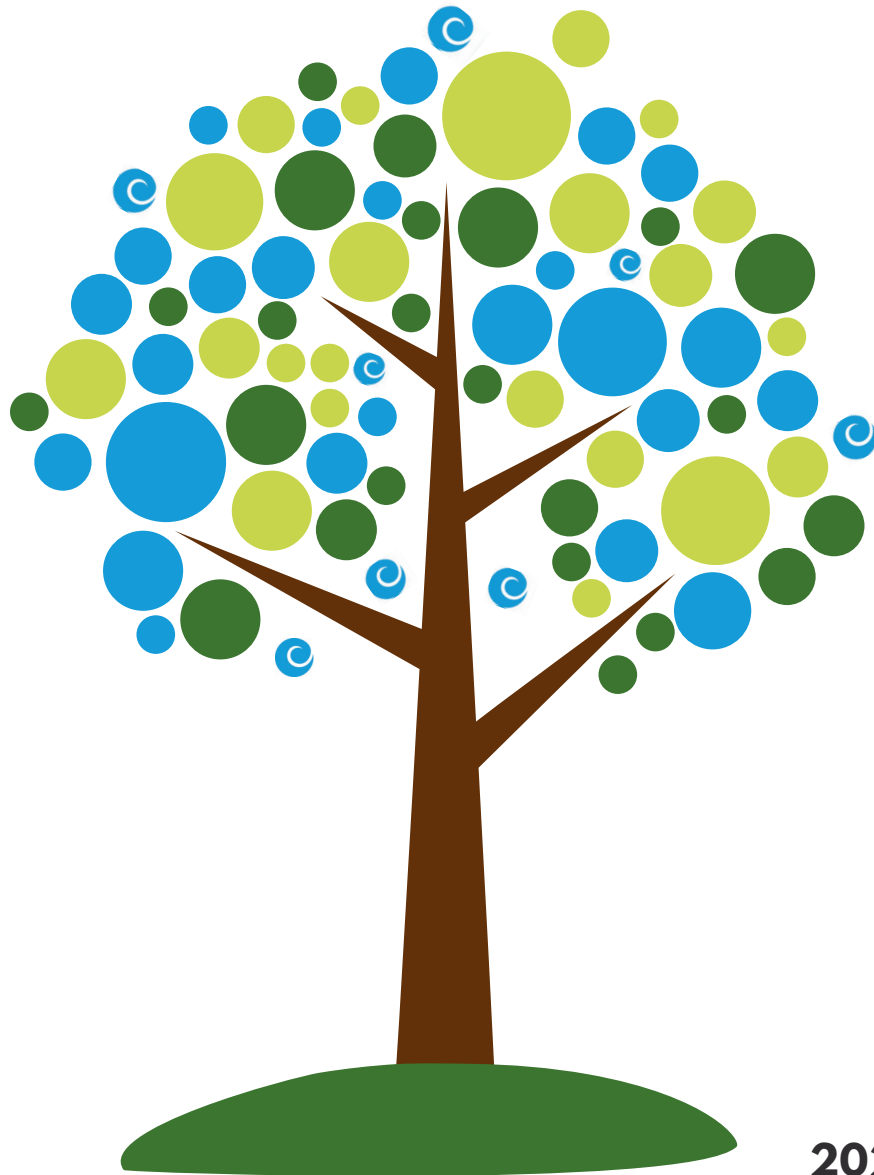




Chatham-Kent
Community Health Centres
Centres de santé communautaire
de Chatham-Kent

Chatham-Kent Thrives: A Year of Building Healthier Futures Together



**2022-2023
Annual Report**

Traditional Territory Acknowledgement

We acknowledge that the Chatham-Kent Community Health Centres are located on the traditional lands of the Anishinaabeg peoples and shared with the Lūnaapéewak.

With this, we respect the longstanding relationships that Indigenous Nations have to this land, as they are the original caretakers.

We acknowledge historical and ongoing injustices that Indigenous Peoples (First Nations, Métis and Inuit) endure in Canada, and we accept responsibility of building and maintaining respectful relationships with Indigenous communities.



