

2020 - 2021

# ANNUAL REPORT

Building a Healthier  
Community Together



# 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

## 2020 - 2021 STRATEGIES & ACTIONS

### A. PROMOTE AWARENESS

- Promote the CHC brand and model of health and wellbeing
- Communicate services provided, availability and access
- Share success stories, impacts and achievements

### B. COLLABORATE WITH PARTNERS

- Create opportunities for community engagement
- Continue to be an active participant within the OHT-N
- Work with system-wide partners to respond to emerging population health needs (i.e. pandemic/emergencies)

### C. SUPPORT CLIENT RESILIENCE & SAFETY

- Be a strong advocate for those facing barriers to accessing healthcare and support services
- Increase client and family involvement in the design of service delivery
- Use evidence-based, anti-oppressive, and culturally safe strategies to support client involvement in their own health and well-being

### D. PRACTICE CONTINUOUS QUALITY IMPROVEMENT

- Promote access to evolving eHealth technology that supports workflow
- Put client safety at the forefront of service delivery
- Actively participate in the Alliance for Healthier Communities Learning Health System

### E. SUPPORT STAFF

- Increase staff competency as they respond to changing workplace conditions
- Create a workplace culture that promotes staff diversity, wellbeing and safety (physical and emotional)
- Provide opportunities for connection and communications

## MESSAGE FROM THE BOARD CHAIR

Despite the hopes of all, COVID has continued to challenge the world. Staff, volunteers and the larger community that we all call home have continued to prove that we can function through a challenge as all-encompassing as what COVID has required. Throughout the pandemic the CHCN has continued to be a collaborative participant in the fight to contain and ultimately defeat the virus. They have been active participants at all planning tables. When there was a shortage of PPE at the hospital, the CHCN was there to donate the needed equipment. As the pandemic has evolved so too has the role of the CHCN. In the earlier months the focus was on supporting local assessment centres by deploying healthcare providers from the CHCN to those sites. As vaccines became available, the centre shifted its focus to supporting local vaccination clinics. And all the while, the CHCN has continued to provide services and programs to the community often requiring innovation and creativity to overcome the obstacles created by the pandemic.

New processes and practices have been developed and deployed, collaborative relationships have flourished and the CHCN has continued to meet the needs of the community it serves, often in very new and creative ways. I wish to extend on behalf of the Board, our deepest appreciation for the dedication of all staff and volunteers at the CHCN as it is through their perseverance and tenacity that we have weathered the pandemic so well to date.

Not all attention has been focussed on the pandemic. Earlier this year, the CHCN, in partnership with the

Ontario Health Team of Northumberland, opened the Colborne satellite site, no small feat considering the environment everyone has had to navigate.

And of course, I would be remiss to not note that following an extensive search, we welcomed our new Executive Director in November. Definitely not new to the CHCN, Taryn Rennicks has continued to lead with passion and dedication. It has been a privilege to work with Taryn and the Board looks forward to the continued opportunities to build upon the great work already done.

**“I can’t help but marvel at the strength and resilience of the CHCN during this unprecedented year of battle against COVID.”**

volunteers have worked tirelessly under extremely challenging circumstances. It has been a honour to work with them and we look forward to the continued growth and success of our Community Health Centres of Northumberland.

**Anna Cooper**  
BOARD CHAIR

As I reflect back to the AGM of 2020 when we introduced a remote AGM, I can’t help but marvel at the strength and resilience of the CHCN during this unprecedented year of battle against COVID. The staff and

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BOARD CHAIR

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Reflecting on the 2020 / 2021 year is certainly surreal.

In mid-March of 2020, the world was quite literally—halted. Global media outlets reported on the spread of the novel-coronavirus-19, masks were worn by most but not yet mandated, and both the private and public sectors were fraught with what on earth to do next. Classes in schools were quickly stopped, millions of students were made to stay at home, causing daycare crises for parents. Hand sanitizers and masks were the biggest sellers on Amazon, travel plans were cancelled or delayed, and major sporting events “put on hold”. Most workplaces scrambled to figure out the new norm of “remote work”.

As I write this, we have endured over 18 months of COVID-19, and are presently navigating “wave 4”. The 2020 / 2021 year was primarily a battle to contain and manage the pandemic. Local partner organizations, in particular through the Ontario Health Team of Northumberland, quickly leapt into action as it was recognized that no one agency should be managing this alone. Along with many other organizations, we participated in COVID testing and assessment sites. We shared PPE as necessary and as soon as vaccinations became available, we joined in the efforts to get shots in arms.

