

Building a Healthier Community Together



ANNUAL REPORT
2022 - 2023



*healthy people,
healthy partnerships,
healthy communities*

vision 

Respectful client-centered care

Meaningful collaboration with our clients, partners and communities

Excellent care in an inclusive, non-judgmental environment

Strategic innovation

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.

strategies & actions



A. PROMOTE AWARENESS

- Promote our CHCN 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 strong advocates 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. CONTINUOUS QUALITY IMPROVEMENT

- Promote access to evolving digital health 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 (both physical and emotional)
- Provide opportunities for connection and communications

MESSAGE FROM THE *Board Chair*

As I reflect back over the past three years of my tenure as Chair of the Community Health Centres of Northumberland (CHCN) Board, I am reminded of the extraordinary events of those years. And yet, I am also reminded of the exemplary work of the CHCN that was done and continues to be done to address the health and wellness of the Northumberland community.

The mission statement of the CHCN guides the organization, its staff, and volunteers to take leadership in creative health promotion, diligent illness prevention, and inter-professional treatment services in an inclusive, responsive and safe environment. And never has that statement been more relevant than over the past three years. The COVID-19 global pandemic required continuous creativity, innovation and collaboration to meet the rapidly changing needs of the community and the healthcare system. Together, with community health partners, the CHCN organized and facilitated vaccination clinics, the sharing of PPE supplies, and the adaptation of vital support programs during a time when people were restricted from entering the CHCN building. They ensured that vulnerable members of the community were not left out of larger scale planning, identified those people whose needs were magnified by the pandemic, and worked diligently to provide existing or additional services to all that were affected by the pandemic. And, as the CHCN and the world slowly emerge from the pandemic, they continue to review and reflect on the future needs of the community.

While the pandemic is largely behind us, it has left a healthcare system that is facing unprecedented challenges. Staffing, funding, and a growing population facing chronic disease and economic hardship have put pressure on a system that is already buckling under the pressure. And yet, the CHCN continues to identify gaps in services, address those gaps and work with existing and new partners to find innovative and creative solutions.

Staff remain focussed and dedicated to the needs of the community and do so with respect, consideration and kindness for the people that live in this community.

The Board of Directors has worked on several initiatives over the past year. A full review of the Governance structure was completed, and from that a full review of all Board related by-laws, policies and terms of reference was completed. The full cohort of respective documents has now been updated along with a robust review framework that will support future work of the CHCN as it guides and supports the work of the CHCN. As well, work has been completed to look at the composition of the Board of Directors. New members bring with them considerable knowledge and lived experience of the community and the needs of the community. They continue to be dedicated to the mandate of the CHCN and to provide any and all guidance as is needed.

As I come to the end of my time as Chair of the Board of Directors of the CHCN, I am confident that the organization is poised and prepared for the challenges that lie ahead. Taryn Rennicks continues to evolve and adapt as the Executive Director and leads a group of passionate and dedicated people, all looking to better the lives of those in their community.

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

"We look forward to the continued growth and success of the Community Health Centres of Northumberland."

2022-2023

Board of Directors

ANNA COOPER
Chair

BARBARA WEISS
Vice Chair

DOUG SMITH
Treasurer

DOMINIQUE GAUTHIER
Director

GARTH DEE
Director

JACQUELINE MONAHAN
Director

BOB BIFFIN
Director

FRANK IPSEN
Director

MORRIS TAIT
Director

DONNA MASTERS
Director

DENNIS HOGARTH
Director

HEIDI SCHAEFFER
Director

LYNDA MILLER
Director

KARL VOM DORFF
Director

SUZANNE LAWSON
Community Member at Large

MESSAGE FROM THE *Executive Director*

It is a great honour for me to write this message, as the Community Health Centres of Northumberland is celebrating fifteen years of serving the community. I must acknowledge that our first client was seen in April of 2008, at which time, the staff compliment was a mere 6 people. We now have more than 60 staff serving Northumberland residents and amongst them, we have staff who are celebrating 15 years of service. We often measure time by the age of our children, dates of major life events such as anniversaries and other milestones like graduations or significant geographical moves.

Globally, the world is united in measuring recent times by the stages of the COVID-19 pandemic, aptly named for its surfacing in late 2019 in other parts of the world, with lockdowns and major precautions affecting Canada in March of 2020. Much of this past year has been focused on the "recovery phase" and an attempt to return to normal. This began by restoring service delivery to pre-pandemic levels, staff working on site, delivering in person programs and welcoming our volunteers back into their invaluable roles. During the pandemic we took innovative measures through virtual appointments to ensure our clients received the services they needed. Now, we are again returning to in-person appointments, offering new programs and workshops in house.