Executive Director's Report



With 2022/2023 behind us and our current state towards recovery post-pandemic, we have much to acknowledge and celebrate. Building on our organizational strengths, we were able to respond to the ever-changing directions to ensure that we support the needs of clients, families and community with vigor, passion, and enthusiasm. In team fashion, we implemented several initiatives that enhanced access to care. Our hallmark to success is collaboration; through mechanisms such as the Chatham-Kent Ontario Health Team, we've seen our partnerships thrive and this has assisted us in our health system planning as evidenced in the alignment of efforts across primary care in Chatham-Kent. Digital technology remains as important as ever to how we deliver care, now and into the future.

This annual report highlights only a sampling of the diversity of programs and services offered by the organization ensuring that we are making meaningful and positive impacts. Our Model of Health and Wellbeing as well as the Indigenous Cultural Structural model places the individual at the centre of all that we do and empowers people to actively participate towards their personalized goals, improved quality of life and wellbeing.

The interprofessional team remains steadfast in 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 the Ministry of Health and Ontario Health's commitment to primary care as the foundation of the health care system, Chatham-Kent Community Health Centres employs an equity lens, addresses the social determinants of health, supports health promotion activities, and remains dedicated in increasing access to comprehensive care for the priority populations that we are privileged to serve. With heartfelt appreciation, it is easy to recognize the incredible talents of the interprofessional team, each contributing their best. The staff are committed to providing person-centred care that is respectful, inclusive, innovative, and compassionate.

Pride Parade



Welcome Fair



The Grande Parade



National Indigenous Peoples Day



We are excited as we look ahead to a year of continued partnerships in influencing positive clinical and health system outcomes within Chatham-Kent and the journey of the Chatham-Kent Ontario Health Team to improve the care experience as an integrated system. I look forward to the year ahead as we engage clients and communities as active partners to further advance our care delivery ensuring services are responsive to their needs.

Thank you/Merci/Miigwech.


Board President's Report



It has been another unprecedented year of governance renewal and strengthening during the COVID-19 pandemic for the Board of Directors of the Chatham-Kent Community Health Centres in and upholding our refreshed mission: “Together with clients and community, we provide access to a broad range of services that promote health and improve wellbeing.” The board committees met virtually this year with the board resuming in-person meetings as of September 2022. I am grateful that the Board was able to safely gather in person to better get to know each other. Our three board committees and the Board of Directors has achieved our collective fiduciary, strategic and generative modes of governance and leadership within the Chatham-Kent Community Health Centres. With hopes a of a capital planning project for site redevelopment of the Chatham site, the Board formed an Advancement Committee this past year.

In our first year of the 2022-2025 strategic plan, the organization has made good progress towards advancing our mission, values and the four strategic directions encompassing comprising our commitments to:

Connections	Service Excellence
Equity	Organizational Vitality



In the spirit of partnerships, the organization has been diligently working with community agencies to build upon our services future community partnerships to become a comprehensive health and wellbeing hub for our priority populations.

This past year, Chatham-Kent Community Health Centres philosophy of governance remains health systems orientated focusing on the emerging work with the Chatham-Kent Ontario Health Team. Personally, I am rewarded with the participation on the Chatham-Kent Ontario Health Team’s Board Chairs Advisory Council formed with representation from all partner agencies involved in this important work. Remaining grounded on client care delivery and co-designing this with our clients and families will continue as we improve health care in Chatham-Kent. Given our longstanding trusting relationships with our community partners we will continue to succeed as a comprehensive primary care organization to improve the overall care experience for our clients and families that entrust us with their care.

I look forward to the collective efforts of the Board, leadership, staff and partners towards continued strengthening of the organization for many years to come.

Thank you/Merci/Miigwech.



Board Report



Thank you to the Board of Directors for their leadership, support and encouragement in addition to their unwavering commitment to our clients and community.



This year, Steve Brown will be leaving the board after completing his full term of 6 consecutive years. We wish to extend a sincere thank you to Steve with appreciation for all of his contributions and leadership to the Chatham-Kent Community Health Centres.

