

Chatham-Kent
Community Health Centres

Centres de santé communautaire
de Chatham-Kent

Excellence in Action: Celebrating a Decade of Success



2019-2020 Annual Report

Territory Acknowledgement

We acknowledge that the land on which we are gathered is part of the traditional territory of the Chippewa, Odawa, Potawatomi and EELÜNAAPÉEWI LAHKÉEWIIT Nations

CKCHC Throughout the Years!



Lacrosse Program 2014



Wallaceburg Santa Parade 2013



Coloring Contest 2019



MB Stress Reduction 2018



Smoking Cessation BBQ 2015



Staff Appreciation Day 2019



Social Hours



CBCF Pink Tour 2013



Truly Green Greenhouse 2017



WI Site Grand Opening 2017



Low German Cooking Class 2017



Aboriginal Day Parade 2011



Flu shot clinic 2019



Healthy Babies 2019



CHWB Week 2016



Pain Court Mobile Flu Clinic 2018



Bike Workshop 2016



Teen Maze 2014



CHC Open House 2010



Kraft Tour 2010



MH Awareness Week 2017



Discovery Week 2014



CHWB Week 2012



MFW Picnic 2016



Family First Gathering



Elevation 2018



Wallaceburg staff 2011



Noteworthy Achievements

primary care
served 5905
individuals

657 new
clients

36,973 visits were
conducted by the
interprofessional team

Overall,
approximately 5974
participants attended
50,133 group sessions

93.4% of clients are
satisfied with the
services that they
receive

99.4% of clients feel
comfortable and
welcome at the CKCHC



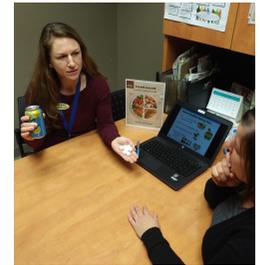
- ✔ Successfully submitted accreditation evidence on March 2, 2020.
- ✔ Completed IT readiness and implementation of infrastructure supports to assist with migration to the new EMR platform.
- ✔ Received Ministry endorsement to proceed as an approved Ontario Health Team on December 2, 2019 as 1 of the 15 partner agencies.
- ✔ Re-established onsite psychiatry clinics with Dr. Umeadi began in February 2020 in collaboration with CKHA and CMHA LK

Cardiac Rehab Performance Results:

>85% felt that they were able to improve their health because of the program

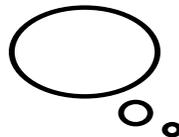
>85% felt the program provided them with the information and education to take control of their health

At the end of the program >75% of participants were exercising 2.5 hours or more per week



The Mindful Way Program by MaryAnn Angeles and Cynthia Workman

- 15 participants completed the program
- outcomes revealed a decrease in PHQ-9 and GAD-7 scores
- participants learned:



- ✔ how to regulate thoughts
- ✔ how to meditate
- ✔ how to develop action plans
- ✔ how to develop skills to combat depression / anxiety
- ✔ how not to worry about others opinions

Ontario Telemedicine Network (OTN)

From April 1, 2019- March 31, 2020 our OTN system provided access to 62 consultants specializing in 21 different areas of clinical services.

The Teledermology program offered support to approximately 32 clients.

The average response time from time referral posted to Dermatologist for issues addressed was 2 days.



FRIENDS Program by Brooke Smith

- Program conducted in 18 different classrooms throughout Lambton-Kent District School Board and Walpole Island First Nation.
- Achieved positive outcomes specifically with increases in Child and Youth Resiliency Measure and decreases in the Strengths & Difficulties Questionnaire
- Students said they learned problem solving, relaxation and how to understand how others are feeling



In 2009 / 2010...

A total of 245 flu shots were administered onsite at all 3 CHC locations.

In 2019 / 2020...

A total of 890 flu shots were administered onsite at all 3 CHC locations and 12 outreach locations

Almost a 4 fold increase over 10 years!



