

BUILDING A HEALTHIER COMMUNITY

Together



2021-2022

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.

VISION

Respectful client-centered care

Meaningful collaboration with our clients, partners and communities

Excellent care in an inclusive, non-judgmental environment

Strategic innovation

*healthy people,
healthy partnerships,
healthy communities*

chen STRATEGIES & ACTIONS

A. PROMOTE AWARENESS

- Promote the CHC brand and model of health and well-being
- 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

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 WELLNESS

- 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

As I reflect over this past year I continue to marvel at the dedication and commitment that has been demonstrated by the Community Health Centres of Northumberland (CHCN). COVID has been a monumental challenge, one that is still not over, yet we have seen so many examples of the CHCN's focus on the health and wellness of the community. From sharing PPE in early days to identifying opportunities to continue to support clients despite restrictions to in-person service provision. Classes were moved to remote delivery, and the food security program revised processes to be able to continue to provide nutrition to those most in need. Collaborative initiatives have flourished and new processes have emerged based on the learnings of the pandemic and expanding partnerships.

In September of 2021, Accreditation Canada completed the rigorous review done to assess the quality and performance of the organization and awarded the CHCN Exemplary Standing, the highest possible level of performance. Accreditation Canada commented that this reflected the "recognition that this centre is demonstrating leadership in addressing community health needs within Northumberland County." The hard work of staff, Board Directors and various committees in preparing for the survey again displayed the commitment to excellence that the CHCN has become synonymous for.

The CHCN has matured over the 14 years since its inception. Moving from a development focus to a growth and sustainability focus has required change to processes to reflect the growth and maturity of the CHCN. The Board, along with staff, has worked diligently to advance the Governance structure of the organization with a full review of policies, processes, by-laws and terms of reference. Where needed, updates and improvements have been made as well as adding a more rigorous review framework for future monitoring.

As we look to the future the focus remains on the health and wellness of all members of our community.

In collaboration with the Ontario Health Team-Northumberland (OHT-N) we are working to expand opportunities and services with community partners. New challenges are emerging including the support of Ukrainian families arriving to the area. Migrant farm workers are returning in greater numbers, many with health needs that cannot be addressed in their home countries. The economic fallout of the pandemic and the Ukraine conflict has added considerable strain to many individuals and families in the community. Staff and volunteers of the CHCN remain dedicated to not only meeting the emerging needs but to identifying creative solutions and partnerships.

Clients and community partners speak very highly of the CHCN and their dedication to the needs of the community and the people within it. The staff and volunteers have worked tirelessly under extremely challenging circumstances. It has been an honour to work with them and we look forward to the continued growth and success of the Community Health Centres of Northumberland.

Anna Cooper BOARD CHAIR

"Over and over, we have witnessed the creativity, innovation and whole hearted support shown by staff and volunteers of the CHCN."



Taryn Rennicks EXECUTIVE DIRECTOR

"We are finally feeling that energy returning to our office with more 'human' connections and with that a renewed sense of vitality"

evolve as needed—we know that sometimes with changes come opportunities to be creative in our approaches. We can't deny that with restrictions being lifted in the province, we are thrilled to have more people back in the building. A Community Health Centre is meant to have life inside of it, a "buzz" of activity, and that has been sorely missed. We are finally feeling that energy returning to our office with more 'human' connections and with that a renewed sense of vitality.

In the fall of 2021, we embarked upon our fourth Accreditation Survey since our inception. We are pleased to have been awarded "Accredited with Exemplary Standing" status from Accreditation Canada, an independent, not-for-profit organization that conducts reviews of health organizations around the globe and sets standards for quality and safety in health care. This means that, the CHCN has gone beyond the expectations of meeting over 634 quality improvement and safety standards related to the services it provides. This is certainly a feat to be celebrated and to be proud of. We couldn't have achieved this without the commitment of our staff, Board of Directors, and volunteers. We will continue to strive to be an "exemplary" healthcare organization, leveraging our in-house expertise and our strong network of community partners.

While organizations in Northumberland County have always been highly collaborative, the work of the Ontario Health Team of Northumberland has brought with it new and exciting opportunities for cooperation and partnerships that will further improve our local health and social services. The CHCN is proud to be an active member of the OHT-N and looks forward to continued work with all partners over the coming years as we address the needs of the residents of Northumberland County.

