



COMMUNITY HEALTH CENTRES
OF NORTHUMBERLAND

Building a Healthier Community Together

ANNUAL REPORT
2023 • 2024

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*

Land Acknowledgement

The land we call Ontario is covered by 46 treaties, agreements, and land purchases, as well as unceded territories.

We respectfully acknowledge that the Community Health Centres of Northumberland are located on the traditional territory of the Mississauga Anishinabeg, in the territory covered by the Williams Treaty which includes Alderville First Nations.

The Community Health Centres of Northumberland respectfully acknowledges that the Williams Treaties First Nations are the stewards and caretakers of these lands and waters in perpetuity, and that they continue to maintain this responsibility to ensure their health and integrity for generations to come.

Let us be reminded of the responsibility we all have in making sure that we respect these lands and waters that give us life and sustain our livelihoods.

The Community Health Centres of Northumberland are privileged to provide care on lands that Indigenous peoples have called home for thousands of years. We are committed to and support the Truth and Reconciliation calls to action.

Strategies & Actions

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

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

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

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

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



Looking back over the past year, the Community Health Centres of Northumberland (CHCN) has much to celebrate. We have strengthened our position as a leader in the community, delivering respectful, client-centered primary care,

diabetes education, mental health services, health promotion programs and dental services. Our commitment to enhancing the well-being of our community has been reflected in our continued development of meaningful collaborations with clients and partners. We are very pleased to be active partners in the Ontario Health Team of Northumberland, and prominent collaborators in the development of the Northumberland Youth Wellness Hub, amongst other exciting new and existing initiatives.

We are dedicated to meeting the unique and diverse needs of our clients through fair, inclusive, and accessible programs and services.

Recently, our Board, in collaboration with the management team, completed a comprehensive three-year strategic plan. This plan now guides our every action and decision, ensuring that we are consistently moving forward with purpose and clarity. A central pillar of this strategic plan is our unwavering commitment to Health Equity. We are dedicated to meeting the unique and

diverse needs of our clients through fair, inclusive, and accessible programs and services.

To reinforce this commitment, our Board is currently undertaking Health Equity training modules, equipping ourselves with the necessary tools to better serve our community. Furthermore, we are actively recruiting new board members to ensure that our leadership reflects the diversity of the communities we serve.

Recognizing the escalating costs and resource constraints within the healthcare system, we acknowledge the imperative to diversify our funding sources. Therefore, another critical strategic priority moving forward is the establishment of a fundraising committee. This committee will play a pivotal role in securing the necessary resources to sustain and enhance our services in the face of these challenges.

It has been an honour to work with such dedicated individuals throughout this journey. Together, the CHCN has achieved significant milestones, and we are poised for continued growth and success in the years ahead.

Thank you for your unwavering support of the Community Health Centres of Northumberland. We look forward to continuing to serve our community with excellence.

Barbara Weiss
Board Chair

MESSAGE FROM THE Executive Director

I am delighted to, have the opportunity to reflect on an extremely successful year here at the Community Health Centres of Northumberland. We have continued to grow, providing new and innovative programs to our clients and to our community. I am so very proud of the work our teams do and when I look back at this past year, there is much to celebrate.

Our team of dedicated professionals continues to flourish. In the past year, we have been able to hire several new staff, both permanent and contract. These positions offer stability and support to existing services such as a Community Connector for Social Prescribing program and have enabled us to pilot innovative and exciting new projects, such as our Community Food Market. We have received grants through The Ontario Trillium Foundation and United Way of Northumberland to support this growth.

Over the past year, I am pleased to highlight that our staff and Board of Directors, have embarked on a comprehensive health equity journey, deepening our strong understanding of the principles of equity, diversity and inclusion in the delivery of health care. As stated by Public Health Ontario, "Health equity is created when individuals have the fair opportunity to reach their fullest health potential. Achieving health equity requires reducing unnecessary and avoidable differences that are unfair and unjust."

The achievement of health equity is a goal that has always been shared and promoted amongst our staff, the Board and leadership team.

At the CHCN, we recognize the importance of our partners, working with many organizations and coalitions, to improve the health and well-being of our communities. We are thrilled to be a key partner with many organizations, such as the recently announced Youth Wellness Hub for Northumberland County youth, and the opening of a new Port Hope Walk-In Clinic.