Leadership Message

Executive Director and Board President

With 2019/2020 behind us, we have much to reflect on, acknowledge and celebrate. Although much has changed in the work around us due to the pandemic, we continue to be flexible in our response to this new reality ensuring that our clients, staff, volunteers and the broader community remain safe.

This year marks our tenth year of service and it's important to recognize and celebrate this significant milestone in our organizational journey. Since our first client was seen in June of 2010, we have continuously cultivated our CHC footprint by delivering exceptional primary care services and enhancing our programs and community supports to the vulnerable populations while being anchored by our mission and mandate.

In alignment with this year's theme for our AGM, "Excellence in Action: Celebrating a Decade of Success.", the interprofessional team remained committed to achieving our vision, *the best possible health and wellbeing for those we serve*, with continued focus on breaking down barriers, meeting client's where they are at, and delivering high quality primary health and wellness care. In alignment with both the Ministry and the mandate of the Erie St. Clair LHIN, CKCHC employs an equity lens, addresses the social determinants of health, supports health promotion activities and remains successful in increasing access to team-based care for our priority populations. As evidenced in our program delivery expansion efforts, the CKCHC is united to embrace change and equitable services in supporting the client's needs. Collectively, we remain committed to making a difference in the lives of our clients, families and the community.



A special thank you is extended to our partners and the CKCHC team, from front line to leadership, for placing their trust in each other and recognizing the benefits of collaboration and shared care.

Respectfully Submitted:
Sherri Saunders, Executive Director



It has been another great year of governance renewal and strengthening for the Board of Directors and upholding our mission: "Together with our clients and community, we provide access to a broad range of services that promote health and improve wellbeing."



From a strategic planning perspective with the immersion of Ontario Health Teams and the health system transformation agenda underway, the Board extended the strategic plan by another year. This year solidified our actions of year three (3) of our three-year strategic plan for 2017-2021 comprising of our commitments to:

- Clients - Improving access to our priority populations
- Excellence – Enhancing the effectiveness of our services and embedding culturally appropriate care to our service delivery models
- Partnerships - Cultivating partnerships to provide integrated and seamless care to the community; and
- Organizational vitality - Strengthening our capacity to serve.

CKCHC's philosophy of governance remains health systems orientated focusing on directions outlined in the Ministry's Patients' First, Erie St. Clair LHIN Integrated Health Services Plan, Health Links, the evolving Indigenous Health Strategy and health system transformation agenda with the approval of the Chatham-Kent Ontario Health team with CKCHC as one of the 15 partner agencies involved in this important work.



We will see what the next chapter brings under the new emerging Ontario Health Team model and the subsequent governance implications. Remaining grounded on client care delivery, and co-designing this with our clients and families will continue along with the success of the organization.

Respectfully Submitted:
Steven Brown, Board President

Board of Directors

2019 -2020 Highlights

Non-profit board of directors gives leadership and guides the strategic direction of the organization.

The Chatham-Kent Community Health Centres are governed by members of the community who volunteer their knowledge and expertise to ensure that the centres are providing services that meet the needs of the clients and the community.

Director Membership:

Steven Brown, President
Stanley Ing, Vice President
Meg Connelly, Secretary
Molly Nahdee
Allen Deleary
Barry Rivard
Art Schaafsma
Dragos Vasiliu
Suzy Webster
Joey Vandermeer
Arlene Dodge (ex-officio)
Alan Jacobs (ex-officio)

Community Member Membership:

Victor Ferreira - Resources and Risk Board Committee
Debbie Long Whitmarsh - Quality Board Committee
Katherine Van Dellen - Quality Board Committee

Together, the board volunteered
608.75 hours in 2019-2020



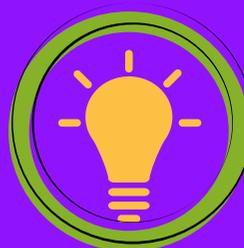
10 Years Ago!

The CKCHC Board comprised of 10 members and had 0 Community Members.

The first Board President was John Zarebski.