Our Board of Directors is currently focusing on several key initiatives, including recruitment of new directors and work focused on the Health Equity Charter, which as a Community Health organization, guides our efforts in recognizing and

message from the EXECUTIVE DIRECTOR

At the end of each year, we pause to reflect on where we have been, what we have learned, and we try to shed light on the future—which isn't that easy in times that are very unpredictable.

This Annual Report will aim to highlight many of our learnings and achievements as well and celebrate our local impacts as we traversed through 2021–2022, the second full year of the pandemic. Credit and appreciation must be given to our staff, our clients, the Board of Directors, our volunteers and our partners—all of whom have been patient, understanding and collaborative as we have navigated through major challenges together.

These past two years have shown us how fragile we can be, and yet resilient. In many ways, we have not just survived, but we have actually thrived. Our inter-professional teams have worked tirelessly to help clients navigate through uncertainty and changes to services. Organizations such as ours have been trying to determine how to best provide care—a combination of in-person and virtual services are becoming the "new norm". Staff and clients have shown patience and flexibility as we weren't always able to give people what they requested.

Our experience through the COVID-19 pandemic will forever change us as an organization. It will change healthcare going forward, and that's okay. We will continue to offer phone or video appointments and run virtual community programs as appropriate. Our food security programming has significantly changed and will continue to adapt and

confronting barriers to equitable health. The Charter aligns our work with our increased knowledge of how various forms of inequities and marginalization affect the health and wellbeing of individuals and communities.

One initiative we are continuing to develop is aimed at addressing the digital health divide that has become very evident these past two years. Our Digital Equity project was the result of an Ontario Trillium Foundation grant, whereby tablets (some with pre-paid data) are provided to community members who cannot afford technology, possibly don't have adequate bandwidth, and may be feeling socially isolated due to lack of connection. By providing this technology, and appropriate education, we are introducing an opportunity for people to participate in our virtual programming and successfully meet with their clinician using secure video conferencing tools. These are the creative and innovative ways that we can help remove barriers for those facing challenges and this is one example of many that are highlighted in this report.

In January of this year, we said goodbye to our colleague Linda Thompson who decided to embark on a new journey called "retirement". Linda was with the CHCN for over 12 years in various roles, most recently as the Director of Community Services. On behalf of everyone at the CHCN, we wish to congratulate Linda, and wish her all the best!

Thank you again to our clients, volunteers, staff, and funders for all your support and to the Board for their ongoing leadership. As I approach the end of my second year as Executive Director, I am increasingly proud to work at an organization that is so driven and passionate about its purpose. As I mentioned at the beginning of this report, this is a time to shed light on the future. What I envision for the Community Health Centres of Northumberland is ongoing growth, as well as creative and innovative opportunities to continue to meet the needs of our clients and community.

2021 - 2022 BOARD OF DIRECTORS

ANNA COOPER
Chair

BARBARA WEISS
Vice Chair

BRIAN GILMER
Director

CHARLIE MORRISON
Director

DOMINIQUE GAUTHIER
Director

DOUG SMITH
Secretary

GARTH DEE
Director

HEIDI SCHAEFFER
Director

JACQUELINE MONAHAN
Director

JILL ERRIDGE
Director

KARL VOM DORFF
Director

LYNDA MILLER
Director

Community Member
at Large:

DONNA MASTERS

our team
CHCN STAFF



ADAM HUDSON
 Community Dietitian

KATE TURNER
 Dental Hygienist

ROSEANNE VANHOOF
 Nurse Practitioner

AMANDA MCCONKEY
 Community Health Worker

ROSEMARY KOOMEN
 Housekeeper

ASHLEY KOEHL
 Dental Assistant

KIM DAVIS
 Program Assistant
 Diabetes Team

SABEEN EHSAN
 Director of Quality & Planning
 Seniors Care Network

BEN VERBRUGGEN
 Registered Practical Nurse

KRISTEN HIPWELL
 Registered Dietitian
 Diabetes Team

SAMANTHA KING
 Nurse Practitioner GAIN
 Team

BROOKE HAND
 Mental Health Registered
 Nurse

KYM WARE
 Dental Assistant

SANDRA JEX
 Primary Care Team Lead

CAROLYN RUTHERFORD
 Community Program
 Assistant

LAIRD SOLOMON
 Data Management
 Coordinator

SANDRA DEMARIES
 Physician

**CATHERINE
 MALYCZEWSKY**
 Medical Secretary

LILY EUN WON KIM
 CE LHIN Care Coordinator
 Nurse GAIN Team

SARA WODNISKY
 Digital Equity Project
 Coordinator

CHERYL TROICUK
 Executive Assistant
 Seniors Care Network

**KHASHAYAR
 GHahremani**
 Dentist

SARAH PILATZKIE
 Dental Assistant

CHRIS HILL
 Social Worker

SKYLAR SPRATLEY
 Summer Program Assistant

DOUG DIXON
 Director of Corporate
 Services

LISA TAMBLYN
 Dental Program Coordinator

STACEY HAWKINS
 Director Research
 and Evaluation
 Seniors Care Network

EDWARD SCEA
 Social Worker GAIN Team

NIHAL ELAAWAR
 Dentist

STACY JACKSON
 Occupational Therapist
 GAIN Team

LIZ RYLANCE
 Dental Hygienist

TAMMY KANTOR
 Registered Practical Nurse

FRAN SCHMIDT
 Nurse Practitioner

LYDIA RYBENKO
 Nurse Practitioner/
 Clinical Manager

TARYN RENNICKS
 Executive Director

FRANCES MURPHY
 Diabetes Nurse Educator

MICHELLE HARDING
 Program Assistant–GAIN

TERESE CROMBIE
 Medical Secretary

HEATHER CLUNEY
 Registered Dietitian
 Diabetes Team

MARIETTA MARCO
 Behavioral Supports
 Nurse GAIN Team

TIFFANY DADULA-JARDIN
 Diabetes Nurse Educator

HETAL BHALALA
 Pharmacist

NANCY DUNCAN
 Medical Secretary

TORI TIMLIN
 Medical Secretary

JANE SPENCER
 Nurse Practitioner

NANCY RILEY
 Foot Care Nurse and
 BSO Nurse

TYLER KEMPT
 IT Systems Administrator

JANET MARCHAND
 Nurse Practitioner

**NATASHA
 KRYGER-WILSON**
 Program Secretary–GAIN

URSULA POWELL
 Memory Clinic
 Administrative Assistant

JENN BRAUN
 Physician

NAYLA ZALZAL
 Physician

**ZURETHA
 LANGENHOVEN**
 Diabetes Nurse Educator

NEEDHI SHAH
 Dentist

JENNIFER CONIUM
 Registered Dietitian
 Diabetes Team

OMAR ABDULGHAFOOR
 Dentist

JENNIFER MCCLUSKEY
 Personal Support Worker
 GAIN Team

PAM CHAPMAN
 Social Worker

JESSICA WILSON
 Physician

PAM MACDOUGALL
 Community Health Promoter

JILL WILLIAMS
 Corporate Assistant

RABINDRA AMATYA
 Accountant

JOHN FRENCH
 Physician

RHONDA SCHWARTZ
 Executive Director
 Seniors Care Network

KAREN BASCIANO
 Personal Support Worker
 GAIN Team

RON VANHOOF
 Physician

EVA OSTERLEE
 Summer Program Facilitator

chcn
VOLUNTEERS

Just No Words!

The team of volunteers at the CHCN are dedicated, caring and a true example of patience and perseverance. The 2021-22 year was one to remember. We saw some volunteers come in, go out and for many it was a time of hurry up and then wait! It definitely has been a crazy rollercoaster to ride. But when we could invite volunteers back into the building it was joyous. We are all smiles under our masks and definitely thrilled to hear all of the COVID tales.

For our team of fabulous exercise volunteers who did not miss a beat, they kept us moving and connected. Embracing virtual program delivery with only the odd technology glitch, the programs continued as this is how we have always done it! Sessions are full and the feedback from participants is extremely positive.

Coming out of the pandemic, the friendly telephone visiting program was established which has further grown and developed over the past year under Mandy's leadership. We know that isolation and loneliness have been very difficult for so many in our community. This team of volunteers providing this wonderful service are truly community builders and life savers.