2022-2023

Board Membership

Art Schaafsma, President
Steven Brown, Vice President
Maggie Abbey, Secretary
Allen Deleary, Director
Tabitha Cook, Director
Erin Dickinson, Director
Jamie Neil, Director
Victor Ferreira, Director
Kaitlyn Morrison, Director

Community Members

Katherine VanDellen

Resignation

Allen Deleary, Director

LEARN MORE



Through workshops and learning sessions this year, Directors received information and discussed a variety of topics including but not limited to:

- Board Liaison
- CAPS/Budget
- Walpole Island Team Presentation
- Role of the Board/Kate Dewhirst
- Cybersecurity and IT Considerations
- Health System Changes/Transformation
- Governing for Health Equity
- Indwell Housing and Homelessness Strategy
- Quality Improvement
- Collaborative Governance
- Chatham-Kent Ontario Health Team



VISION

The best possible health and wellbeing for those we serve.

MISSION

Together with clients and community partners, we provide access to a broad range of services that promote health and improve wellbeing.

VALUES

At the Chatham-Kent Community Health Centres we believe that values are important and culture counts. We will strive to use these values in all that we do.

- Respect
- Collaboration
- Trust
- Equity

Thank you

Board Members
contributed a
combined total of
864.75
volunteer hours for
2022-2023



Human Resources Report

The Human Resources department continues to support and uphold the Mission, Vision, and Values of the Chatham-Kent Community Health Centres, while fostering, promoting, and strengthening its culture.



2022-2023 Focus Included:

- Creative and collaborative strategies to enhance our employee engagement following a pandemic.
- The Centre continued its investment in staff education and professional development with a commitment to strengthening our Cultural Competency, Risk Management and Non-Violent Crisis Intervention skills.
- Staff education session was held on EAP (Employee Assistance Program).
- Dunk and Associates WSIB Excellence Program was completed on the organization resulting in a rebate.
- The Centre implemented a new '411 System' for all staff, to help in the aid of streamlining policies and training.
- The CKCHC continues to demonstrate its leadership in our local health care community. Our Human Resource department collaborates with external Human Resource personnel locally so that together we can all continue to 'build a healthier future' for our clients and support our community's collective needs.

The Chatham-Kent Community Health Centres believes that by investing in the professional development of staff, we will create a stronger future for clients and the community. This past year, the Chatham-Kent Community Health Centres invested a healthy budget in excess of \$34,000 for staff education and professional development. Through this investment, we were able to support 45 staff members with educational assistance opportunities, comprising of 65 learning sessions attended, including 44 in-house mandatory training sessions.

The Chatham-Kent Community Health Centres continues to grow and expand, we have had great success in our efforts to retain and recruit employees across our three locations. Our staff retention rate remained solid this past year, at 91%.

Years of Service Recognition

5 Years

Sarah Galos
Renee Moison
Megan North
Kara Reeb
Elizabeth Sherwin
Kristie Wilbur

10 Years

Amanda Arseneau
Stephanie Decan
Beth Kominek
Laura MacDougald
Marianne Myers
Furqan Raheel
Tasha Rugless

C O N G R A T S

DID YOU KNOW?

CKCHC had over 17,000 facebook and twitter job posting views.

13% of employees have been with the CKCHC since its first year of operations in 2010.

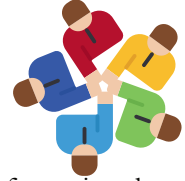
CKCHC had 13 student placements with a total of 1,502 hours.

29 CKCHC orientations were conducted for new employees and students.

Organizational Highlights



Primary care served 6,001 individuals while 37, 035 visits were conducted by the interprofessional team. It's exciting that each of our sites and outreach settings are becoming a hub of health and wellness activity year after year. From the voice of our clients, 97.6% feel comfortable and welcome at the CKCHC which resonates with person-centred, inclusive, and supportive approaches employed by the team.



