**BUILDING A HEALTHIER COMMUNITY TOGETHER** 

2019 - 2020

# ANNUAL REPORT



## **MISSION**



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

# **VALUES**

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

### **VISION**

Healthy People,
Healthy Partnerships,
Healthy Communities

2019-2020

# STRATEGIES & ACTIONS

Watch for our upcoming strategic plan, coming soon!

- Promote awareness of our primary health care and community services
- B Enhance partnerships and collaboration with local, health, and social service providers
- Support and enhance client engagement in their healthcare
- D Diversify funding sources for financial and program stability
- E Embrace a culture of innovative technologies

# EXECUTIVE DIRECTOR

It has been an honour to be the Executive Director of the Community Health Centre for the past (almost) 6 years.

It is hard to reflect back on those years since over the past six months COVID-19 seems to be an all-consuming focus for all of us, as the minutes have passed like hours.

It's a sad time to wrap up but also an inspiring time because I know that whatever comes next, good or bad, the people of the CHC are up to the challenge.

I'm thankful for the staff who never shirked a task, our Board who never wavered in their support, our volunteers who were willing to jump back in to ensure the food security of our community. I also don't want to forget to acknowledge the many, many clients who responded to and supported the new rules of care and services which we had to put in place.

The health care landscape is an ever changing beast, one that the government never seems to get quite right.

Primary health care, which includes not only physicians but our many other front line clinicians, has long been identified as the key to a compassionate approach to care that can delay, and for some even eliminate, the need for emergency departments, hospital beds and even long term care beds. Despite this it never seems to get the investment and design that has been called for by so many commissions and experts—like Roy Romanow, Michael Dector and doctors Danielle Martin and Michael Rachlis.

A priority focus on primary health care is meant to in no way diminish the front line heroes working in hospitals, long term care and home and community care—it is only intended to recognize that government needs to better support primary health care services to

reduce the number of people needing our most intensive and expensive services from a flood to a trickle.

On the local level the opportunity to build an Ontario Health Team—Northumberland has shown me that our health and community care partners are all prepared to put our citizen's needs ahead of organizational needs.

I think the residents of Northumberland County will benefit from a team of executive directors and CEOs who share common values and who respect and like one another.

Inside of our CHC, the Board, the management team and the staff are poised to support the changes necessary to have a seamless system of care. Naturally it is not without some trepidation—it is a huge challenge but I am confident that the people of the CHC are up to it.

I want to acknowledge the support I have received from our departing Chair Suzanne Lawson—there's not a dilemma I could not share with her where I ever felt anything other than her support and shared wisdom.

It has been a privilege to be a part of the Community Health Centres of Northumberland and I'm grateful to the hiring committee, who back in 2014, gave me this opportunity.

**Duff Sprague**Executive Director

#### 2019-2020

#### **BOARD OF DIRECTORS** ...

Suzanne Lawson

Chair

Anna Cooper

Vice Chair

Doug Smith Secretary

Martin Delahay

Treasurer

Barbara Weiss

Director

**Brian Gilmer** *Director* 

**Charlie Morrison** 

Director

Jamie Simmons

Director

Jill Erridge
Director

Karl vom Dorff

Director

**Lynda Miller** *Director* 

Neil MacDonald

Director

# BOARD CHAIR

For many years, I have been helped by the wisdom of William Bridges who has written about the nature of leading through transitions. He says that a transition (not a change...that is quite different) begins with Endings and ends with Beginnings. In between is sometimes a long time which he calls the Neutral Zone, a time often that encompasses chaos and yet opportunity and creativity.

Your Board has this past year and a bit, been dealing with two major transitions, and living in two Neutral Zones at the same time! The first was a surprise, but it turns out, quite welcome. The Ontario Government

opened to the door to the formation of Ontario Health Teams, a new concept for collaborative organizational work across the healthcare spectrum, to be designed locally, and in a short period of time. Northumberland

County healthcare organizations worked quickly and well, and managed to become one of the first few OHT's to be authorized for action. The Community Health Centres of Northumberland has been active in this cooperative move, keeping front and centre the burgeoning needs for primary care improvement, especially for people who find accessing care difficult. The Board's job during this period was to ensure that the CHCN's work continued with care and quality improvement as usual, but also to understand and support the magnificent staff work of formation going on towards the new Ontario Health Team-Northumberland (OHT-N).