Also of note is our involvement in the Ontario Health Team of Northumberland, (OHT-N).

I am pleased to be the Co-Chair of the OHT-N with Susan Walsh, President and CEO of Northumberland Hills Hospital. Working with our signatory partners, the OHT-N is developing a model to deliver care that is more connected to patients and families, focusing on local needs to provide seamless and accessible care for all in Northumberland County.

There are so many achievements to report! We continue to grow our outreach programs in Colborne, Roseneath, Alderville and Gores Landing. Our food security programming, dental clinic, and our community outreach programs, our support of students entering the health care system. The list goes on and on.

I want to thank our Board of Directors, as we move forward with a new and refreshed 2024 – 2027 Strategic Plan. We have a very strong and enthusiastic Board of Directors, and it is a pleasure to work with such an engaged group.

And, a huge thanks to the many volunteers that support us. We appreciate your dedication, your time and your enthusiasm for your work here. We could not do what we do without our incredible volunteer team!

Finally, to the wonderful staff at the CHCN, you make us who we are - for our clients and this community! I thank you from the bottom of my heart for your dedication, your resilience in challenging times, and for sticking it out when the going gets rough. You are the engine of our Centre, appreciated by me, our clients and our communities.



Taryn Rennicks
Executive Director

2023 • 2024

Board of Directors

Anna Cooper
Barbara Weiss
Bob Biffin

Dennis Hogarth
Dominique Gauthier
Doug Smith

Frank Ipsen
Garth Dee
Jacqueline Monahan

Melanie Oda
Mitchell Benson
Morris Tait

CHCN STAFF

Our Team

Adam Hudson
Community Dietitian

Albert Esses
Denturist

Allison Mitchell
Medical Receptionist

Amanda McConkey
Community Health Promoter

Ashley Koehl
Dental Assistant

Becky Lyon
Program Developer

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

Denise Tanguay
Dental Receptionist/Assistant

Doug Dixon
Director of Corporate Services

Edward Scea
Social Worker GAIN Team

Emily Dolan
Summer Program Facilitator

Frances Murphy
Diabetes Nurse Educator
DEC Team

Heather Cluney
Dietitian DEC Team

Hetal Bhalala
Pharmacist GAIN Team

Jalisa Clarke
Dietitian DEC Team

Jane Spencer
Nurse Practitioner

Janet Marchand
Nurse Practitioner

Jenn Braun
Physician

Jennifer McCluskey
Personal Support Worker
GAIN Team

Jessica Wilson
Physician

Jill Williams
Office Manager

Joelle Pegg
Food Market Coordinator

John French
Physician

Karen Basciano
Personal Support Worker
GAIN Team

Kate Turner
Dental Hygienist

Khashayar Ghahremani
Dentist

Kim Davis
Program Secretary DEC Team

Kristen Hipwell
Dietitian DEC Team

Kym Ware
Dental Assistant

Lacey Lefort
Community Connector

Leah Cobierski
Foot Care Nurse DEC Team

Lucy Hampson
RPN MINT

Lydia Rybenko
Nurse Practitioner

Mackenzie Gariepy
Dental Assistant

Mackenzie Brackenridge
BSO RPN GAIN Team & MINT

Marietta Marco
Behavioral Support Nurse
GAIN Team

Marley Budreau
Clinical Director

Nancy Duncan
Medical Secretary

Natasha Kryger-Wilson
Program Secretary GAIN Team

Nayla Zalzal
Physician

Needhi Shah
Dentist

Olivia Lawson
Data & Financial Analyst

Omar Abdulghafoor
Dentist

Pam Chapman
Social Worker

Rabindra Amatya
Accountant

Rhonda Schwartz
Executive Director
Seniors Care Network

Ron VanHoof
Physician

Roohee Mansoor
Dentist

Roseanne VanHoof
Nurse Practitioner

Rosemary Koomen
House Keeper

Sabeen Ehsan
Director of Quality & Planning
Seniors Care Network

Samantha King
Nurse Practitioner GAIN Team

Sarah Pilatzkie
Dental Coordinator

Stacey Hawkins
Director of Research
& Planning
Seniors Care Network

Tammy Kantor
Registered Practical Nurse

Taryn Rennicks
Executive Director

Terese Crombie
Medical Secretary

Tiffany Dadula-Jardin
Diabetes Nurse Educator
DEC Team

Tyler Kempt
IT System Administrator

Ursula Doucette
Memory Clinic Admin Assistant

Yasir Khan
Physician

Zuretha Langenhoven
Diabetes Nurse Educator
DEC Team



The Community Food Market

The Community Food Market provides an opportunity for community members to purchase fresh produce, meats and other locally sourced food at lowered prices. We are able to offer reduced prices thanks to generous donations, grants and dedicated volunteers with all proceeds going back into our food security programs.