2022-2023 Highlights Included:

- South Western Ontario Youth Gender Diversity Clinic (SWOYGDC) was awarded the transformative change award at the Alliance for Healthier Communities June 2022 conference.
- Successful launch of the Indigenous Cultural Structural Model and accompanying care guide in collaboration with the Indigenous Health Planning Committee and Chatham-Kent Ontario Health Team.
- Release of the Indigenous Vaccine Confidence Videos funded by the Alliance for Healthier Communities.
- Transitioned primary care outreach from the Travelodge shelter to the Victoria Park Street premises.
- Re-located the Cardiac Rehab program to the Active Lifestyles Centre.
- An accessible van was purchased for the Age Well program to increase program access to Wallaceburg and Walpole Island sites.
- A new trailer was outfitted as a primary care outreach exam room for the Temporary Foreign Workers (TFW) program effective April 1, 2023.

In response the increased need for Mental Health and Addictions (MH&A) supports further exacerbated by the pandemic, increased access to counselling supports and harm reduction efforts were a priority including but not limited to:

- Increased access to counselling services in partnership with Southwest Counselling; PACE Inc., Family Services Kent, and Heather MacDonald are supported by one-time funding assistance from Ontario Health.
- Naloxone distribution fully implemented at the Walpole Island site.
- Resumption to the annual Addictions conference in partnership with MH&A community partners.
- Moved needle drop bin from interior to exterior at Wallaceburg site and the needle exchange program increased to all operational hours at this site.
- Hep C testing day at the Wallaceburg site.
- Exterior needle drop bin installed at Chatham site.
- Walpole Island staff healing circles with Liz Akiwenzie.
- 2SLGBTQIA+ education for all staff by PACE Inc.

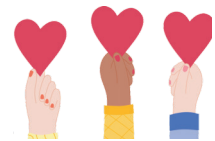
SWOYGDC Team



New Primary Care Outreach Trailer



WELCOME BACK!



Given the pause with COVID-19 on programming, we were excited to welcome back community partners allowing us to resume:

- Traditional Healing Cedar Baths
- Low German Building Healthy Babies Program
- VON Chair Exercise Program
- Chatham-Kent Health Alliance Diabetes Education Clinics
- Chatham-Kent Public Health Unit Sexual Health Clinics

Client Advisory Report

The Client Advisory Committee is made up of a group of dedicated volunteers who meet monthly to provide a voice for clients and caregivers. The Chatham-Kent Community Health Centres rely on our client advisors to help communicate information, needs and concerns for our clients and caregivers so we can develop programs and services that directly meet the needs of our clients. Our client advisors provide input on potential opportunities to improve client access to programs and services and assist with the Chatham-Kent Community Health Centres events as needed.

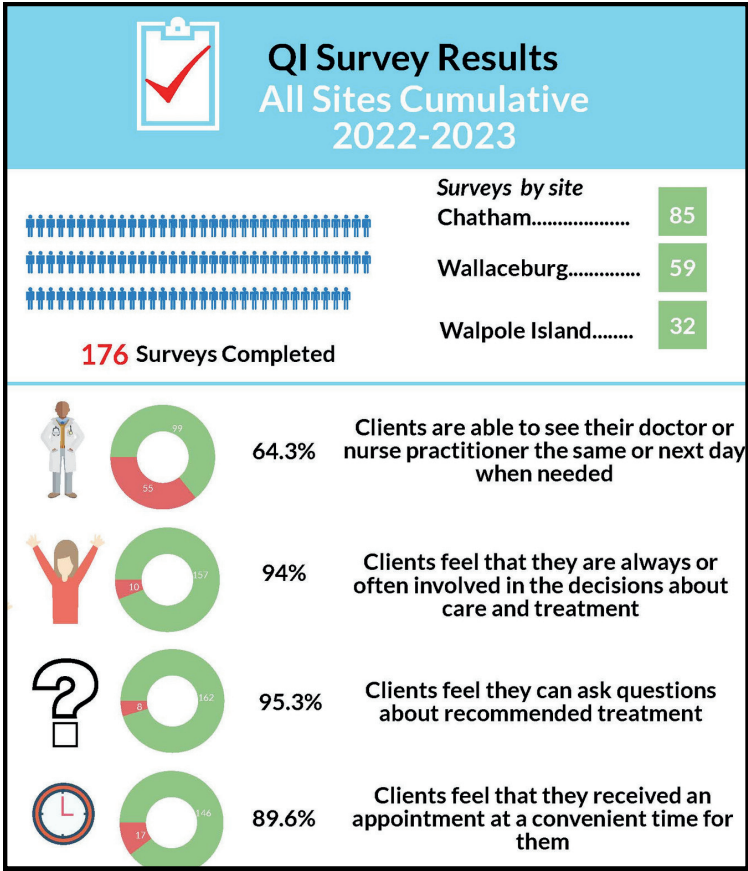
In 2022-2023 Client Advisors have reviewed and provided input on:



- Quarterly Client Satisfaction Survey Results
- Annual Quality Improvement plan and quarterly updates
- Input into the collection of Sociodemographic Information Client Survey and how to engage our clients and help them feel safe and comfortable providing this information.
- Client Advisory Recruitment, application, and onboarding processes
- Development of our Temporary Foreign Worker Proposal and implementation of team expansion
- Allocation of Mental Health Support Funding
- Allocation of Client Supports Grant
- Input into the ‘We ask because we care’ collection of socio-demographic data



If you are interested in becoming a member of our Client Advisory Committee please contact Beth Kominek, Health Promotor at 519-397-5455 ext 212



Traditional Healing

This year the Walpole Island site applied for a grant for Mental Health and Addictions relating to an Indigenous Program. We were allotted \$50 000 one-time funding to improve the services in our Traditional Healing Program. We utilized these dollars to boost services which included an increase in Traditional Healer visits; purchasing gifts and traditional medicines; and refreshing our Traditional Healing room. This included new furniture and decor, artwork, and a fresh coat of paint. The purpose of this refresh was to create a warm and inviting environment from an Indigenous lens and perspective. The Indigenous staff at the Walpole Island site collaborated to create this refresh on how they envisioned the community could be better served. The outcome was well received from visiting Traditional Healers and community members. The Traditional Healing program is one of many ways our People practice self-care and it is a vital part to our mental and physical health based on the years of our ancestral history. The Traditional Healing room is a wonderful addition for clients, community members and visitors to enjoy. I am thrilled to share these updated pictures of the refreshed Traditional Healing room.



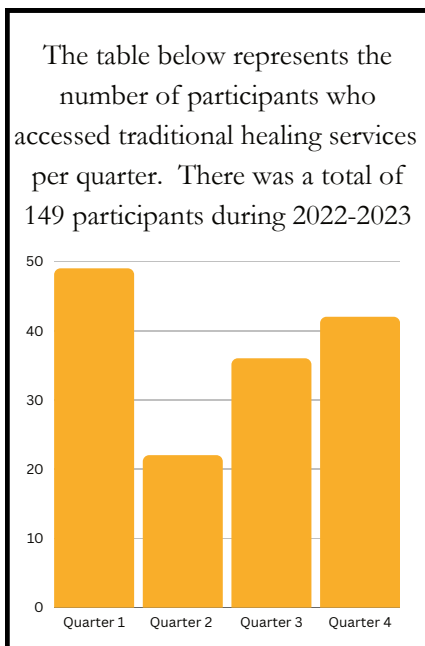
Healing, Knowledge, Understanding

Liz Akiwenzie, Traditional Facilitator provides visits in partnership with Jordan's Principle that are youth-focused. Participants reported benefits of: self love; emotional help; spiritual tuneup; clarity; understand feelings.

Joanne Jackson, Traditional Healer provides cultural/counselling to the community of Bkejwanong. Participants reported benefits of: medicine education, healing, learnt about myself, importance of clan/spirit name and role. Joanne also facilitated a Strawberry and Jüibe Feast during 2022-2023.

Jake Agoneh, Traditional Healer provides cultural/counselling to the Bkejwanong community. Participants reported benefits of: improvement in self, improvement in feelings, healed ailment, grounded, clarity.

Rodney Elie, Traditional Healer provides cultural/counselling to the Bkejwanong community. Rodney also facilitated a Roles and Responsibilities workshop. Participants learned about clans; roles and responsibilities; spirits journey; and the 7 Grandfather teachings.