The Board believes that Directors deserve robust orientation and ongoing education in order to carry out their duties with diligence and integrity in this complex and ever-changing health care system. Through workshops and learning sessions this year, Directors received information and discussed a variety of topics including but not limited to the following:

- Ontario Health Teams
- Collaborative Governance
- Indigenous Cultural Structural Model
- Board Liaison orientation and training
- Accessibility for Ontarians Act (AODA) training
- Harm reduction considerations towards the decriminalization and regulation of drug use instead of prohibition
- Necessary responses to COVID-19 as the CKHC ended the fiscal year in a state of emergency during the global pandemic.



Walpole Island Location

Operating in Year 3 at the new location!

Access to traditional healing and capacity building activities for Bkejwanong has increased, through the efforts of the Traditional Healing Community Outreach Worker and the Bkejwanong Community Traditional Healing Committee. Wholistic care and culturally appropriate services stem from a collaboration with community partners - knowledge keepers, service providers, specialists, schools and boards, Indigenous Health planning tables, and Walpole Island First Nation.

2019-2020 Highlights



VITALITY

Through partnerships, a training opportunity valued at

\$7,475

was offered for the San'yas Indigenous Cultural Safety post training module: "Unpacking the Colonial Relationship" which afforded

23

seats for this important training to advance cultural competency.



CLIENTS

Transportation is one of the largest barriers to access. To enhance seamless links between primary care and other services, 6 expanded or new services include: Hep C Team, general surgery, counselling, and traditional healing.



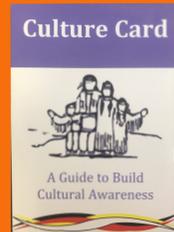
Sweats continue in partnership with Enodmaagejig Social Services, while a new Jordan's Principle partnership funded 11 additional days of services for youth

31% increase in traditional healing visits has been seen compared to last year.



PARTNERSHIPS

On a larger level, collaborated in the development of the new Indigenous Care Plan Guide and Chatham-Kent Culture Card.



Closer to home, 30 participants enjoyed the new Nookmis Gathering Program co-hosted by our Social Worker and Traditional Healing Community Outreach Worker.

EXCELLENCE



Chatham Location



The Chatham site opened in 2010, seeing its very first client in June.

Since that time, this site has undergone renovations and expansions 4 times!

2019-2020 Highlights



VITALITY

Staff education opportunities that were supported:

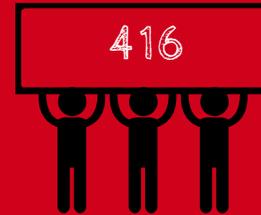
- Introduction to Palliative Care
- Comprehensive Advanced Palliative Care
- Hematology Education
- Registered Dieticians Conference
- Motivation Interviewing Training
- BoneFit Course
- PsychedUP- Mental Health Conference
- College Boreal Conversational French Course
- Cancer Education Day
- Transportation of Dangerous Goods Training
- Primed- Primary Care Conference
- Podiatry Conference
- Ottawa Stroke and TIA Management Conference



CLIENTS

A total of

416



new clients were rostered in 2019-2020

Bright Smiles Community Dental Hygiene offered free dental hygiene to clients.

In August 2019, a partnership with Chatham-Kent Public Health Unit to become a Naloxone Kit Distribution Site was realized.

In September 2019, Cardiac Rehab partnered with React Now Training to provide caregivers of clients with known cardiac conditions CPR training.

In January 2020, a partnership with Emmanuel Baptist Church to provide a new home for our Low-German Programs- Building Health Babies and Cultural Cooking Class was established.



PARTNERSHIPS

Cardiac Rehab revamped their home programming by offering regular phone support and face to face intake and follow up appointments.

The Cardiac Rehab group also presented at Chatham-Kent Health Alliance Grand Rounds in December 2019 to promote program awareness with the physicians in the community.



EXCELLENCE



Wallaceburg Location

The CKCHC has been operating in Wallaceburg for 9 years of which 8 has been at the Dufferin Avenue site.



2019-2020 Highlights



VITALITY

In 2019-2020, a total of 5 Non-Violence Crisis Intervention training sessions were offered to staff.