The healthcare system has been and continues to be heavily taxed by this pandemic. It has been like nothing we have ever experienced. We quickly recognized that there was no choice but to find new ways of doing things, providing virtual care to patients, running classes and workshops online, or distributing food in a “curbside pick-up” model. We have all had to adjust our thinking and our actions. Our teams here at the CHCN have risen to this challenge.

I am very proud of the way CHCN staff have continued to provide top notch care to our clients during this challenging time, ensuring client needs are met, while keeping everyone safe. We have offered virtual care options in primary care, diabetes education, and mental health counselling, and are still bringing people into the centre when a hands-on approach is needed. Our GAIN team (Geriatric Assessment and Intervention Network) continues to conduct consultations in person and virtually (when possible). Most of our clinical teams are able to do home visits when needed to ensure health care needs are met.

Our Community Team is consistently developing and providing food security programming, distributing meals to partner organizations that identify a need, conducting regular wellness checks, running virtual workshops and programs, and assessing the needs of our community often to determine what is required, and what we can do to ensure these needs are met.

In early 2020, the province launched the Ontario Senior’s Dental Care Program that aides low-income seniors with coverage for oral health care. In partnership with the HKPR Health Unit, the CHCN Dental Clinic became the lead provider of these services to local eligible seniors. With that, came an opportunity to apply for capital funding to improve our dental clinic. As recipients of this funding we were able to grow our two operatory dental suite to three operatories, with new equipment which will enable our dental team to serve more clients in need of dental care.

We know that during this time, people have been struggling with their mental health, often feeling isolated and lonely. Through creative and innovative approaches, we continue to strive to help people get and stay connected with others. Our new Digital Equity project is a perfect example of a new program that will enable more people to get digitally connected, especially for those who previously could not access technology. We are very thankful to have received an Ontario Trillium Grant this past spring, which is allowing us to develop this exciting project!

One more exciting item of note is that the staff and board of the CHCN have just developed a new Strategic Plan for 2021–2023. We will be publically launching the plan within the coming weeks so keep your eye on our website to see our plan and goals for the next couple of years!

While these times are certainly challenging—we are constantly reminding ourselves what we have to be grateful for. We are all thankful to work in an environment that together with our partners, we share the common goals and aspirations to provide our communities with the best health care supports and services possible.

I personally am grateful in my first year as Executive Director, to work at an organization with 65 dedicated staff that have risen up to the challenges of this pandemic. I have no doubt that with everyone’s continued efforts, we will come through this experience stronger than before.