The goals of the market are to support our community members who are struggling with rising food costs, to showcase local farmers, and to reduce our carbon footprint by buying locally. We aim to have the whole food cycle - growing, processing, purchasing, and eating, to happen as close to home as possible. This practice allows for dramatically reduced transportation times and fresher produce. We are also able to use what doesn't sell at the market to create meals in our kitchen, reducing food waste.

Everyone is welcome to shop. If you are in a position to help support the sustainability of our market, you can make a donation at the till or on our website.

The Community Food Market Opened **August 24, 2023**, Operating with dedicated volunteers and working with nine local suppliers.

As of March 31st, 2024

There have been:

31 Market days, which works out to **93 hours**.

1,932 Total number of transactions, with an average of **60 customers per week**.

Top 10 Sellers!

- 1,771 apples
- 963 potatoes
- 930 bulbs of garlic
- 925 tomatoes
- 900 carrots
- 721 servings of soup
- 680 ears of corn
- 678 sweet potatoes
- 520 beets
- 484 bags of mushrooms



Social Prescribing

Initially, the Community Health Centres of Northumberland (CHCN) was successful in receiving a Seniors Community Grant through the Government of Ontario to support the piloting of a Social Prescribing Program at the CHCN. The Social Prescribing Program offers a holistic approach to healthcare that provides a referral pathway for providers and allied health professionals to connect clients to a Community Connector at our Centre. The Community Connector is the connection between our clients, their providers, and community supports. A trusted partner who supports and empowers social prescribing clients on their overall health and wellness journey by:

- Providing intentional and purposeful support for clients to access various non-clinical programs, supports and services in their community that may also include goal setting, referral, accompaniment and follow up
- Being the 'go-between' for clinical providers and community resources
- Listening deeply and being guided by the client to co-produce solutions
- Allowing people to be involved in managing their own health
- Reducing/removing the barriers clients have to accessing support

From seeing the success of having this support offered at our Centre, we knew it was a program we wanted to continue to build and develop. We were lucky to receive an additional grant in 2023, the Community Services Recovery Fund through the Government of Canada and United Way Northumberland, to continue to develop and expand the program to all ages and stages of life. This grant allowed us to retain a part-time Community Connector and provided client support funds for those who might face barriers to access, such as financial, transportation, digital equity and so much more.

The Social Prescribing program helps to connect clients to social and wellness

supports, programs and services in the community, while also helping reduce barriers that may be impacting one's ability to participate. The following are common economic, geographical, interpersonal, and psychological barriers we have reduced or removed to help clients access support:

- Inability to Acquire Transportation
- Food Insecurity
- Low income and Poverty
- Social Isolation and Anxiety
- Care giving Stress and Responsibilities

Through a Community Connector, the Social Prescribing Program improves outcomes for young adults, adults and seniors with information and navigation, mental health supports and programs/activities that increase social inclusion and learning. The following is a diverse list of community supports and services our clients have been connected to:

- Exercise classes / groups / gym memberships
- Community Care transportation and accessible municipal transportation
- Food banks, food cupboards, meals on wheels, community meals
- Friendly callers and visitors
- Wellness groups / outdoor activities (meditations, mindfulness, etc.)
- Bereavement and other peer support groups
- Volunteer opportunities

Overall, our social prescribing clients have reported improvements to their mental health and a greater capacity to self-manage their health, as well as decreased loneliness and an increased sense of connectedness and belonging.



