



COMMUNITY HEALTH CENTRES
OF NORTHUMBERLAND

Building a Healthier Community Together

2024 • 2025
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

Healthy People, Healthy Partnerships,
Healthy Communities, Healthy Teams.

VALUES

- Respectful client-centered care.
- Meaningful collaboration with our clients, partners and communities.
- Excellent care in an inclusive, non-judgmental environment.
- Strategic innovation to achieve continuous improvement.



2024-2027 STRATEGIC GOALS

HEALTH EQUITY

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

COMMUNICATIONS, ADVOCACY AND EXTERNAL RELATIONS

Promote awareness of the CHCN to make the model of health and wellbeing understood, keeping it at the forefront of community and provincial health agendas.

FUNDING & FUNDRAISING

Creatively grow the organization's fundraising capacity and reinforce financial sustainability.

QUALITY IMPROVEMENT & KNOWLEDGE

Develop the people, skills, conditions, and systems to enable continuous quality improvement, safety, knowledge and staff wellbeing.

LEADERSHIP & COLLABORATION

Build partnerships to create integrated health systems, programs and services that enhance organization and community wellbeing.

TECHNOLOGY & SECURITY

Develop and maintain the secure infrastructure for safe and dependable digital health.



LAND ACKNOWLEDGMENT

The Community Health Centres of Northumberland respectfully acknowledge that we are located within, and are honoured to provide care on, traditional territory of the Mississauga Anishinabeg, and Chippewa Nations, collectively known as the Williams Treaties First Nations which include: Curve Lake, Hiawatha, Alderville, Scugog Island, Rama, Beausoleil, and Georgina Island First Nations.

The Community Health Centres of Northumberland recognize the Williams Treaties First Nations are the stewards and caretakers of these lands and waters in perpetuity and will continue to maintain this responsibility to ensure the health and integrity for generations to come. We all share a responsibility to respect and protect the lands and waters that give us life and sustain us.

As an organization, we are committed to advancing the Truth and Reconciliation Commission's Calls to Action. We also recognize that reconciliation is a personal journey – one that each member of our team undertakes through ongoing learning, unlearning, and deepening their understanding of the land we share and our responsibilities to it and its original caretakers.

MESSAGE FROM THE
BOARD CHAIR



As we reflect on the past year at the Community Health Centres of Northumberland, we are proud of the essential work being done every day to support and promote the health and well-being of our community. From clinical care to social supports, our incredible staff and volunteers continue to deliver compassionate, inclusive, and high-quality services in an increasingly complex environment.

This year, we continued to navigate the ongoing challenges posed by increasing demand for our services, rising operational costs and limited healthcare funding. It has placed unprecedented pressure on our ability to meet the needs of the people we serve. These financial constraints have underscored the importance of building new and diversified revenue streams to ensure the long-term sustainability of our work.

We are incredibly grateful for the grants we have received that have enabled us to launch and expand meaningful programs—particularly our community food market and other social support initiatives. These contributions have had a real impact, helping us

address urgent needs and improve the overall health of our community. We extend our sincere thanks to the funders, partners, and organizations that have invested in our mission.

Recognizing both the challenges and the opportunities ahead, the Board has made the strategic decision to prioritize fundraising as a key focus for the coming years. By engaging individual donors, community partners, and corporate supporters, we aim to build a stronger, more resilient foundation for our programs and services. As part of this vision, the Board has reaffirmed its commitment to making Health Equity a Strategic Priority—ensuring that everyone in our community has access to the care and support they need.

We are especially grateful for extraordinary individuals whose daily efforts turn our mission into meaningful action. To our entire team of staff and volunteers, your dedication, compassion, and commitment are truly making a difference in the lives of those we serve. Your passion and perseverance are not only seen but felt by every individual and family we serve. You are the heart of this organization.

On behalf of the Board of Directors, thank you to everyone who has supported and stood with us this year. Together, we continue to build a healthier, more inclusive community.

With gratitude,

Barbara Weiss, ND
Chair, Board of Directors

2024 · 2025
BOARD OF DIRECTORS

- | | | | |
|-----------------|----------------|--------------------|-------------|
| Mitchell Benson | Garth Dee | Frank Ipsen | Melanie Oda |
| Bob Biffin | Anna Cooper | Jacqueline Monahan | Morris Tait |
| Barbara Weiss | Dennis Hogarth | | |

MESSAGE FROM THE
EXECUTIVE DIRECTOR



As we look back on the 2024/2025 year at the Community Health Centres of Northumberland (CHCN), I feel incredibly proud and thankful for all we've accomplished together. It's been a year of meaningful growth, change, and connection, and most of all, a year shaped by the strength of our community.