CHCN teams have recognized how wonderful it is to have our clients and community back in the building and the CHCN once again is buzzing with energy. I personally love to walk down the hall and hear the voices of children laughing (sometimes crying), clients talking, and volunteers working in the food cupboard, smell the delicious smells from the kitchen and the see the busy lobby of folks waiting for their appointments. The energy, conversations, interactions and overall life in the building is truly what we are all about—healthy people and healthy community. While the CHCN adjusted to the many levels of protocols based on guidance from Public Health, we thoughtfully began to open the Centre up, ensuring safety for all, we also continued to focus on moving operations forward, planning for growth and further program opportunities.

Last year we contracted a grant writer, who, in a short time worked with our staff to develop and submit six major applications. So far three grants have been successful. The grants received will help to grow our new Social Prescribing initiative, and expand our ever-evolving Food Security programming. We look forward to further developing our fundraising plans in the coming years.

As a member of the Ontario Health Team of Northumberland (OHT-N), staff, board members and clients of the CHCN actively participated in the strategic planning process that will guide the OHT-N to further develop coordinated care for residents of Northumberland County. The work of the OHT-N has provided excellent guideposts for our own Strategic Planning process which will begin in the coming months as we conclude the work of our current plan. With a focus on health equity, and appropriate access to care, the goals of the OHT-N align very well with those of the CHCN.

In late 2022, we launched a new initiative known as Social Prescribing. Social Prescribing is a holistic approach to healthcare that brings together the social and medical

models of health and wellness. We are excited to see immediate successes with this program, whereby clinicians can "prescribe" non-clinical services to clients such as developing a new hobby, or trying a new exercise regime. These prescriptions set the stage to address the social determinants of health and increase a person's wellbeing by empowering them to be engaged in their own wellbeing. We look forward to continuing to grow and expand the model.

While we don't see a high rate of turnover of staff at the CHCN (40% of our permanent staff have worked at the CHCN for ten years or more) there were a few staff that did move on to other opportunities. Of note, one of our "originals" from 2008, Pam MacDougall, Health Promoter, decided it was time to retire in the fall of 2022. Pam was a pillar of the CHCN, having developed the health promotion and food security programs from the ground up, providing a solid foundation for our Community Team to move forward and grow and develop these and other programs as suited to the needs of the communities we serve. We collectively celebrate Pam and of course wish her all the best in the next phase!

In closing, having recognized many challenges, successes and milestones in the last year, I look forward to the current year to be a very exciting, with many new initiatives, new beginnings, new partnerships and continuing our tradition of collaboration and providing the best care to our clients. The Community Health Centres of Northumberland has proven its place in the broader system of healthcare and social services in Northumberland County and we will continue to lead, nurture and grow with our partners and the community over the next many years.

I would like to thank our active and engaged Board of Directors for their support of myself, our many teams and the CHCN as a whole. It's not just about attending Board meetings! Our members contribute to many initiatives and committees essential to the work of the centre, including external groups that promote collaborations with other providers and organizations to make our community stronger. All of our Board members bring a wealth of expertise, and a wide breadth of experiences that enrich and add so much to the organization.

Finally, I want to thank all of our incredibly dedicated, skilled and enthusiastic staff. This amazing group are the engine of the centre, doing what we are to do for members of our community. You have demonstrated extreme resiliency and commitment and have continued, no matter what, to provide excellent services to the people in our community. Without you—there would be no CHC. With the mask mandates having recently lifted, I must say it is wonderful to see so many smiles again.

I am so excited to be a part of this amazing team—staff, volunteers, partners and people of Northumberland County and can't wait to continue to build and create our CHCN story with all in 2023/24!