From April 2023 to March 2024

There have been:

175 Unique clients supported.

746 Encounters with clients

9 Referrals for Food Support

23 Referrals to Exercise Programs/Kits

11 Referrals for Digital Equity

12 Referrals for Social/Wellness

35 Referrals for Information Support

16 Referrals for Friendly Calls/Visits

12 Referrals to Senior Active Living Centres (YMCA, Ruth Clarke, C.C.C.)

3 Referrals for Volunteering

68 Unique Individuals received support and assistance to access a Salvation Army Christmas Hamper.

"Having returned to the community after a 30-year absence, I felt alone and isolated as I knew few people and was unaware of available social options. The Community Connect Program has allowed me to try various new activities and to develop a sense of community with like-minded individuals."

R.D. 56 years old

"After the loss of my partner and a fallout with my family, I was living alone for the first time. Social prescribing connected me to programs I would not have found for myself. I look forward to attending class each week, it has helped me to feel less depressed."

V.M. 74 years old

"6 months ago, I would not have been able to do this, having someone who supported me to go to the gym and get me connected has been great, has helped with my mental health and a way to get me out of the house. Yes, I would recommend this support, I loved working with the Community Connector"

C.M. 23 years old

CHCN Volunteers

We Appreciate You!

Our volunteers are a big piece of the puzzle at the CHCN and we are so thankful for all the time, energy, and compassion that our volunteers bring to their roles, in their interactions with clients, how they support staff and work with other volunteers. Words cannot express how appreciative we are that we get to work with and learn from such an amazing group of individuals.

Over this past year our volunteer program grew in numbers and we were grateful to on board a number of new volunteers to our food security programs, social prescribing program and exercise programs.

Volunteer hours:
2,098

- | | | |
|-----------------------|-------------------------|--------------------|
| Betty Beharry Lall | Diane England | Laurie Ann Cressey |
| Betty Finnie Hunt | Dorothy Potter | Les Holloway |
| Bonnie Young | Emily Dolan | Louise Sirtonski |
| Brad Arrand | Gail Hitchcock Layfield | Mary Coleman |
| Brenda Arrand | Gord Budd | Marie (Mary) Jones |
| Catherine Hublau-Rich | Heather McKeown | Maryruth Cawker |
| Celia Crangle | Heather Powell | Maureen Holloway |
| Colleen Budd | Jay Sherwin | Maureen Tambeau |
| Debra McCabe | Joanne Lyon | Pamela Tate |
| Debra Slack | Ken Dalby | Phyllis Thompson |

Thank you!

2023 • 2024

Community, Client & Family
Advisory Roundtable (CCFAR)
Members

- | | |
|-------------------|------------------|
| Christine Wilson | Louise Sirtonski |
| Frank Ipsen | Mary Bates |
| Howard Goodfellow | Melanie Oda |
| Jackie Monahan | Teresa Colangelo |

CHCN Statistics

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

DENTAL DEPARTMENT

The Dental Team:

- Served **1,508 clients**
- Completed **5,312 appointments**
- Totaling **4,555.25 appointment hrs**

DIABETES EDUCATION

The DEC Team:

- Offered **4 core workshops**:
 - Diabetes Just the Basics
 - Diabetes Cooking Workshop
 - Alderville Group
 - Living Well with Diabetes
 These workshops were attended by **428 clients**.
- Completed **7 community talks/ presentations**, serving 74 clients.
- Received **609 referrals** to our diabetes education program.

GAIN

The GAIN Team:

- Served **180 new clients**
- Completed **2,325 visits**
- Totaling **2,610 encounters**

*GAIN was the
recipient of
Innovation Award*



OTN

OTN was utilized to:

- Complete **747 OTN Clinical Events**
- **Save clients 68,349 kms** of travel distance
- Complete **46 Telederm** consultations with dermatologist

FOOD SECURITY

The Food Cupboard:

- Served **447 unique individual**
- Prepared **1,921 meals** and **1,851 soups**