To our amazing Board of Directors: thank you for your steady guidance and vision. And to our dedicated staff and volunteers: your compassion, professionalism, and resilience are the heartbeat of CHCN. Your unwavering commitment to health equity and to supporting the people of Northumberland makes everything we do possible.

We're also so grateful to our donors and community partners. This year marked a milestone for CHCN, our most successful year yet in grants and donations. Thanks to your support, we've been able to grow essential programs like **Social Prescribing**, our weekly **Food Cupboard**, and the **Community Food Market**, each one helping to create better health and stronger connections for people across our region.

One of the highlights of the year was launching our new **Gender Affirming Care Program**, made possible through generous support from the Cameco Corporation Mental Health Fund and a HIROC Safety Grant. This program is a big step toward creating more inclusive, respectful, and affirming care for everyone in our community.

We also said goodbye to two longtime members of our team, **Dr. Nayla Zalzal** and Nurse Practitioner **Lydia Rybenko**. Over the past 16+ years, they've made a lasting difference in the lives of so many, and we are so thankful for their dedication and care.

Like many others across Ontario, we're feeling the impact of the ongoing primary care crisis. Too many people are still without access to the care they need. Now more than ever, we need support for team-based models like CHCs, ones that focus on prevention, treat the whole person, and reach those most often left behind.

That's why we're proud to be part of the **Ontario Health Team of Northumberland** (OHT-N), working alongside local partners to improve the way care is delivered here, at home. Together, we're building a more connected and equitable health system for everyone in Northumberland County.

We were also heartened to see provincial attention on these issues through the Primary Care Action Plan, led by Dr. Jane Philpott. It's clear, inclusive, collaborative models of care aren't just ideal, they're essential.

With your continued support, we'll keep moving forward, advocating, innovating, and caring, together.

With gratitude,

Taryn Rennicks
Executive Director

CHCN STAFF
OUR TEAM

Adam Hudson
Community Dietitian

Albert Essess
Denturist

Allison Mitchell
Medical Receptionist

Ashley Koehl
Dental Assistant

Ben Verbruggen
RPN

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

Emma Tedford
Physician

Frances Murphy
Diabetes Nurse Educator
DEC Team

Heather Cluney
Dietitian DEC Team

Hetal Bhalala
Pharmacist GAIN Team

Jane Spencer
Nurse Practitioner

Janet Marchand
Nurse Practitioner

Jenn Braun
Physician

Jennifer McCluskey
Personal Support Worker
GAIN Team

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 Coordinator
DEC Team

Kristen Hipwell
Dietitian DEC Team

Kym Ware
Dental Assistant

Lacey Lefort
Community Connector

Leah Cobierski
Foot Care Nurse DEC Team

Lucy Hampson
Memory Clinic RPN

Lydia Rybenko
Nurse Practitioner

Mackenzie Gariepy
Dental Assistant

MacKennzie Brackenridge
BSO RPN
GAIN Team & MINT

Mandy McConkey
Community Health Promoter

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

Noelle Ward
Trans Health Peer Supporter

Olivia Lawson
Data & Financial Analyst

Omar Abdulghafoor
Dentist

Pam Chapman
Social Worker

Rabindra Amatya
Accountant

Rhonda Schwartz
Executive Director
Seniors Care Network

Roohee Mansoor
Dentist

Ron VanHoof
Physician

Roseanne VanHoof
Nurse Practitioner

Rosemary Koomen
Housekeeper

Sabeen Ehsan
Director of Quality & Planning
Seniors Care Network

Samantha King
Nurse Practitioner (GAIN)

Sarah Pilatzkie
Dental Assistant Manager

Stacey Hawkins
Director of Research & Planning
Seniors Care Network

Tahlia Ulloa
Dietitian DEC Team

Tammy Kantor
RPN & OTN Coordinator

Tanis Twiddy
Nurse Practitioner

Taryn Rennicks
Executive Director

Terese Crombie
Medical Secretary

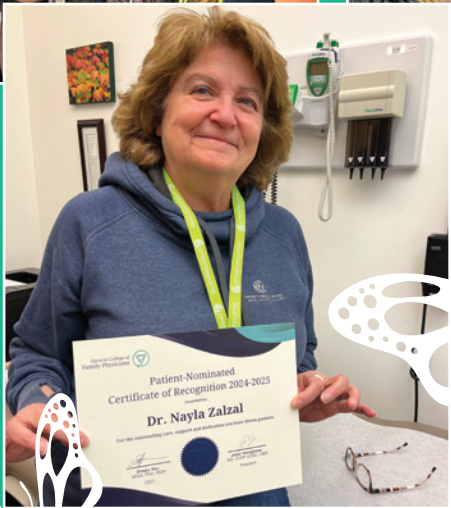
Tiffany Dadula-Jardin
Diabetes Nurse Educator
DEC Team