And then, into the somewhat measured transitional Neutral Zone of the OHT-N came Covid-19. Almost everything seemed to be at an Ending! The care of our clients and the safety of both clients and staff became the one and only priority. Considerable care was taken in the adjustments that were made, and in applying the learnings of each day to improvements the next day. Again, the staff under the leadership of the CEO, Duff Sprague, brought creativity to chaos as we entered the Neutral Zone, a zone we may be

in for a long time. Your Board began meeting via Zoom and making plans for adjustments for the future as well.

"I must thank Duff and the staff

team for their amazing professional

skill and organizational deftness

especially during this past year..."

We became more creative too, changing the AGM date, and continuing to prepare for Accreditation whenever it may happen.

And then, in the late spring, we received notice that Duff was leaving us to take on a new and challenging job in Peterborough. Another transition... with lots of implications for the Board and the staff. Thank you,

Duff, for being exactly the leader we needed at this time.

As I come to the end of almost 11 years on this Board in two different segments, I must thank Duff and the staff team for their amazing professional skill and organizational deftness

especially during this past year, but also in the longer term. Board members also need to be thanked for their voluntary gift of wisdom, time, and deep sense of care for those in the community who can benefit from the CHCN's mode of delivering healthcare. The ongoing Neutral Zone is in good hands, thanks to the now Acting Chair, Anna Cooper. The Beginnings that are emerging (slowly) have signs of a better future for all our clients.

It has been a pleasure to be involved in this enterprise for so long and to see that it never stops making things better for the health of Northumberlanders. May that long continue! Thank you for the opportunity to serve.

**Suzanne Lawson,** now Past Chair, CHCN





Adam Hudson

Community Dietitian

Jennifer Conium

Registered Dietitian, Diabetes Team

Omar Abdulghafoor

Dentist

Amanda McConkey

Community Health Worker

Jennifer McCluskey

Personal Support Worker GAIN Team

Pam Chapman

Social Worker GAIN Team

Ashley Koehl

**Dental Assistant** 

John French

Physician

Pam MacDougall

Community Health Promoter

Barbie Baird

Registered Practical Nurse

Karen Basciano

Personal Support Worker, GAIN Team

Pat Pentland

Social Worker

Ben Verbruggen

Registered Practical Nurse

Karen Sevong

Registered Dietitian Diabetes Team

Rabindra Amatya

Accountant

Caroline Bartlett

Administrative Assistant

Kate Turner

Dental Hygienist

Ron VanHoof

Physician

Carolyn Rutherford

Program Assistant, Community and Counselling

Kim Davis

Program Assistant, Diabetes Team

Roseanne VanHoof

Nurse Practitioner

Carl Ross

Social Worker

Kristen Hipwell

Registered Dietitian, Diabetes Team

RoseMary Koomen

Housekeeper

Catherine Malyczewsky

Medical Secretary

Kym Ware

Dental Assistant

Sandra Jex

Primary Care Team Lead

**Cheryl Abrams** 

Diabetes Nurse Educator

Laird Solomon

Data Management Coordinator

Shannon Sheehy

CE LHIN Care Coordinator

Chris Hill

Social Worker

Lily Eun Won Kim

CE LHIN Care Coordinator, Nurse GAIN Team

Stacy Jackson

Occupational Therapist GAIN Team

Devora Lodevico

CE LHIN Care Coordinator

Linda Thompson

Director of Community Services

Stacey Jennings

Physician

**Duff Sprague** 

**Executive Director** 

Lisa Tamblyn

Dental Program Coordinator

Tammy Kantor

Registered Practical Nurse

**Edward Scea** 

Social Worker, GAIN Team

Lydia Rybenko

Nurse Practitioner/

Clinical Manager

**Taryn Rennicks**Director of Corporate

Services

Services

Firas Elias

Dentist

Malcolm Pike

Endocrinologist

**Terese Crombie** 

Medical Secretary

Frances Murphy

Diabetes Nurse Educator

Marietta Marco

Behavioural Supports Nurse GAIN Team

Tori Timlin

Medical Secretary

**Heather Cluney** 

Registered Dietitian, Diabetes Team

Mary Ann Hicks

Nurse Practitioner, GAIN Team

Trish Byrne

Diabetes Nurse Educator

Hetal Bhalala

Pharmacist

Michelle Harding

Program Assistant, GAIN Team

Tyler Kempt

IT Systems Administrator

Jane Spencer

Nurse Practitioner

Nancy Duncan

Medical Secretary

Medical Secretary

Ursula Powell

Memory Clinic Administrative Assistant

Janet Marchand

Nurse Practitioner

**Nancy Riley** 

Foot Care Nurse & BSO Nurse

Jenn Braun

Physician

Nayla Zalzal

Physician



#### CHCN

### **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**

 14 volunteers provided over 476 hours of administrative support to our various teams.