COUNSELLING

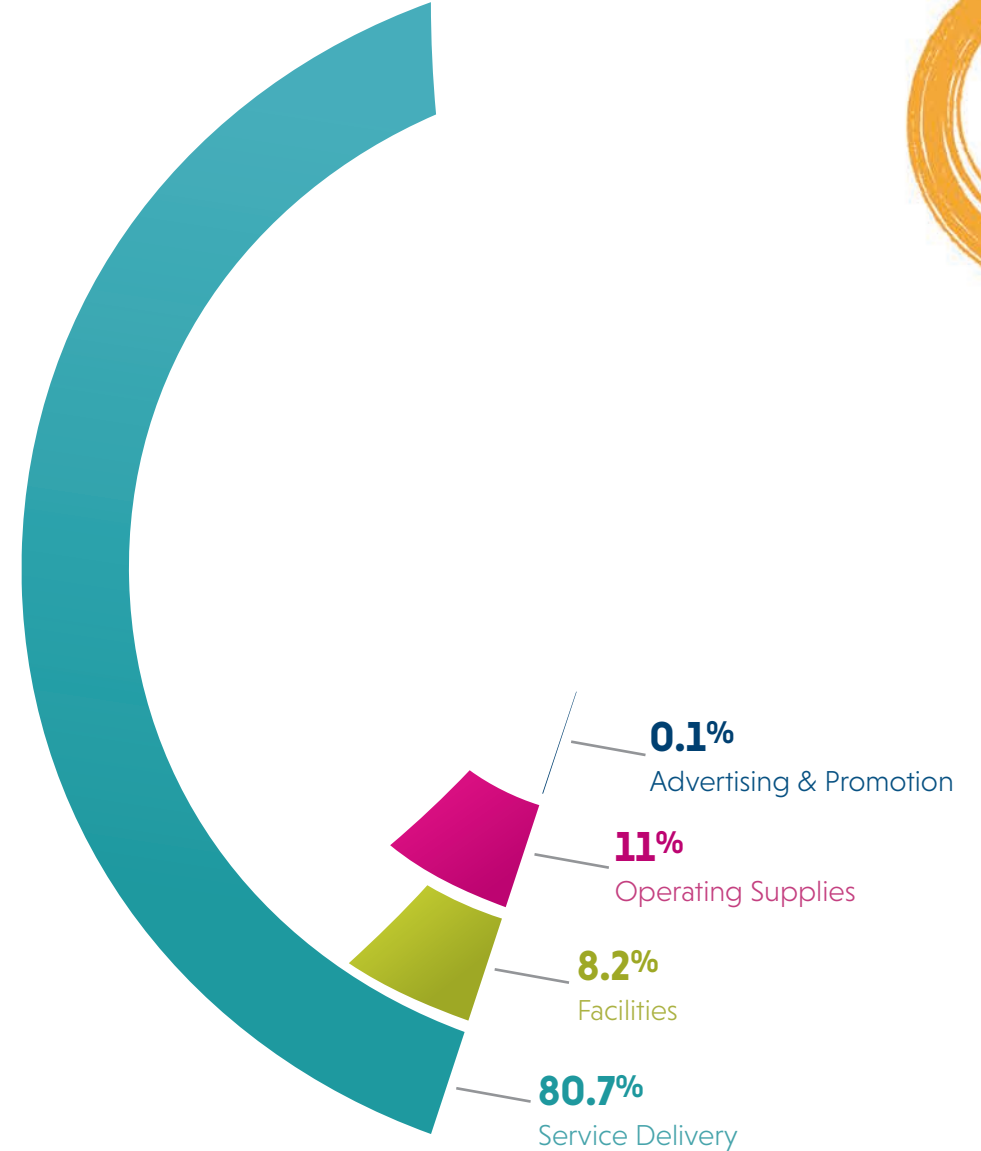
The Counselling Team:

- **Over 80 urgent walk-in counselling appointments**, provided in partnership with NHH
- **Three counselling students** that completed a **total of 1,045 hrs**

PRIMARY CARE

The Primary Care Team:

- Just under **15,000 clinical encounters** occurred during the year
- **Outreach services** were provided to:
 - Alderville First Nation
 - Cornerstone Family Violence Prevention Centre
 - Green Wood Coalition
 - Transition House
 - Migrant Farm Workers
- Over **150 individuals** came off the wait list and now have primary care providers



EXPENDITURES

	2022 - 2023	2023 - 2024
Service Delivery	6,235,262	6,357,961
Facilities	678,369	644,205
Operating Supplies	1,042,091	868,927
Advertising & Promotion	4,925	9,309
Total Expenditures	7,960,647	7,880,402



COMMUNITY HEALTH CENTRES
OF NORTHUMBERLAND

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chcnorthumberland.ca