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 & Cupboard

The Food Market

For April 1st 2024 to March 31st, 2025.

BY CATEGORY

Vegetables: **\$13,659.85**

Meats: **\$9,798.50**

Meals: **\$7,207.50**

Fruit: **\$2,068.85**

Total sales: **\$36,890.25**

Donations: **\$2,889.47**

(828 donations made at the till)

Holiday Fundraiser: **\$971.00**

TOP 5 BEST SELLING ITEMS

Apples: **1,697** sold

Tomatoes: **1,310** sold

CHCN Soups: **1,151** sold

Corn: **1,113** cobs sold

Mushrooms: **1,083** bags sold

The Food Cupboard

- Served **549** unique clients.
- Completed **5,055** interactions.
- Total meal to-go prepared **1,898**.
- **2,432** Soups made.



CHCN

GENDER-AFFIRMING HEALTH CARE

Gender-affirming health care (GAHC) has been a priority for CHCN for several years. CHCN identified several staff as Gender Care Champions and hired a Trans Health Peer Supporter to provide peer counselling services and serve as a community contact. With the training and mentorship provided by Rainbow Health and Centretown CHC, as well as funding assistance from Cameco, HIROC, and the 519, CHCN launched the Gender Care program in November 2024.

The goal of the Gender Care program is to provide comprehensive gender-responsive care to transgender and gender diverse people in Northumberland County. Under Gender Care, CHCN is providing hormone initiation and titration, surgical referral, peer counselling, and a support group. This approach to care was based on feedback from members of the public, particularly primary care

providers and transgender and gender diverse community leaders. This feedback continues to be invaluable to the ongoing development of the program, as community members help CHCN ensure that Gender Care is responsive to the complex needs and life situations of the population it is intended to care for.

The Gender Care Program has proven to be highly successful. The anticipated enrollment for the program's first year was 20 people; this goal has already been surpassed. Over the long term, the CHCN hopes to take what it has learned about the provision of GAHC and spread this knowledge among primary care providers throughout Northumberland County. Gender Care at CHCN represents the first GAHC clinic in Northumberland County, and an important step towards the equitable provision of health care for all marginalized people in our community.

CHCN

EXERCISE PROGRAMS

Programs are offered both virtually and in person to meet the needs of each individual. This reduces barriers for those living rurally, experiencing lack of transportation, mobility concerns and those who are in caregiver roles, while also reducing isolation and promoting social connection. For those without access to technology, the CHCN digital equity program allows us to connect them virtually. Groups are facilitated by 2 certified yoga instructors, 7 exercise volunteers and a community partner kinesiologist.

- **8,210** participants took part in **609** sessions offered over the last fiscal year.



BUILDING CONNECTIONS A Social Prescribing PROGRAM

A holistic approach to care that connects individuals to psychosocial resources in their community to reduce isolation and feelings of loneliness, promote autonomy, connection and increase overall health and wellbeing.

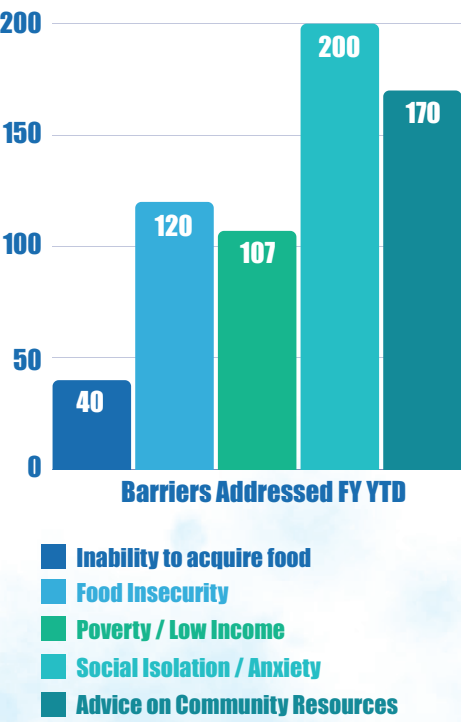


COMMUNITY CONNECTOR

The Community Connector is the connection between our clients, their providers, and community supports. They are a trusted partner who supports and empowers social prescribing clients on their overall health and wellbeing.