Taryn Rennicks
EXECUTIVE DIRECTOR



CHCN STAFF
Our Team

ADAM HUDSON
Community Dietitian

ADRIENNE TSANDELIS
Dietitian Diabetes Team

ASHLEY KOEHL
Dental Assistant

BEN VERBRUGGEN
Registered Practical Nurse

BROOKE HAND
Mental Health Registered Nurse

CAROLYN RUTHERFORD
Community Health Worker

CATHERINE MALYCZEWSKY
Medical Secretary

CHERYL TROICUK
Executive Assistant
Seniors Care Network

CHRIS HILL
Social Worker

CORI BAINTON
Community Program Assistant

DOUG DIXON
Director of Corporate Services

EDWARD SCEA
Social Worker GAIN Team

FRAN SCHMIDT
Nurse Practitioner

FRANCES MURPHY
Diabetes Nurse Educator

HEATHER CLUNEY
Registered Dietitian
Diabetes Team

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
Physician

LIVI HUTTON
Summer Program Assistant

JILL WILLIAMS
Office Manager

JOHN FRENCH
Physician

KAREN BASCIANO
Personal Support Worker GAIN Team

KATE TURNER
Dental Hygienist

KHASHAYAR GHAREMANI
Dentist

KIM DAVIS
Program Assistant Diabetes Team

KRISTEN HIPWELL
Registered Dietitian Diabetes Team

KYM WARE
Dental Assistant

LISA TAMBLYN
Dental Program Coordinator

LIZ RYLANCE
Dental Hygienist

LUCY HAMPSON
RPN MINT Memory Clinic

SKYLAR SPRATLEY
Summer Program Facilitator

LYDIA RYBENKO
Nurse Practitioner/Clinical Manager

MACKENZIE BRANSCOMBE
BSO RPN MINT Memory Clinic

AMANDA (MANDY) MCCONKEY
Community Health Promoter

MARIETTA MARCO
Behavioral Supports Nurse GAIN Team

NANCY DUNCAN
Medical Secretary

NANCY RILEY
Foot Care Nurse and BSO Nurse

NATASHA KRYGER-WILSON
Program Secretary-GAIN

NAYLA ZALZAL
Physician

NEEDHI SHAH
Dentist

NICOLE GROVE
RPN Foot Care Nurse

NIHAL ELAAWAR
Dentist

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

SARAH PILATZKIE
Dental Assistant

STACEY HAWKINS
Director Research and Evaluation
Seniors Care Network

STACY JACKSON
Occupational Therapist GAIN Team

TAMMY KANTOR
Registered Practical Nurse

TARYN RENNICKS
Executive Director

TERESE CROMBIE
Medical Secretary

TIFFANY DADULA-JARDIN
Diabetes Nurse Educator

TORI TIMLIN Medical
Secretary

TYLER KEMPT
IT Systems Administrator

URSULA POWELL
Memory Clinic
Administrative Assistant

ZURETHA LANGENHOVEN
Diabetes Nurse Educator

CHCN Volunteers

THANK YOU!

There are truly no words to express the gratitude to the amazing group of volunteers we have at the Community Health Centres of Northumberland. They have weathered through many storms and changes over the past few years as we have molded and adjusted to changes brought on by the pandemic.

Our Food Support volunteers, have been able to return in full force, and the Centre feels back to its full and lively self with meals being prepped, boxes being built and deliveries being made.

Our Exercise Leaders who switched on a dime to teaching virtual classes have now shifted again to offering a hybrid model and have done so with such amazing grace and determination. This has allowed us to provide equitable care that is specific to the needs of those in our community.



HEALTHY MEAL PREP

At the CHCN we have a team of extremely dedicated and caring volunteers who go above and beyond to ensure our clients receive the care they deserve that our programs run efficiently and effectively, and that our staff and Centre as a whole can continue to grow and develop as needs arise and tides shift. From the bottom of our hearts we appreciate you, we see you and we value the time and energy you dedicate.



VOLUNTEERS IN ACTION

- | | |
|--------------------|------------------------|
| Brad Arrand | Betty Finnie-Hunt |
| Brenda Arrand | Maureen Holloway |
| Betty Beharry Lall | Terry Holmes |
| Vicki Bobiash | Catherine Hubblau-Rich |
| Colleen Budd | Joanne Lyon |
| Gord Budd | Rose MacInnes |
| Maryruth Cawker | Heather McKeown |
| Olive Climo | Ken Nesbitt |
| Sharon Cooksey | Sharon O'Leary |
| Celia Crangle | Phyllis Pecile |
| Laurie Ann Cressey | Dorothy Potter |
| Ken Dalby | Al Ripley |
| Larry Dick | Jay Sherwin |
| Les Holloway | Louise Sirtonski |
| Diane England | Maureen Tambeau |
| Kaitlyn Everest | |



Friendly Check-in call program:

At the CHCN our Volunteers are trained to provide confidential supportive listening and information as necessary to adults/older adults who have been referred or have self-referred to the program. We spend time in conversation with clients talking about subjects that interest both the client and the volunteer and promote local community programs and agencies that might be beneficial to the client. Our regular communication, provides opportunity to report any health, psychosocial, or safety concerns for to professionals at the CHCN as required.



