Health Team. Partnership with Endocrinologist Dr. Pilke will have been running for 1 year in September. Now able to provide care to people living with Type 1 diabetes and those with gestational diabetes.



SMOKING CESSATION

We have 3 certified smoking cessation counsellors who served 190 Unique individuals.

For a total of 746 encounters

"This program saved my life. As of June 12th 2018, I have been smoke free for 1,141 days and it was the phenomenal encouragement that I received from staff that made this possible." —Debra Ann Walker

2,831

**2017/2018
Dental appointments**

1,454

**2017/2018
Hygiene appointments**

VOLUNTEER HOURS

7 volunteers gave us 710 hours of administrative support in Dental, DEC, GAIN and Community team.

2017/2018
Volunteers



2,831

2017/2018
Volunteer
Hours

VOLUNTEER SERVICE STATS

5 YEARS

Joan Ashton
Celia Crangle
Ken Dalby
Terry Holmes
Carol Irwin
Carol Madden
Phyllis Pecile
Maureen Tambeau
Ursula Whalen
Jennifer Willis

6 YEARS

Betty BeHarry-Lall
Olive Climo
Margaret Dennis
Pearl Harris
Anne Harrison
Melchora Mejorado
Dorothy Potter

7 YEARS

Jamie Jackson

8 YEARS

Carole Stirling
David Wladyka

OTN STATS



Clinical

290

Admin/
educational

130

Consultants

96

Telederm

36

55,009 km

17 areas of clinical services

Allergy	General surgery	Neurology
Bariatrics	Geriatric medicine	Neurosurgery
Cardiology	Internal medicine	Oncology
Cardiovascular surgery	Infectious disease	Pain
Dietary	Mental health	Rheumatology
Endocrinology		Primary care

EXERCISE CLASSES

12–14 Exercise classes offered weekly including:

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



*in partnership with Community Care Northumberland
**volunteer led

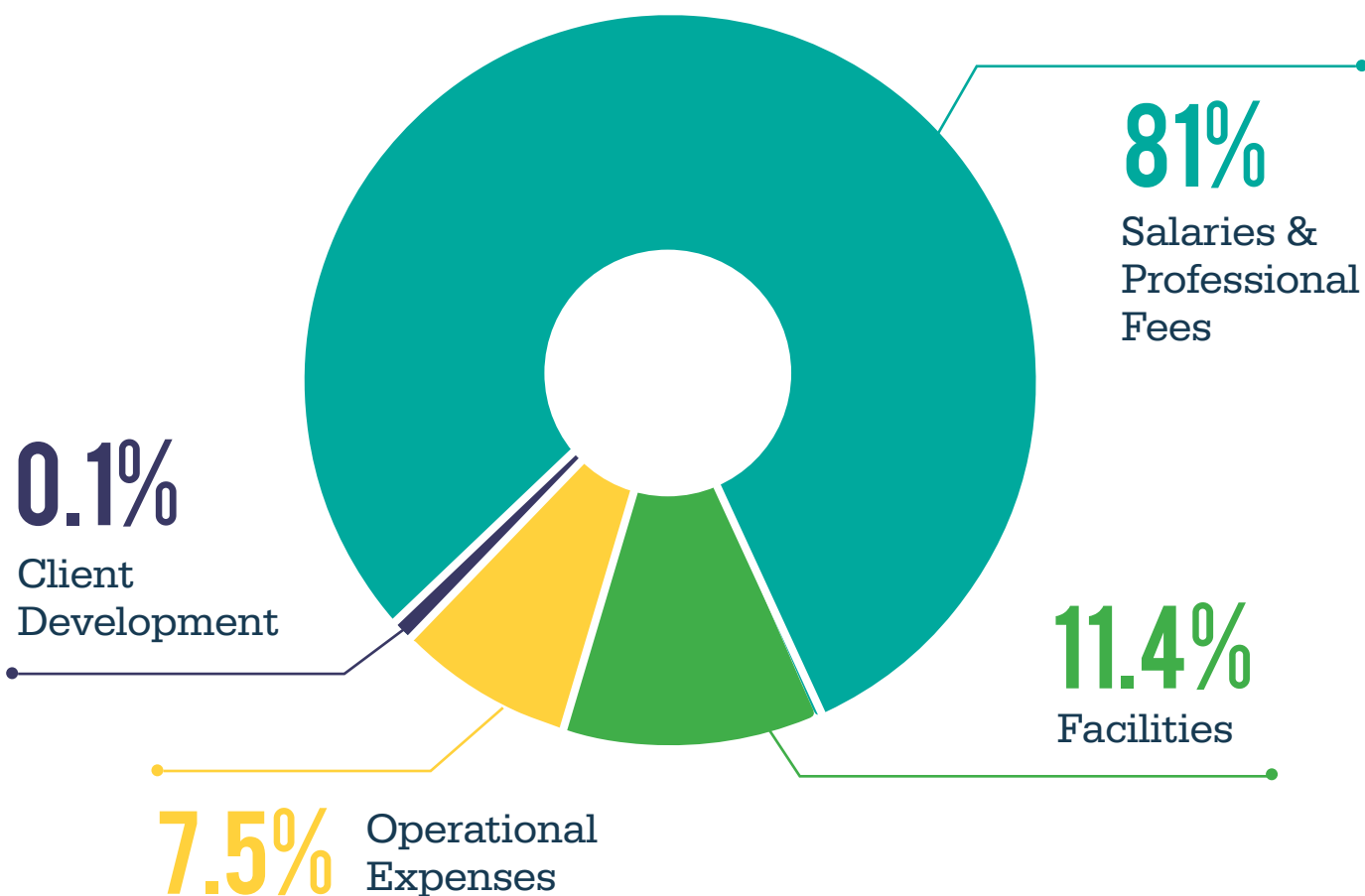


The Pott Hope Northumberland Community Health Centre would like to thank all our

**Partners, Community Members, Volunteers,
Board and Staff for their continued support!**



Financial Report



EXPENDITURES

	2017-2018	2016-2017
Operational Expenses	426,165	456,732
Client Development	5,077	4,043
Salaries & Professional Fees	4,631,253	4,149,095
Facilities	649,577	693,151
TOTAL EXPENDITURES	5,712,072	5,303,021

1820

www.porthopechc.ca



**Port Hope Northumberland
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