BARRIERS

The program helps to reduce or remove economic, geographical, interpersonal, and psychological barriers to help clients access support.



Through Social Prescribing,
there have been:
202
Unique clients supported.
657
Encounters with clients.

"My family and I recently migrated to Canada from Nigeria, and I was struggling with depression and PTSD due to the challenges I faced back home. On top of that, we were facing financial difficulties and I couldn't meet my family's needs. Thankfully, I was introduced to the community connector through my mental health counselor. Lacey has been incredibly supportive, guiding me through this difficult time and helping me on the path to recovery. With her help and the support of the Social Prescribing programs she introduced to me I now have hope for a safer and better future for my family and me. I am truly grateful for the care and kindness the community connector has shown us."

"I was struggling with food insecurity due to financial strain caused from having unexpected vehicle repairs and lack of transportation, the stress of having a hard time affording groceries was taking a toll on my physical and emotional well-being. I was referred to the Social Prescribing program through my counsellor, and I am so grateful for the support it provided and the caring Community Connector who helped me. The program provided me with access to nutritious foods through a community meal delivery subsidy during a time I was unable to sustain my basic needs."

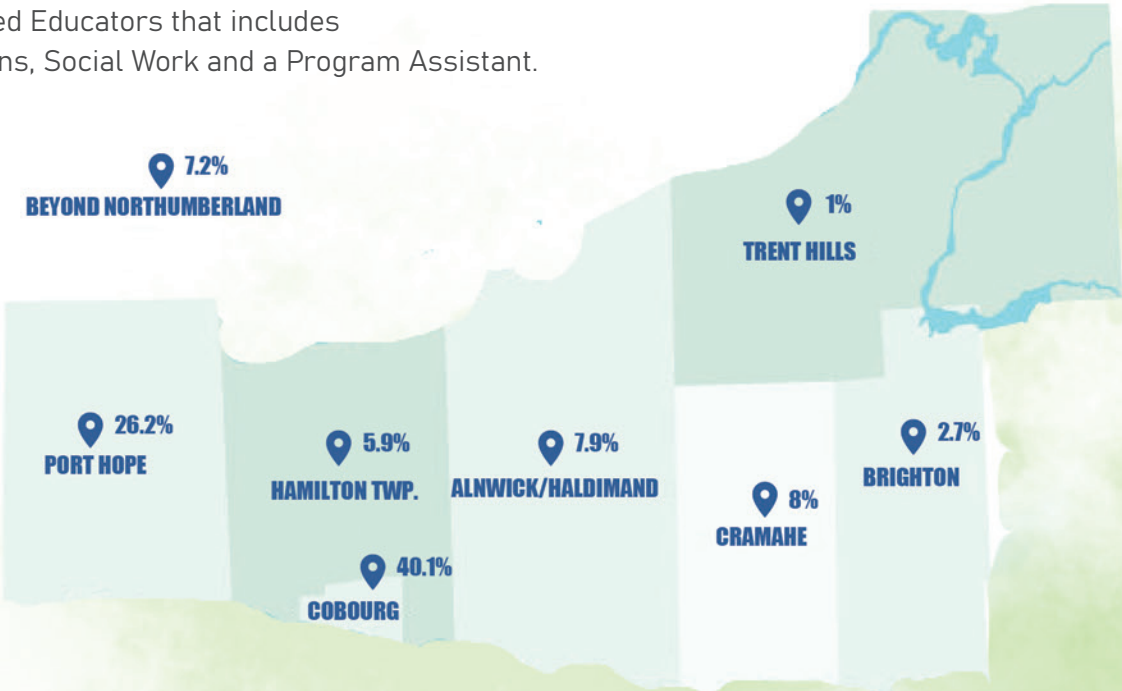
CHCN DIABETES EDUCATION

Ongoing support and education plays an important role in the management of diabetes. The CHCN Diabetes Education Program offers various ways to connect with its clients and support them in their diabetes management. Since April, the CHCN Diabetes Education Team has served the community through:



THE TEAM

The Diabetes Education Team is an interdisciplinary team of Certified Educators that includes Nurses, Dietitians, Social Work and a Program Assistant.