**Taryn Rennicks**  
EXECUTIVE DIRECTOR



## 2020 - 2021 BOARD OF DIRECTORS

**Anna Cooper**  
Chair

**Barbara Weiss**  
Vice Chair

**Brian Gilmer**  
Director

**Charlie Morrison**  
Director

**Doug Smith**  
(Secretary)

**Heidi Schaeffer**  
Director

**Jamie Simmons**  
Director

**Jill Erridge**  
Director

**Karl vom Dorff**  
Director

**Lynda Miller**  
Director

**Martin Delahay**  
Treasurer

**Neil MacDonald**  
Director

**Suzanna Lawson**  
(Former Chair)

**Community Member at Large:**

Donna Masters



## CHCN STAFF

**Adam Hudson**  
Community Dietitian

**Amanda McConkey**  
Community Health Worker

**Ashley Koehl**  
Dental Assistant

**Ben Verbruggen**  
Registered Practical Nurse

**Brooke Sturzenegger**  
Mental Health Registered Nurse

**Carolyn Rutherford**  
Administrative Assistant

**Catherine Malyczewsky**  
Medical Secretary

**Cheryl Abrams**  
Diabetes Nurse Educator

**Cheryl Troicuk**  
Executive Assistant  
Seniors Care Network

**Chris Hill**  
Social Worker

**Christine Harold**  
Medical Receptionist

**Devora Lodevico**  
CE LHIN Care Coordinator

**Doug Dixon**  
Director of Corporate Services

**Duff Sprague**  
Former Executive Director

**Edward Scea**  
Social Worker GAIN Team

**Eva Osterlee**  
Summer Program Coordinator

**Firas Elias**  
Dentist

**Frances Murphy**  
Diabetes Nurse Educator

**Heather Cluney**  
Registered Dietitian  
Diabetes Team

**Heather Rose**  
Screeener

**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

**Jessica Wilson**  
CoE Physician

**John French**  
Physician

**Julia Sedgwick**  
Screeener

**Karen Basciano**  
Personal Support Worker  
GAIN 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

**Lily Eun Won Kim**  
CE LHIN Care Coordinator  
Nurse GAIN Team

**Linda Thompson**  
Director of Community Services

**Lisa Tamblin**  
Dental Program Coordinator

**Lydia Rybenko**  
Nurse Practitioner/  
Clinical Manager

**Malcolm Pike**  
Endocrinologist

**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

**Natasha Kryger-Wilson**  
Registered Practical Nurse

**Nayla Zalzal**  
Physician

**Omar Abdulghafoor**  
Dentist

**Pam Chapman**  
Social Worker

**Pam MacDougall**  
Community Health Promoter

**Rabindra Amatya**  
Accountant

**Rhonda Schwartz**  
Executive Director  
Seniors Care Network

**Ron VanHoof**  
Physician

**Roseanne VanHoof**  
Nurse Practitioner

**RoseMary Koomen**  
Housekeeper

**Sabeen Ehsan**  
Director of Quality & Planning  
Seniors Care Network

**Samantha King**  
Nurse Practitioner  
GAIN Team

**Sandra Jex**  
Primary Care Team Lead

**Sara Wodnisky**  
Digital Equity Project Coordinator

**Skylar Spratley**  
Summer Program Assistant

**Sophie Cantwell**  
Screeener

**Stacey Jennings**  
Physician

**Stacey Hawkins**  
Director Research and Evaluation

**Seniors Care Network**

**Stacy Jackson**  
Occupational Therapist  
GAIN Team

**Tammy Kantor**  
Registered Practical Nurse

**Tamsin Brown**  
CE LHIN Care Coordinator  
GAIN Team

**Taryn Rennicks**  
Executive Director

**Terese Crombie**  
Medical Secretary

**Tiffany Dadula-Jardin**  
Diabetes Nurse Educator

**Tori Timlin**  
Medical Secretary

**Trish Byrne**  
Diabetes Nurse Educator

**Tyler Kempt**  
IT Systems Administrator

**Ursula Powell**  
Memory Clinic  
Administrative Assistant

**Zuretha Langenhoven**  
Diabetes Nurse Educator

## WORDS OF APPRECIATION FOR VOLUNTEERS

### Three Cheers for CHCN Volunteers!

The times they are a changing! Even during a pandemic so many CHCN volunteers have stepped up and helped ensure we could continue to offer programs and services. On a dime, the pandemic changed the way we offered services; with concern of community spread, the restricted number of people in the building, social distancing, screening and the list of challenges and changes goes on. We are certainly missing seeing our volunteers in person and look forward to the day we can welcome everyone back. We do have a small but mighty team of volunteers that have taken all the changes in stride.

These volunteers have been offering exercise programs through Zoom and have helped to develop a telephone check in program. Both have been a great success! During the times of reopening, we welcomed a few volunteers back who could assist with the food security program and some administration. Sadly that was short lived. It can't be said enough how much we miss your smiling faces, funny jokes, greetings and most importantly the contribution you give to the CHC.

Long serving volunteers were recognized both through the Ontario Provincial Service Awards and the Port Hope Civic Awards programs this year. In spite of the situation, we are honoured and thrilled to recognize all our volunteers who are waiting to come back and we send special thanks to those who have been able to assist us in new and varied ways. Finally, thanks to the Board of Directors who are the organization's leadership volunteers, they have and continue to guide us through these changing times. A big virtual hug and thanks to all.

— Pam MacDougall

**Brenda Arrand**  
**Sharon Cooksey**  
**Sharon O'Leary**  
**Brad Arrand**  
**Larry Dick**  
**Phyllis Pecile**  
**Vicki Bobiash**

**Elizabeth Finnie-Hunt**  
**Dorothy Potter**  
**Colleen Budd**  
**Pearl Harris**  
**Al Ripley**  
**Gord Budd**  
**Terry Holmes**

**Jay Sherwin**  
**Pat Bylok**  
**Joanne Lyon**  
**Louise Sirtonski**  
**Olive Climo**  
**Ken Nesbitt**



### Client & Family Advisory Roundtable Members 2020-2021

Our Client and Family Advisory Roundtable (CFAR) volunteer group represents the voice of CHCN clients and participants who have unique experience, insight, expertise and perspectives that are invaluable to improving the CHCN experience. Thank you to our members for your continued contributions in helping to positively shape the overall client experience at the CHC.