- 7 volunteers donated over 425 hours of their time leading exercise classes at the CHCN.
- 5 cooking volunteers spent over 125 hours cooking community meals at the CHCN.

3096

INDIVIDUALS SERVED AT THE FOOD CUPBOARD

#### **Food Security**

- 20 Soup Sisters spent 652 hours making over 1919 bowls of soup for members of the community.
- 10 Food Cupboard **volunteers donated 1314 hours** of their time.
- 108 Food Cupboard users participated in 13 collective kitchen sessions
- The Food Cupboard was open 50 weeks, serving over 3096 individuals.

#### **Dental**



Primarily serving those on Ontario Works, Ontario Disability Support Program and those on a fixed or limited income, our diverse dental team had over **1259 interactions** with clients in the 2019-2020 year. In partnership with Northumberland County, the dental team also provides outreach services at Transition House. Our dental clinic underwent a renovation. which was possible thanks to the Ontario Seniors Dental Care Program (OSDCP) where in partnership with the HKPR District Health Unit, the CHCN is able to provide free routine dental care to low income seniors.

# The Geriatric Assessment & Intervention Network (GAIN)

The GAIN team served
450 clients for a total of
2601 clinical connections.

450 GAIN CLIENTS

# **Smoking Cessation**

Our 3 certified smoking cessation counselors served **142 unique individuals** for a total of 508 visits.

508 SMOKING CESSATION VISITS

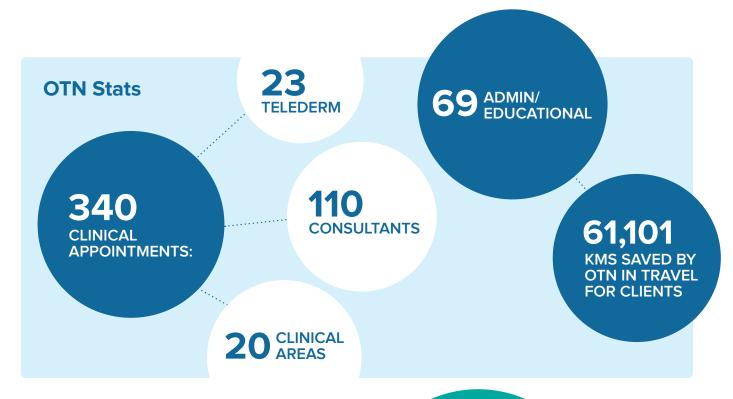


#### **Diabetes Education**

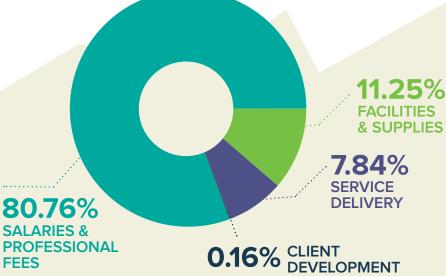
cooking classes.

The DEC team served **1611 clients** for a total of 6226 clinical connections. The DEC team also had 517 group interactions, offering various diabetes related programming including Just the Basics, Heart Healthy, Type 1 Diabetes
Support Group, Carb
Counting and diabetes

6226
CLINICAL
CONNECTIONS



# FINANCIALS



#### **Expenditures 2018-19 & 2019-20**

	2019-2020	2018-2019
Service Delivery	451,040	465,605
Client Development	7,149	9,260
Salaries & Professional fees	4,959,347	4,795,901
Facilities	538,627	667,913
TOTAL EXPENDITURES	5,956,163	5,938,679



#### IN MEMORY OF...

Anna Mae Garratt, long-time volunteer and friend of the Community Health Centre.

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



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