

BUILDING A HEALTHIER
COMMUNITY TOGETHER

2019 - 2020

ANNUAL REPORT



MISSION

The 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.

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!*

A

Promote awareness of our primary health care and community services

B

Enhance partnerships and collaboration with local, health, and social service providers

C

Support and enhance client engagement in their healthcare

D

Diversify funding sources for financial and program stability

E

Embrace a culture of innovative technologies

MESSAGE FROM THE 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

MESSAGE FROM THE 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. 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.

"I must thank Duff and the staff team for their amazing professional skill and organizational deftness especially during this past year..."

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

CHCN STAFF



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

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

Ursula Powell
Memory Clinic
Administrative Assistant

Janet Marchand
Nurse Practitioner

Nancy Riley
Foot Care Nurse
& BSO Nurse

Jenn Braun
Physician

Nayla Zalzal
Physician



THANK YOU FOR YOUR CONTINUED SUPPORT

2019 - 2020 VOLUNTEERS

- | | |
|-----------------------|-----------------------|
| Brenda Arrand | Terry Holmes |
| Ken Dalby | Carole Stirling |
| Sharon O'Leary | Pat Bylok |
| Brad Arrand | Catherine Hublau-Rich |
| Malvina Delahay | Maureen Tambeau |
| Phyllis Pecile | Maryruth Cawker |
| Joan Ashton | Carol Irwin |
| Diane England | Ursula Whalen |
| Dorothy Potter | Lois Cherry |
| Betty Beharry Lall | Jamie Leach |
| Elizabeth Finnie-Hunt | Jennifer Willis |
| Erin Sheppard | Barbara Clarkson |
| Rose Belfry | Joanne Lyon |
| Anna Mae Garratt | Olive Climo |
| Louise Sirtonski | Carol Madden |
| Vicki Bobiash | Sharon Cooksey |
| Pearl Harris | Heather McKeown |
| Phyllis Smith | Celia Crangle |
| Tom Brown | Melchora Mejorado |
| Anne Harrison | Laurie Ann Cressey |
| Judy Spiegel | Victoria Meneilley |
| Colleen Budd | |

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.

2994
HOURS

43

VOLUNTEERS



1259
CLIENT
INTERACTIONS

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.

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.



3096
INDIVIDUALS
SERVED AT
THE FOOD
CUPBOARD

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

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 cooking classes.

6226
CLINICAL
CONNECTIONS



OTN Stats

340
CLINICAL
APPOINTMENTS:

23
TELEDERM

110
CONSULTANTS

69 ADMIN/
EDUCATIONAL

61,101
KMS SAVED BY
OTN IN TRAVEL
FOR CLIENTS

20 CLINICAL
AREAS

FINANCIALS

80.76%
SALARIES &
PROFESSIONAL
FEES

11.25%
FACILITIES
& SUPPLIES

7.84%
SERVICE
DELIVERY

0.16% CLIENT
DEVELOPMENT

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