**Betty Beharry Lall**  
**Howard Goodfellow**  
**Maryruth Cawker**  
**Louise Sirtonski**  
**Christine Wilson**

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.



"We work to connect with people struggling with food security by providing weekly food hampers and hot cooked meals. This has all been made possible by all of the generous grants and donations that we have been fortunate to receive."

Community Health Promoter,  
Pam MacDougall

## PRIMARY CARE

- **19,642 clinical connections** made
- "We are caring for our patients by responding to their essential, non-essential and urgent needs. Primary care works as a team to ensure no patient slips through the cracks and vulnerable peoples are well taken care of. We have deployed staff, in collaboration with our community partners, to provide services at the assessment centres in the community. We remain strong through this time and support each other and other staff in the organization"

## DIABETES EDUCATION

The DEC team had a total of **7,902 clinical connections** with clients. The team swiftly adapted to circumstances of the COVID-19 pandemic to offer curbside diabetes care for their clients.



Cheryl offering Curbside Diabetes Care.

"Curbside care makes it easier to connect with people in Northumberland who live with diabetes."

## VOLUNTEER HOURS

- 20 volunteers gave **931.5 hours**
- 6 volunteers donated over **117 hours of their time leading exercise classes** at the CHCN.
- 4 volunteers spent more than **168 hours completing friendly check in calls** with clients.

## FOOD SECURITY

- 14 Food Cupboard volunteers donated **540 hours** of their time

Between April 1, 2020-March 31, 2021:

- **227 individuals** were served
- **5752 meals** were prepared for members of the community
- **1260 meals** were prepared for local shelters
- **3383 baked goods** were made
- **3005 food hampers** were distributed
- **1430 deliveries of food hampers** were made
- For a total of **7756 interactions**

## DENTAL

Primarily serving those individuals on Ontario Works, Ontario Disability Support Program and those on a fixed or limited income. Our diverse dental team had over **944 interactions** with clients in the 2020-2021 year. In the Spring/Summer of 2020, our dental clinic underwent a major 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. We look forward to resuming our partnership with Northumberland County, to continue to provide outreach services at Transition House.

## THE GERIATRIC ASSESSMENT & INTERVENTION NETWORK (GAIN)

- The GAIN team had a total of **6,102 clinical connections** with clients.



GAIN staff **Karen and Jen** heading out for a home visit.

"We continue to connect with our frail and senior clients by making home visits to assist with day to day needs"

## SMOKING CESSATION

- Our 3 certified smoking cessation counselors served **75 unique individuals** for a total of 280 visits.

Pam M, one of our smoking cessation counselors.

"I have been working to connect with those in our community who want to quit smoking by offering support over the telephone and organizing nicotine replacement supplies for easy at the door pick-up"

Volunteer, Colleen, checks in with clients through the Friendly Check in program.

"These calls help us to stay connected with clients who regularly come to programming at the Centre. It is a lovely way for us to hear how people are doing, and provide them with information about supports and services available in the community. The best part though is enjoying a chat, having a laugh and being able to comfort someone when they just need someone to listen."