CLIENTS

A total of
184
new clients were rostered in 2019-2020

Phlebotomy services initiated on site for CKCHC clients to reduce transportation barriers for service



A needle drop bin was installed at the centre in partnership with the Chatham-Kent Public Health Unit to allow safe disposal of needs to help keep the community safe and advance our organizational harm reduction efforts.

A new partnership emerged with Changing Ways to provide the Partner Assault Response Program.

Southwest Counselling Services is working with our Wallaceburg and Walpole site for counselling services by referral supporting indigenous clients.



PARTNERSHIPS

Eating Disorders Program continues to provide services in Chatham-Kent and Lambton counties. New referrals are continuing to be accepted.



The Eating Disorders Nurse Practitioner's have also been out in the community providing in services about the programs on request.

EXCELLENCE



Human Resources Report

The Human Resource team supports and upholds the Mission, Vision and Values of the CKCHC, while fostering and promoting a positive work environment and strengthening its culture.

The dedicated PEER (Promoting Employee Engagement and Recognition) Committee, conducted a half day staff appreciation event that was held on May 31st, 2019 to thank all the employees of the CKCHC for their hard work and effort throughout the year. A fun filled day with interactive and challenging activities sparked teambuilding, strengthened communication, enacted healthy competition and the opportunity to recognize and celebrate each other.



Recognition of years of service awards are provided to our employees. This year, five employees will be recognized for five years of service and 3 employees for ten years of service.

5 Year Service AWARD

Dave Gifford, Kinesiologist
 Kathleen Krakana-Palmer, Registered Nurse
 Jacqueline MacAdams, Registered Dietitian
 Colleen Martin, Nurse Practitioner
 Hali Sitarz, Nurse Practitioner, Eating Disorders

10 Year Service AWARD

Jennifer Pereira, Executive Assistant
 Becky White, Facilities Coordinator
 Dr. David Sullivan, Physician

Thank You, Miigwech, Merci

to all our amazing volunteers!
 We are so grateful for your help and dedication.

Melinda Lambert	Justine Chauvin
Betty Milburn	Randall Jordan
Neebin Keezhing-Dodge	Marion Lucio
Lisa Williams	Faye Geddes
Christina Williams	Ross Stennett
Melissa Houweling	Carter Van
Jenna Noorenberghe	Sherry King
Debra Long Whitmarsh	Fiona Cimoline
Steven Brown	Dragos Vasiliu
Stanley Ing	Suzy Webster
Meg Connelly	Joey Vandermeer
Molly Nahdee	Arlene Dodge
Allen Deleary	Alan Jacobs
Barry Rivard	Victor Ferreira
Art Schaafsma	
Katherine Van Dellen	

909.5
 volunteer
 hours



The Fun FACTS

At the end of the fiscal year 2019-2020, the CKCHC had a total of 39 Full-time, 29 Part-time and 7 casual call-in employees.

10 years ago, the CKCHC had a total of 31 employees!

16
 student placements with a total of 2,364 hours

52
 staff members supported with educational assistance

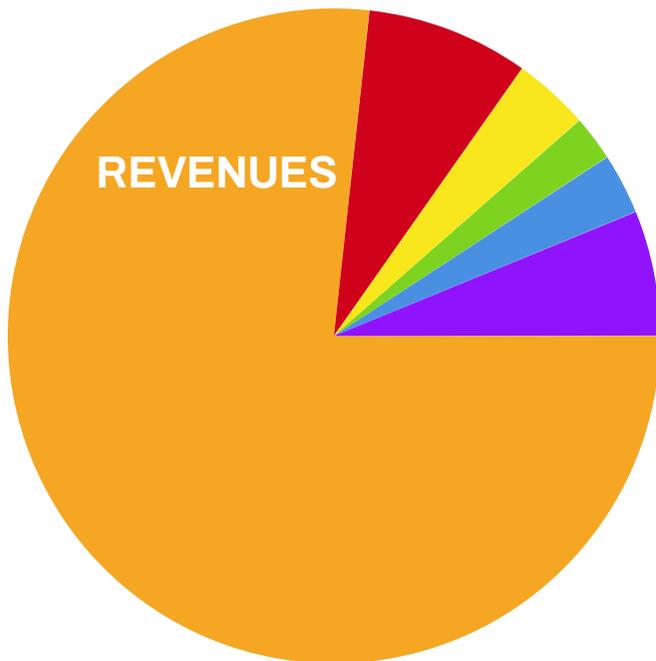
116
 learning sessions taken, including NVCI, ICS training, H&S training