Friendly
Check-in
Callers



2022-2023

Client & Family Advisory Roundtable Members

Our Client and Family Advisory Roundtable (CFAR) volunteer group represents the voice of CHCN clients and participants whose unique experience, insight, expertise and perspectives 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
- Louise Sirtonski
- Christine Wilson
- Carole Elliott
- Frank Ipsen
- Mary Bates
- Maureen Tambeau
- Teresa Colangelo



All stats are based on services provided to Northumberland County residents through access to the Community Health Centres of Northumberland and our many outreach locations.

VOLUNTEER HOURS

- 31 volunteers gave **1783 hours** to the CHCN.
- 4 volunteers donated over **220 hours** of their time leading exercise classes at the CHCN.
- 5 volunteers spent more than **186 hours** completing friendly check in calls with clients.



FOOD SECURITY

- 10 Food Cupboard volunteers donated **771.25 hours** of their time.
- 16 Kitchen volunteers spent **384.75 hours** cooking and preparing soups and meals.

COMMUNITY TEAM

- Food Security
- Children & Youth Programs
- Health & Wellness Programs
- Education & Supports
- Nutritional Counseling
- Social Prescribing
- Volunteer Management



CAROLYN RUTHERFORD
Community Health Worker



MANDY MCCONKEY
Community Health Promoter



ADAM HUDSON
Community Dietician



CORI BAINTON
Community Program Assistant

DIABETES EDUCATION



- The DEC Team served **1,660 clients**.
- The DEC Team had a total of **6,484 clinical encounters**.
- There were **1,000 new referrals** to diabetes education.

DENTAL DEPARTMENT



- The dental team booked **4,661 appointments**.
- There were a total of **4,301 booked appointment hours**.
- From June 2022 to May, 2023 there were **1,353 clients served**.

PRIMARY CARE



- The Primary Care Team had a total of **14,548 clinical encounters**.
- Completed **478 virtual visits**.
- Administered **1,637 covid vaccines**.

GAIN TEAM



- The GAIN Team had **2,600 visits** to clients.
- Received **340 client referrals**.
- On average their clients are **over 80 years** of age.

COMMUNITY PROGRAMMING

- **Friendly Check in Calls Program:** 29 clients receiving calls from 5 volunteers.
- **Book Club:** 15 participants read and reviewed 10 books



COUNSELLING TEAM

- Individual counselling
- Caregiver Support Group
- Mental Wellbeing Workshops



News & Highlights



SOCIAL PRESCRIBING PROJECT

In 2022-2023, the Community Health Centres of Northumberland received a **\$21,591.82 Seniors Community Grant** through the Government of Ontario to hire a Community Connector and support clients with transportation costs, cost of membership fees to local Senior Active Living Centres, meals on wheels, and mobile data/talk and text plans for iPads and phones. The Social Prescribing program helped to improve health

outcomes for older adults and seniors by offering more choice and control over their lives and improving a sense of belonging in the community.

Since the launch of the project in November 2022, the Social Prescribing Project has assisted 60 unique individuals, to access a variety of social and wellness supports.

QUOTES FROM CLIENTS
(ON HOW SRX HAS BENEFITTED THEM):

QUOTES FROM STAFF
(ON HOW SRX HAS BENEFITTED THEM):

"Wonderful program! Has really helped and I couldn't be more thankful. I'm finally getting out into the community again and am thankful for the program."

"Support from colleagues lightens the load on me as a provider."

"I feel less hopeless when I can get them connected and feeling more valued."

"Very happy with the YMCA passes, I love to swim! Really looking forward to starting some physical activities and am thankful for the support."

"Extremely happy with the program. Was the push I needed to get back out into the community. Very busy all the time now and enjoying it."



"Great to be able to refer to another staff with community expertise."



"Less time searching for providing social supports for clients."