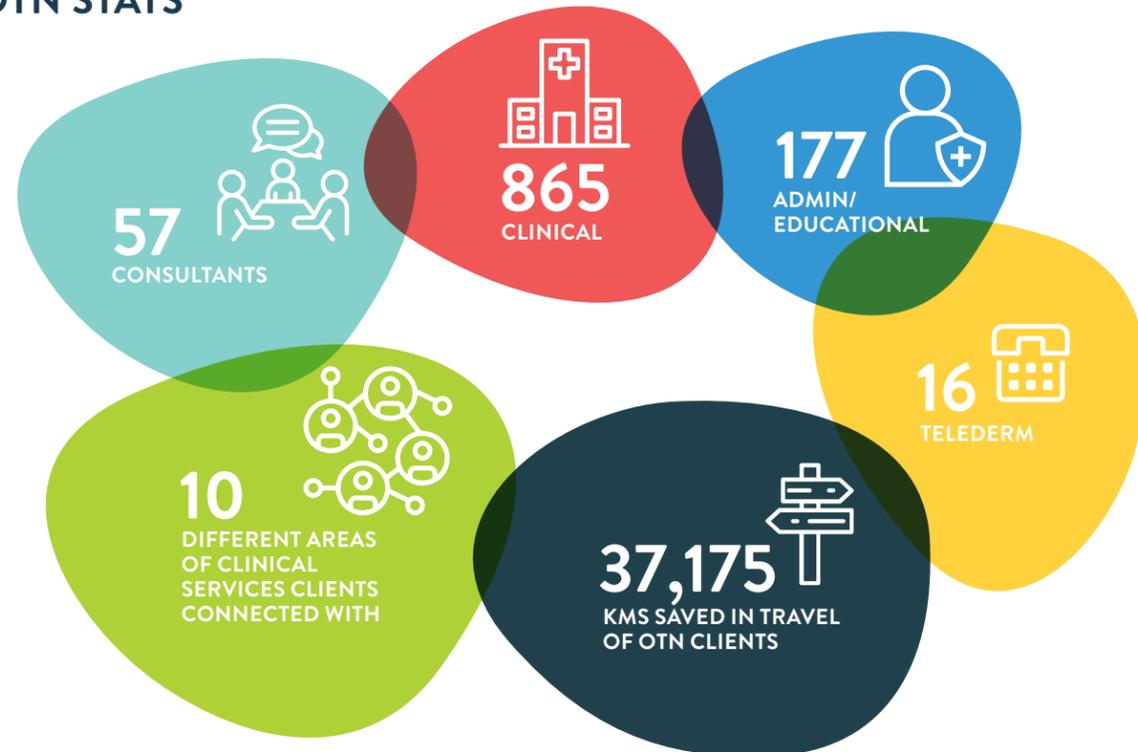
Yoga instructor, Ursula, leads virtual yoga sessions for CHCN program participants.

"I am connecting with my yoga class over Zoom to encourage them to stay active and to relax during these stressful times"

## COMMUNITY PROGRAMMING

- **70 wellness kits** were delivered at the start of the pandemic
- **444 craft kits for children** were distributed as part of the summer outreach programming
- 16 different programs were **converted to a virtual platform**, with a total of **267+ sessions offered**

## OTN STATS



## FINANCIAL REPORT

ADVERTISING & PROMOTION **0.06%**

**84.48%**

SERVICE DELIVERY

**8.03%**

FACILITIES

**7.43%**

OPERATING SUPPLIES

### EXPENDITURES

	2020-2021	2019-2020
SERVICE DELIVERY	5,523,280	5,059,296
FACILITIES	524,951	508,733
OPERATING SUPPLIES	486,001	319,507
ADVERTISING & PROMOTION	3,973	7,149
<b>TOTAL EXPENDITURES</b>	<b>6,538,205</b>	<b>5,894,685</b>

## HOME VISITS

**1,713 home visits** were completed, ensuring clients had access to care/services needed

Tyler, IT System Administrator

*"I am helping behind the scenes to support staff with the technology they need while they are working from home, so they can connect with their clients virtually"*

Jen, Jane and Trish  
Alderville outreach staff.

*"We are continuing to connect with our clients in the Indigenous community residing in Alderville First Nations by providing virtual visits via Ontario Telemedicine Network (OTN)"*

## GRANT RECOGNIZATION

The CHCN has been fortunate to receive several grants through the year as well as invaluable donations to expand and improve our services. Thank you to the following grantors/donors:

- **Canadian Association of Community Health Centres**— allocation from TD Bank donation
- **Good Food Access Fund**
- **Northumberland County Social Services Relief Fund** (Government of Ontario to Northumberland County)
- **Feed Ontario** (Government of Canada, to Food Banks Canada to Feed Ontario to Food 4 All Warehouse)
- **HTM Insurance** (Hamilton Township Municipal Insurance Company)
- **UNIFOR**
- **Northumberland United Way**
  - Emergency Community Support Fund through the Government of Canada
  - Northumberland Eats
  - Period Promise
- **Durham Community Foundation**
- **Northumberland County**
- **Ferguson Farms**
- **Northumberland County Food 4 All Warehouse**
- **Novo Nordisk** (DEC)
- **Lilly** (DEC)
- **Ascensia Diabetes Care** (DEC)
- **Lifescan** (DEC)
- **Resilient Communities Fund** — from Government of Ontario through Ontario Trillium Foundation
- **HKPR District Health Unit & Government of Ontario**

*A special thank you to every individual donor for your contributions. Your generosity ensures better health for members of our community through access*



Taryn Rennicks was appointed **Executive Director of the CHCN**



The CHCN **expanded mental health services** to include a full time Registered Mental Health Nurse as well as the addition of geriatric psychiatrist services

Anything that's human is mentionable, and Anything that is mentionable, can be manageable. -Mr. Rogers. Let's talk about it.