We send a sincere thanks and a tip of the hat to a few volunteers who are not returning to the Centre for a variety of reasons as we reopen. Their past contribution is significant and we want to acknowledge the commitment, time and talents that has been shared. We will miss them but our coffee/tea pot is always on, **so please stop in!**

From the bottom of our hearts we thank all of our volunteers for your efforts, for waiting for us and for embracing us as we reopen. The one thing for sure is we know we can't offer the variety of programs and services without a strong team of volunteers. There are just no words to tell you how much you have been missed, how much we look forward to having you back, busy and hearing laughter in our halls.

PAM MACDOUGALL
COMMUNITY HEALTH PROMOTER

Brenda Arrand
Sharon Cooksey
Sharon O'Leary
Brad Arrand
Larry Dick
Phyllis Pecile
Vicki Bobiash
Elizabeth Finnie-Hunt
Dorothy Potter
Carole Stirling
Ken Dalby

Al Ripley
Colleen Budd
Terry Holmes
Jay Sherwin
Gord Budd
Joanne Lyon
Louise Sirtonski
Olive Climo
Ken Nesbitt
Celia Crangle
Betty Beharry Lall

Maureen Tambeau
Diane England
Heather McKeown
Catherine Hublau-Rich
Sharon O'Leary
Ann Marie Elford
Laurie Ann Cressey
Maryruth Cawker
Maureen Holloway



**COLLEEN BUDD VOLUNTEERING
IN THE FOOD CUPBOARD**



**VICKI BOBIASH, DOROTHY POTTER, SHARON COOKSEY
FOOD CUPBOARD VOLUNTEERS**



**TERRY HOLMES VOLUNTEERING
IN THE FOOD CUPBOARD**



**BRAD ARRAND
AND KEN DALBY**



**BETTY BEHARRY LALL AND
MAUREEN TAMBEAU**

CLIENT & FAMILY ADVISORY
ROUNDTABLE MEMBERS

2021-2022

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.

- | | |
|--------------------------|-------------------------|
| Howard Goodfellow | Frank Ipsen |
| Louise Sirtonski | Mary Bates |
| Christine Wilson | Maureen Tambeau |
| Carole Elliott | Teresa Colangelo |

chcn STATS

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.



"The people are terrific! I like that I get a bit of socialization when my food box is delivered. Pam and Brad are very friendly and so professional."

FOOD SECURITY

- **4 Food Cupboard volunteers** donated **181.75 hours** of their time from September 2021 – March 2022

Between April 1, 2021 – March 31, 2022:

- **261 individuals** were served
- **2836 meals** were prepared for members of the community
- **490 meals** were prepared for local shelter
- **2628 food hampers** were distributed
- **1596 deliveries of food hampers** were made
- For a total of **5129 interactions**

VOLUNTEER HOURS

- 12 volunteers gave **581 hours**
- 5 volunteers donated over **158 hours of their time leading exercise classes** at the CHCN.
- 3 volunteers spent more than **152 hours completing friendly check in calls** with clients.

PRIMARY CARE:

- Over **13,000** clinical connections made
- **100% of target** panel size reached
- **44% of primary care** clients are aged 60 plus



COMMUNITY PROGRAMMING

- **63 wellness kits** were delivered in January 2022
- **Friendly Check in Calls Program:** 31 clients receiving calls from 5 volunteers
- **Book Club:** 12 books read

"Thank you sooo much for the wonderful little care package you dropped off at my house. Although the day was bright outside, this sweet gesture brightened me up inside"

– RECIPIENT OF A WELLNESS KIT



DIGITAL EQUITY PROJECT

In 2021, the Community Health Centres of Northumberland received a \$44,000 Resilient Communities Fund grant through the Ontario Trillium Foundation to hire a Project Coordinator and purchase telecommunications equipment such as tablets and phones. This Digital Equity Project, helps improve access to resources and programs for vulnerable community members.

Since the launch of the project in July 2021, the Digital Equity Project has assisted **19 unique individuals**, completing a total of **143 interactions** to ensure clients were able to access resources through the use of technology.



SMOKING CESSATION:

Our 3 certified smoking cessation counselors served **63 unique individuals** for a total of **213 visits**.

DIABETES EDUCATION:

- The DEC Team had **378 new referrals** to the program.
- The DEC team proudly adjusted the **Just the Basics** workshop to virtual and by the end of the year had **reached 152%** of their target.
- **Two endocrinology clinics** are held each month with **Dr. Handa and Dr. Gilbert**
- The DEC team **surpassed their target of individual client interactions, reaching 126%**

THE GERIATRIC ASSESSMENT & INTERVENTION NETWORK (GAIN):

The GAIN team continues to raise awareness about the complex health & social needs of older adults living with frailty and emphasizes the importance of compassionate, person-centred approaches to care. The team offered a combination of in-person and virtual care throughout the pandemic. We continue to streamline our internal processes to reduce wait-times and provide high quality care to our clients and their families/care partners.