Health Promotion

As we move past the pandemic and return to more in person programming, we are reminded of the great impact that programs have on creating camaraderie, social connections, and safe spaces for individuals to be themselves. We have seen this with the return of programs such as Elevation (in person circuit exercise) and FRESH for Youth (cooking classes for youth). Many connections were also made among providers with the return of the Chatham-Kent Addictions Awareness Conference.

Beat the Odds

A diabetes prevention program, has been a popular program that has helped youth, and adults alike. This successful program has run out of our Chatham and Wallaceburg locations. It has partnered with many other agencies to help teach healthy lifestyle skills. Feedback from participants has shown they appreciate the nutrition information, exercise classes and counselling. Everything participants learned they were able to put into practice to allow for sustainable changes.



Cardiac Rehab

Recognizing that many individuals in the Cardiac Rehab program were from Wallaceburg area, the Cardiac Rehab program expanded service to be onsite at the Wallaceburg location. This has assisted individuals with transportation barriers and allowed more individuals to join the program in person. It has assisted with the cost barrier to the program, as individuals are able to exercise at the Wallaceburg clinic at no cost. The expansion has been very successful and feedback from clients has been positive.

Bannock and Tea

Bannock and Tea was a program that ran in partnership, at our Walpole Island location. It focused on mental wellness with a traditional Indigenous lens. It reached many women in the community every month. Inspired by this group, a Valentine's Day event called Well-intine's Day was created. It quickly reached capacity and the women enjoyed celebrating together, sharing, and creating a painting.



PERSEVERE

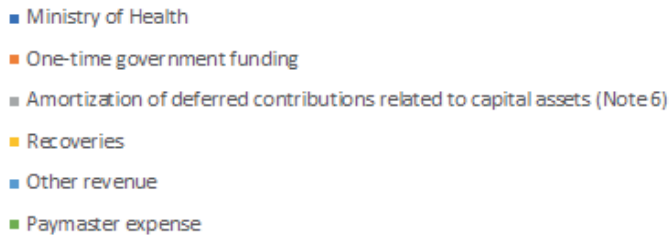


Our in-school resiliency program, PERSEVERE, was a popular program this past year. We were in more classrooms and were able to accommodate requests from schools in Brigden and Sarnia. Schools have said the program aligns well with the curriculum and provides invaluable skills to youth in a fun way. They praise how relevant the situations discussed are to youth today.

With everything going on at the CKCHC we can sometimes forget the impact that our organization has, not only on our clients, but the community. The ability to outreach and expand what we offer, in different places, has been incredible. We are grateful that so many organizations have opened their doors to partner with us. With the return of in person events we are hearing amazing stories of how one program can have such a huge impact on the health and wellbeing of those who attend. These lasting impacts will help Chatham-Kent thrive and continue to build generations of healthier individuals.

Financial Report

2022-2023 REVENUE



The financial results are consistent with the guidelines set out by the Multi-Sector Accountability Agreement.

A copy of the MSAA agreement and financial results can be found at www.ckchc.ca



2022-2023 EXPENSES



Given the ongoing strain and pressures of the pandemic this past fiscal year, CKCHC was very fortunate to secure various one-time funding to support the following initiatives to address gaps and challenges as well as maintain financial sustainability within the organization:

- \$21,000 in various client supports was afforded by Ontario Health (OH)
- \$25,000 towards increased access to individualized counselling from OH
- \$50,000 towards traditional healing program from OH
- \$168,000 from OH for various operational needs regarding Mental Health and Addictions (MHA) supports and IT enablers
- \$200,000 from OH for Temporary Foreign Worker (TFW) team expansion outfitting onsite outreach premises at Conagra Foods, Peeters Mushroom Farms Blenheim location as well as 15 other farm settings for access to primary care

These monies were greatly appreciated to further support basic needs for clients and families while advancing our programs and services.

How to reach us!



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[YouTube.com/ckchc7537](https://www.youtube.com/ckchc7537)



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For information about donating, please call 519-397-5455 ext. 159