The Diabetes Education Program provides care to clients from across Northumberland County and beyond.

CHCN
VOLUNTEERS

Our volunteers are an important part of CHCN, and every volunteer at our Centre brings with them a unique set of skills and abilities that enhances and expands the work that we do. Watching our volunteer program grow and expand this past year has been a delight. We were able to recruit a total of 15 new volunteers to our Centre to support our food security programs, exercise programs and administrative support. Volunteering is not only about the time and effort that each and everyone of our volunteers puts into their role here, but also about the increase in social cohesion, improvement in overall wellbeing and a commitment to increase our collective efforts and impact on our community.

Volunteer
Hours:
3,317



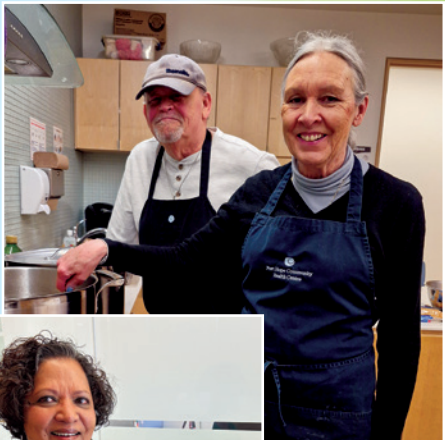
Betty Beharry
Lall
Bonnie Young
Brad Arrand
Brenda Arrand
Carman
Wigmore
Catherine
Hublau-Rich
Celia Crangle
Claire Correia
Colleen Budd
Debra McCabe

Debra
Slack
Diane
England
Dorothy
Potter
Eve
Dupras

Gail Hitchcock
Layfield
Gord Budd
Heather
Powell
Jay Sherwin

Jennifer Tenody
Joanne Lyon
Ken Dalby
Laurie Ann
Cressey
Lee Pegg
Les Holloway
Lesley Barclay
Louise Sirtonski
Lynda Biffin
Marie Jones
Mary Coleman
Maryruth Cawker
Maureen
Holloway
Mike Alfano
Ollie Caron
Paige Fawcett

Thank
You!



Pamela Tate
Phyllis
Thompson
Raymond Davis
Rose MacInnes
Sal Heinrichs
Sandra Comeau
Sandra McIlveen
Shanakay Hall
Sharon Cooksey
Sheryl Caron
Steven (Mike)
Maltby
Stuart
Burkimsher
Teresa Tsuji
Terry Holmes
Vicki Bobiash
Viola Warren
Z Rich

CHCN
STATISTICS

COUNSELLING

The Counselling Team:

- Completed **1,741** Encounters. Serving **331** unique clients.
- Six counselling students documented **829** encounters.
- 72** Walk-in clinic counselling encounters took place, in partnership with NHH (NHHCMH).

GAIN

By providing clinic visits, home visits, telephone visits and video visits, the GAIN Team:

- Completed a total of **2,686** visits.
- Served **396** unique clients. Finishing **2,959** encounters.
- Performed **108** Clinical Geriatric Assessments (CGA) to completion.
- Triaged **290** referrals.
- Served **153** new clients.
- Discharged **75** clients due to goals met and/or improved functionality.

FOOT CARE

- Foot care was provided to **105** unique clients. Totaling **386** encounters by CHCN foot care nurse.

MINT MEMORY CLINIC

- Served **61** unique client and completed **157** encounters.

DENTAL DEPARTMENT

- 1,564** Clients seen.
- Completed **5,449** appointments.
- Totaling **4,450** appointment hours.

OTN

OTN was utilized to:

- Complete **927** OTN clinical events
- Save clients **86,333 kms** of travel distance
- Completed **34** telederm consultations with dermatologists

PRIMARY CARE

The Primary Care Team:

- 14,264** clinical encounters occurred during the year.
- Providing care to **2,757** unique clients.
- Enrollment of **128** new clients.