**Brook Sturzenegger**, Registered Mental Health Nurse

**Diabetes Education Clinic** held their annual Diabetes Expo virtually for the first time with a COVID-19 and mental health perspective

**Seniors Care Network** officially joined the CHCN team

**Continued partnership** with the OHT-N including support at the Colborne Outreach Clinic as well as mass COVID-19 Vaccination Clinics

**Dental Clinic** launched the provincial Ontario Seniors Dental Care Program in addition to undergoing renovations to include an additional operator

“The Ontario Seniors Dental Care Program helps low-income seniors have access to the publicly-funded, high-quality dental care they deserve. By keeping seniors healthy, we can help them avoid emergency visits to the hospital, prevent chronic diseases and increase their quality of life. We are pleased to have the Community Health Centres of Northumberland as a partner in delivering dental care to eligible seniors covered under the Ontario Seniors Dental Care Program. The funding provided to CHC from the Ontario Government to support delivery of these services through a capital investment back in December 2019 has now become a reality. I am proud to be here today to celebrate the opening of the third dental operator at the Community Health Centre in Port Hope.”

**David Piccini**, MPP for Northumberland-Peterborough South

Grand opening of third dental operator, September 2020



**16 community programs** were adapted to a virtual format offering over 267 sessions over the year. Virtual programs offered included

- Dietitian talks
- Diabetes Type 1 Support Group
- Diabetes Type 2 Support Group
- Just the Basics
- Book Club
- Women's Social Teas
- Friendly Check in Calls
- Mindfulness Based Cognitive Therapy
- Mindfulness Drop In
- Caregiver Support Group
- Active Fit & Fun
- Movement and Motion
- Yoga
- Home Alone
- Crafts for Kids
- Summer Outreach Programs for Children



Launch of quarterly **CHCN eNewsletter**



“We are very pleased that this expansion to our dental suite, along with the successful recruitment of additional dental staff will allow us to increase access to more eligible low-income seniors. We know that many low-income seniors face challenges accessing regular dental care because they cannot afford it, which impacts their overall health and well-being. For those that access the OSDCP we will be able to provide necessary treatment in a timely fashion. In addition to this capital investment, the ongoing partnership with the HKPR District Health Unit to flow funding from the government and administer the program will allow a smooth provision of services.”

**Taryn Rennicks**, Interim Executive Director

Approved to develop the **CHCN Digital Equity Project Community Health Centres of Northumberland** (CHCN) received a \$44,000 Resilient Communities Fund grant from the Government of Ontario through the Ontario Trillium Foundation.

“Community Health Centres of Northumberland are dedicated to providing quick access for urgent issues and to the delivery of care that’s right for each client,” said MPP David Piccini. “This investment from our government will help them better deliver their programs and services. Thank you to CHCN for your ongoing work to support healthy and safe communities.”

# NEWS & HIGHLIGHTS

“We are very grateful to have been successful in receiving this OTF grant. Through the experiences of the last 18 months, we know that there are many people who cannot access, or are uncomfortable using technology to access their healthcare or participate in valuable groups. With the help of Project Coordinator Sara Wodnisky, we will develop a program and sustainability plan to provide people with tablets, data and education that will allow them to participate in the many virtual options for care and programming that the CHCN, and our many partner organizations have developed.”

**Taryn Rennicks,**  
Executive Director



Skylar Spratley, MPP David Piccni,  
Tyler Kempt, Mandy McConkey



Completion of staff project: **The Art of Resilience**

CHCN held a **COVID-19 Vaccine Clinic** including outreach vaccinations to the Tower Motel and Alderville First Nations in addition to participating in the mass vaccination clinics throughout Northumberland County.



**Jane Spencer** was nominated the Health Equity Hero

Jane Spencer receiving Hero Equity award from Lydia Rybenko

**Marietta Marco** was awarded the **Shining Star award from Behavioural Supports Ontario** for her tremendous work as a Behavioural Support Nurse with the GAIN team.



Marietta receiving the Shining Star award from Behavioural Supports Ontario