22,439
 facebook job posting views and twitter messages

18%
 of employees have been with the CKCHC since its first year of operation

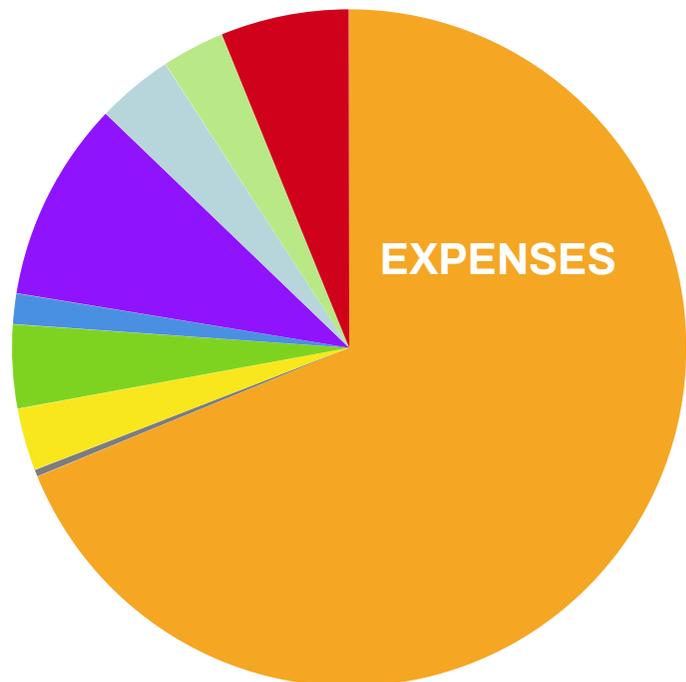
2019-2020 Financials

Chatham-Kent Community Health Centres Statement of Revenue and Expenditures for the year ended March 31, 2020



- LHIN/CHC Base Funding (76.74%)
- Recruitment & Retention (8.06%)
- LHIN/MOH One-time Funding (3.77%)
- Recoveries & Other Revenues (2.25%)
- Amortization & Deferred Revenue (3.01%)
- Agency Transfer Payments (6.17%)

- Salaries & Benefits (68.81%)
- Education & Staff Development (0.33%)
- Sundries & General Operations (3%)
- Equipment, Software & Licensing (3.99%)
- Medical & Program Supplies (1.46%)
- Building & Plant Expenses (9.59%)
- Contracted Out & Transfer Payment (3.65%)
- Amortization Expense (3.01%)
- Agency Transfer Payment Expense (6.17%)



The financial results are consistent with the guidelines set out by the Erie St. Clair LHIN in accordance with the Multi-Sector Accountability Agreement.

For more information about donating, please call 519-397-5455 ext. 125. Donations can be made via cheque made payable to the Chatham-Kent Community Health Centres and mailed to our Chatham office at 150 Richmond Street. Alternatively, you can donate online via Canada Help. By donating, you are not only supporting the work that we do but you are also investing directly into your community.

HOW TO REACH US!



785 Tecumseh Road
Walpole Island



150 Richmond Street
Chatham



808 Dufferin Street
Wallaceburg



519-397-5455



twitter.com/
ckchc



facebook.com/
ckchc



info@ckchc.ca



You can now follow us on YouTube:

<https://www.youtube.com/channel/UCUcNUmJ8dxuxv2ggDcoUagQ>

For more information on program and services, please visit our website at: www.ckchc.ca



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