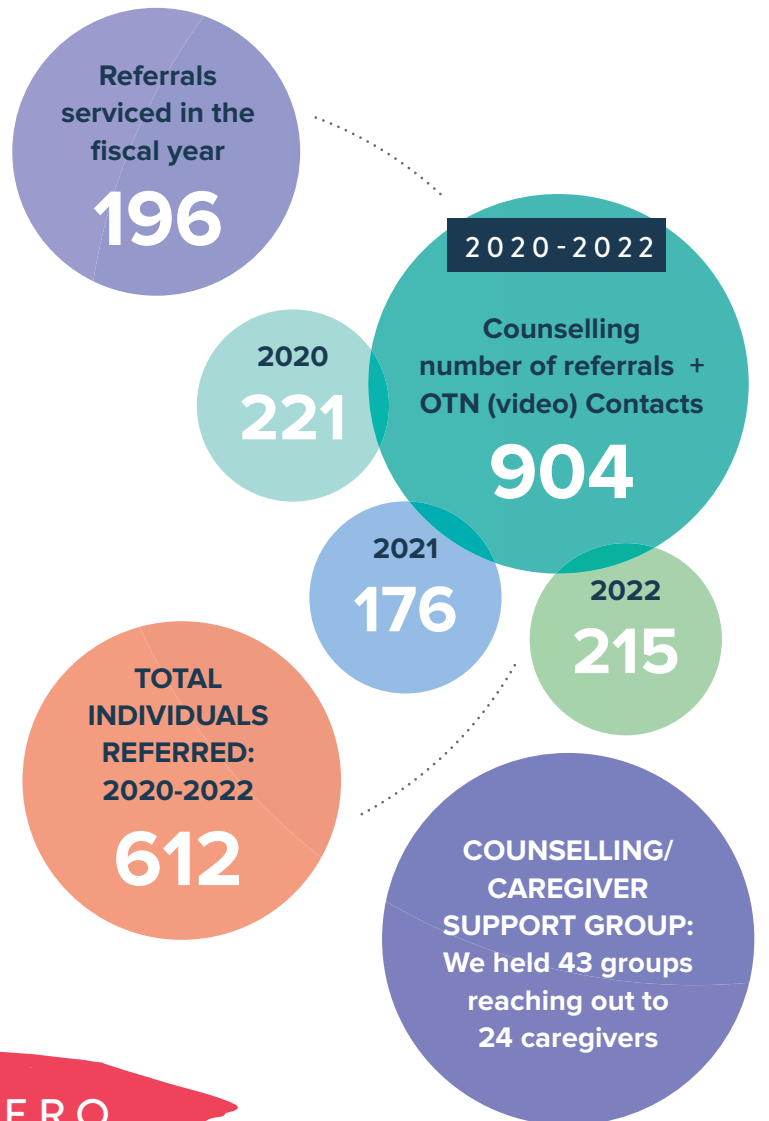
COUNSELLING

Between January and March 2023, we held a three-part Caregiver Speaker Series featuring our Community Dietician Adam Hudson (Healthy Nutrition and Dementia), local Death Coach, Lisa O'Leary (Having a Good Death), and Northumberland Community Legal Centre's, Marisa Conlin (Power of Attorney and Wills), attended by 26 participants in total.

2020-2022 Counselling-Caregiver Support Group continued to thrive in a virtual Zoom format. Between we held 43 groups reaching out to **24 caregivers**.

3 Masters students were able to complete their placements (**400+ hours**) with us during the pandemic.

Maintained Quality measures at pre-pandemic levels (as measured by "Outcomes Rating Scales" and "Session Ratings).