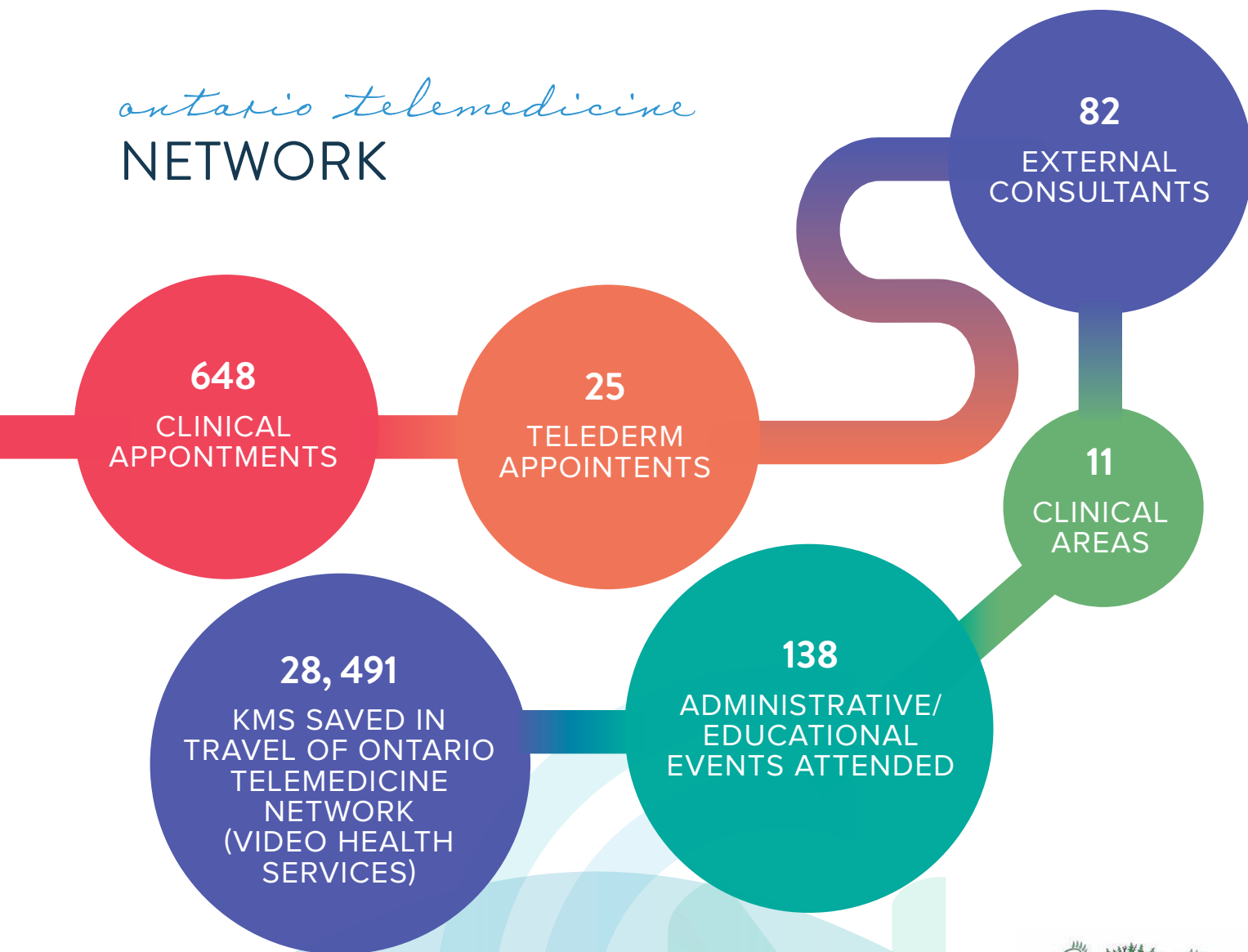
The GAIN team had over **350 new clients** and over **2950 client visits** in the last year.