2024 - 2025
COMMUNITY, CLIENT & FAMILY ADVISORY ROUNDTABLE (CCFAR)

MEMBERS

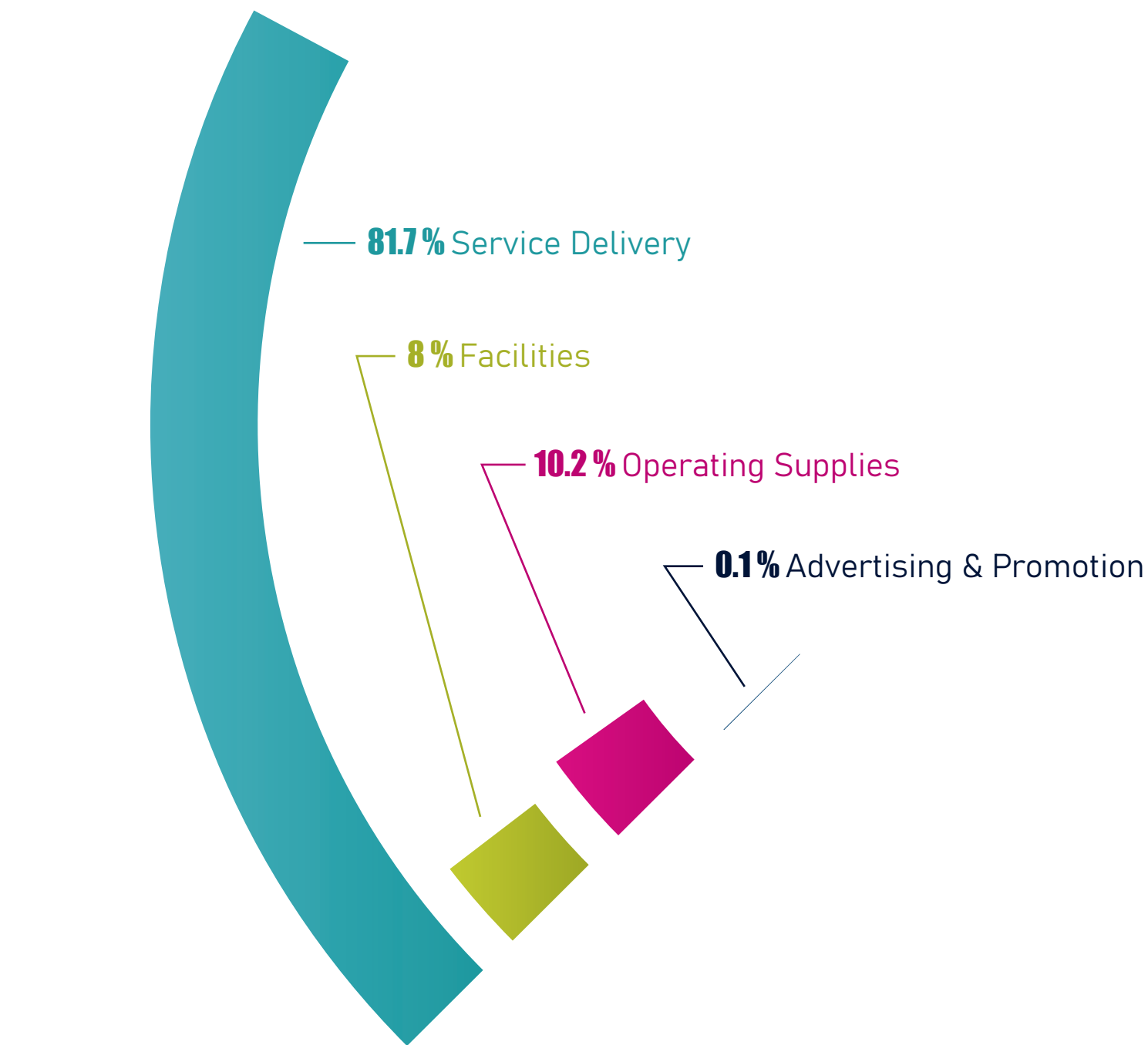
Howard Goodfellow
Louise Sirtonski
Mary Bates

Teresa Colangelo
Frank Ipsen
Jackie Monahan

Bruce Forrest
Jenna Braun
Melanie Oda

Beja Rodeck
Michelle Carr
Sharon Mugford

CHCN
FINANCIAL REPORT



EXPENDITURES	2023 - 2024	2024 - 2025
Service Delivery	6,342,813	6,771,760
Facilities	644,205	658,125
Operating Supplies	868,927	845,549
Advertising & Promotion	9,309	10,533
Total Expenditures	7,865,254	8,285,967

Thank You!

A heartfelt thank you to all the generous individuals and local businesses who contributed to our programs this past year. Because of you, 2024–2025 was our most successful year of giving to date. Your support helped us reach more people, offer more services, and continue building a healthier, more connected Northumberland County. Together, we’re making a real difference — and we couldn’t do it without you.





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chcnorthumberland.ca