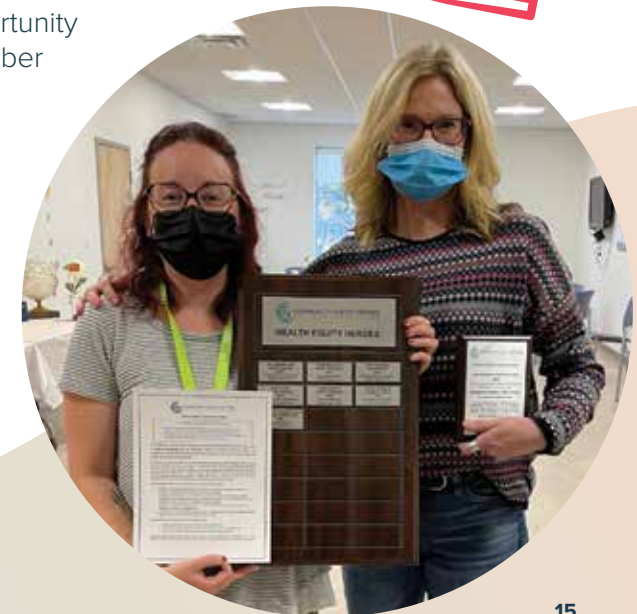
2022 HEALTH EQUITY HERO

AMANDA MCCONKEY WAS HONOURED RECIPIENT

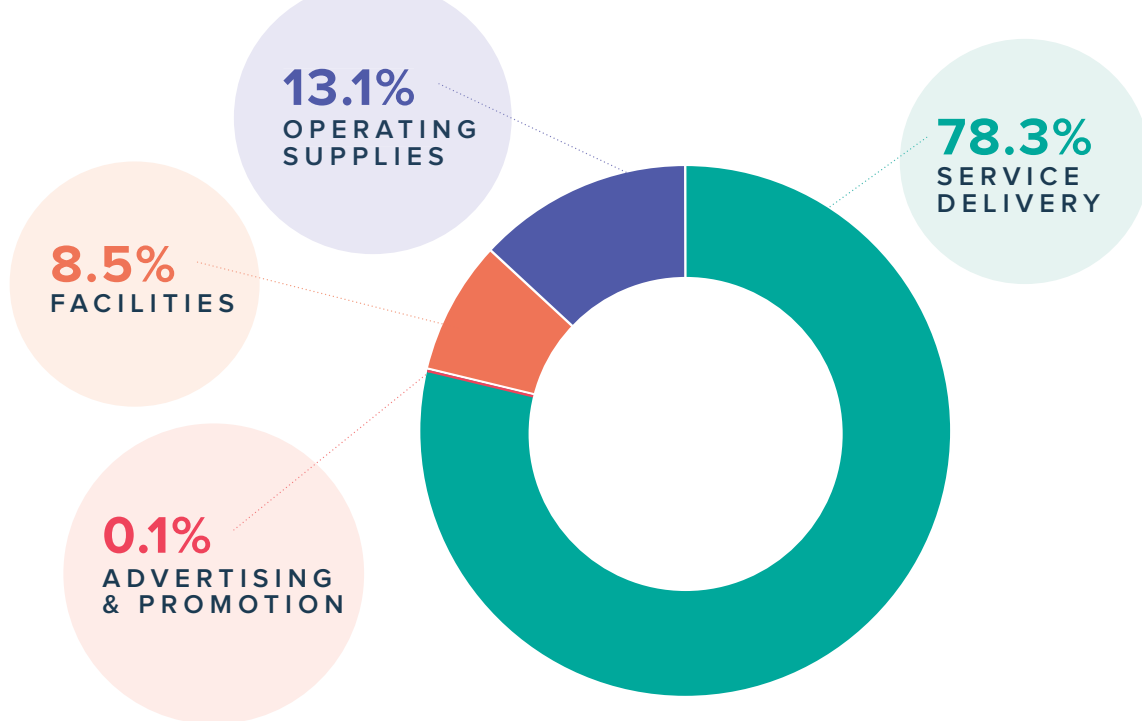
Each year during Health and Wellbeing Week we take the opportunity to highlight and recognize superior performance by a staff member (a Health Equity Hero) in the advancement of health equity.

The 2022 Community Health Centres of Northumberland Health Equity award was presented to Amanda (Mandy) McConkey, who was our Community Health Worker.

Mandy was nominated by her peers in recognition of her tireless efforts in getting people connected on many levels, linking people to technology, social programming and food security, and for strengthening partnerships with community members, be they service providers or volunteers. Congratulations Mandy!



FINANCIAL Report



EXPENDITURES

	2021-2022	2022-2023
Service Delivery	\$5,934,096	\$ 6,235,262
Facilities	\$569,947	\$678,369
Operating Supplies	\$710,329	\$1,042,091
Advertising & Promotion	\$6,863	\$4,925
Total Expenditures	\$7,721,235	\$7,960,647

GRANT & DONATIONS 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 this year as well as invaluable donations to expand and improve our services. Thank you to the following grantors/donors:

Food Banks Canada
 Northumberland United Way
 Novo Nordisk (DEC)
 Food Basics
 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
 Brad and Brenda Arrand
 St. Paul's Presbyterian Church
 Metro Richelieu Inc.
 Inner Wheel Cobourg
 The Corporation of the Town of Cobourg
 Sarah Guy
 Unifor Social Justice Fund
 CFUW Northumberland
 ...and our many monthly contributors.