INTENSIVE CASE MANAGEMENT

Working in close collaboration with the GAIN Nurse Care Coordinator from *Home & Community Care Support Services*, the GAIN team provides intensive case management to their clients that require significant support and services. These clients often include individuals with complex health and social needs, who are at risk of emergency department visits or hospital admissions, whose caregivers are experiencing significant stress, and/or those who lack a strong support system

altogether. The GAIN Nurse Care Coordinator makes frequent home visits to review the clients' needs, performs system navigation, arrange homecare services, complete community referrals, and assist with advanced care planning. Intensive case management also allows for integration and collaboration between healthcare organizations. There are currently **over 30 patients being supported** and followed on intensive case management.

ontario telemedicine NETWORK



strong relationships

The CHCN has a strong local relationship with Alderville First Nation Health Services, providing services in partnership with Alderville Community Health care staff.

Primary care clinics have increased from once per month to one full day per week, providing full primary care services. Urgent care walk in services are also provided on these days. Additional outreach services are provided by the Nurse Practitioner including home visits; assistance with vaccination clinics and lunch and learns when possible.

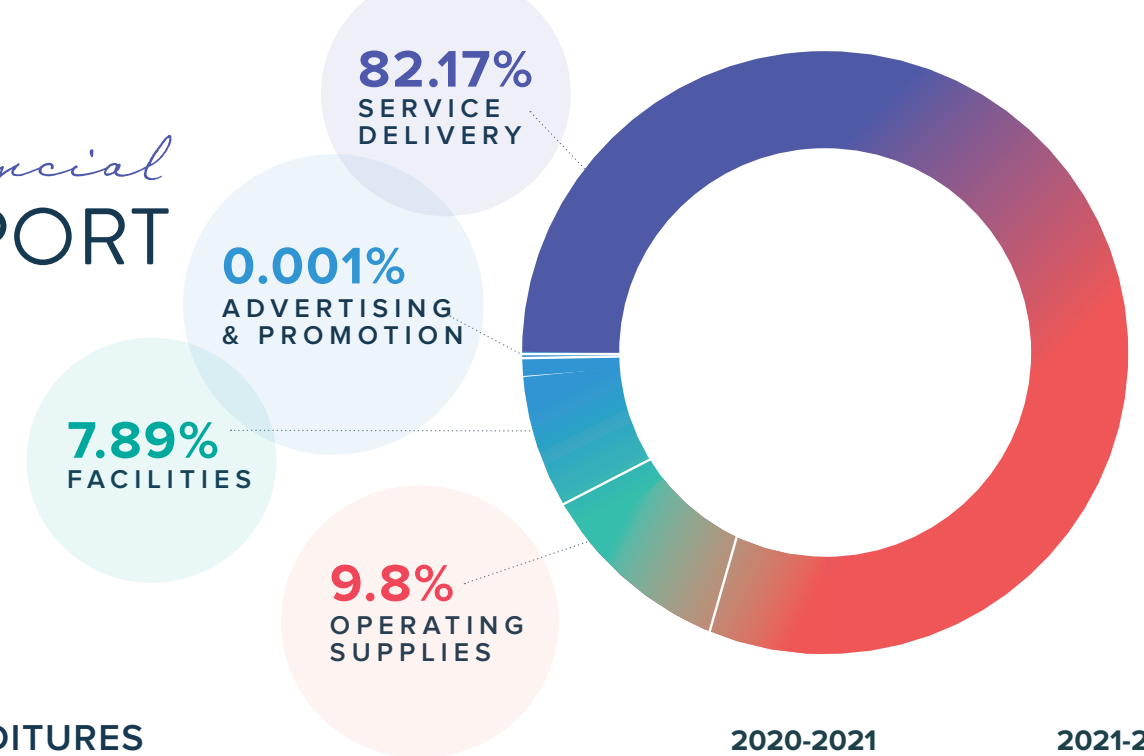
The CHCN Diabetes Education Clinic also has scheduled clinic days to provide services to the Alderville First Nation community.

The CHCN recognizes that Ontario needs to support system change for Indigenous health through an “Indigenous health in Indigenous hands” approach to primary health care. It is imperative to increase access to culturally safe, Indigenous-led primary health care, no matter where individuals reside.



JEN AND JANE,
ALDERVILLE OUTREACH STAFF

financial REPORT



EXPENDITURES

	2020-2021	2021-2022
Service Delivery	\$5,523,280	\$5,934,096
Facilities	\$524,951	\$569,947
Operating Supplies	\$486,001	\$710,329
Advertising & Promotion	\$3,973	\$6,863
Total Expenditures	\$6,538,205	\$7,221,235

grant RECOGNITION

A special thank you to every individual donor for your contributions. Your generosity ensures better health for members of our community through access to affordable, nutritious foods and basic dental care.

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:

Good Food Access Fund

Food Banks Canada

Northumberland United Way

- Emergency Community Support Fund through the Government of Canada
- Northumberland Eats Voucher Program
- Period Promise
- Masks

Novo Nordisk (DEC)

Food Basics

Northumberland County Social Services Relief Fund (Government of Ontario to Northumberland County)

HTM Insurance (Hamilton Township Municipal Insurance Company)

UNIFOR

Northumberland County

Northumberland County Food 4 All Warehouse

Resilient Communities Fund—from Government of Ontario through Ontario Trillium Foundation

HKPR District Health Unit

Government of Ontario

LeNoury Law

Sydney Fairman, Stacy Vermeire, Robyn Mumford, Jacqueline Pennington, Elaine Yates

100 Guys Who care

what's happening
NEWS + HIGHLIGHTS

**ADAM HUDSON WAS HONOURED
 THE 2021 HEALTH EQUITY HERO**



Adam Hudson, Community Dietitian, receiving the Health Equity Hero Award from Taryn Rennicks, Executive Director



HERE WE GROW AGAIN!

Our Dental team has grown considerably over the past year. We welcomed Dr. Needhi Shah, Dr. Nihal Elaawar, Dr. Khashayar Ghahremani, and Dental Assistant Sarah to our team.

**HUGE THANK YOU TO FOOD BASICS IN PORT HOPE
 FOR THIS AMAZING DONATION FROM THEIR
 "HOLIDAY OUT-OF-REACH" CAMPAIGN!**



Karen and Jen were inspired to write this 'gentle persuasion' poem so that it could be shared with local retirement homes and long-term care homes to promote a better understanding of residents' individual experiences of living with dementia, (GAIN PSW's).



please be aware

**Please be aware I can't really hear you
 Please be aware I may even fear you
 Please be aware I would really love to be you
 Please be aware I'm feeling lonely
 Please be aware I know when you are being phony
 Please be aware I feel cold when you shower me
 Please be aware I am not trying to cower from you
 Please be aware I am feeling sad
 Please be aware I don't want you to feel bad
 Please be aware my kids don't visit
 Please be aware I know what isn't
 Please be aware I would love to drive
 Please be aware I can barely survive
 Please be aware I was once my family's focus of care
 Please be aware the feeling of love is rare
 Please be aware I'm happy to sit with you
 Please be aware I'm scared when I hit at you
 Please be aware I was once young and beautiful
 Please be aware I now don't feel suitable
 Please be aware at night I cry
 Please be aware I still want you to try**

what's happening NEWS + HIGHLIGHTS

Community Health Centres of Northumberland (CHCN) is pleased to announce that it has been awarded **Accredited with Exemplary Standing** status from Accreditation Canada, an independent, not-for-profit organization that conducts reviews of health organizations around the globe and sets standards for quality and safety in health care. This means that the CHCN has met close to 634 quality improvement and safety standards related to the services it provides.

Following a comprehensive self-assessment completed by CHCN staff and Board of Directors, one Accreditation Canada surveyor visited CHCN from September 20th–24th 2021 and one participated in the survey virtually from Manitoba to analyze the center's programs and processes.

Both surveyors are experienced leaders from other Canadian health care organizations who reviewed many background documents (such as our Strategic and Operational plans) and interviewed front-line staff, management, clients of the Centre, volunteers, community partners and members of the CHCN Board to complete their evaluation.

Of the 634 standards, the CHCN met 99.6 per cent and, upon review by Accreditation Canada's Decision Committee, received its official "Accredited with Exemplary Status".

Standards and requirements for community organizations such as ours are constantly evolving. These include: assessment of organizational culture, safety practices related to infection prevention and control, client safety initiatives, governance functioning and more.

This is the fourth accreditation cycle for the CHCN, and the second time it has achieved Accredited with Exemplary Status.

