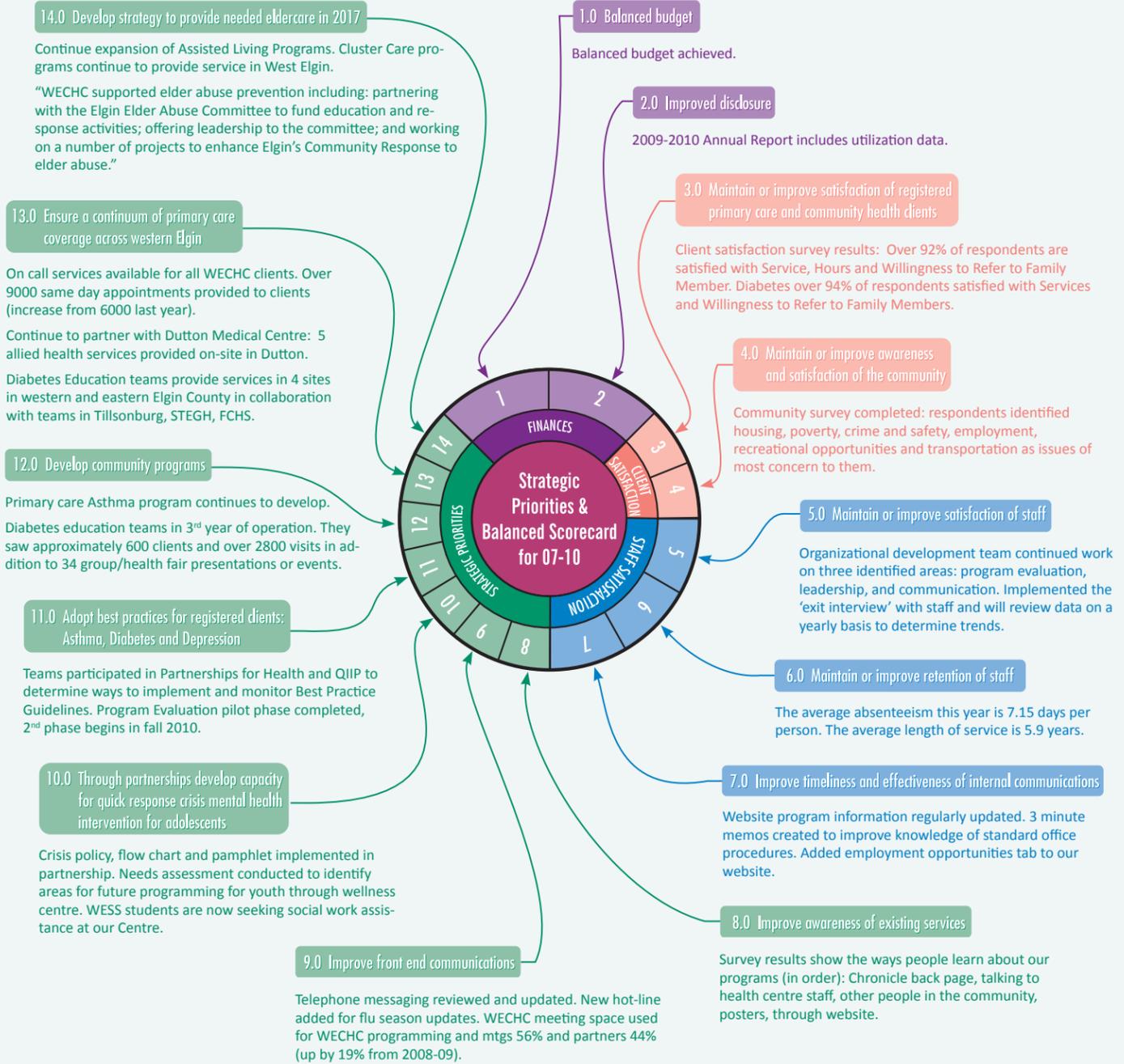


Board's Strategic Goals

09/10 Outcomes



West Elgin CHC is funded by the following sources:



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West Elgin  
Community  
Health Centre

EVERY ONE MATTERS.

# 2009-2010 Annual Report

West Elgin Community Health Centre is committed to working in partnership with individuals, families and community groups to optimize the health and well-being of our residents and communities.

## Message From The Chair

The fiscal year 2009-10 has been another year of transition for the West Elgin Community Health Centre. In December, Cate Melito our Executive Director accepted a position with the newly-formed Woodstock Community Health Centre. While we are saddened by the fact that Cate left WECHC, we are pleased that she will continue to work as a leader in our sector. We are proud of Cate's accomplishments during her 4 years at the centre. They include:

- Secured funding and established two Diabetes Education Teams
  - Filled two physician vacancies
  - Developed the Primary Care Asthma Program in partnership with St. Joseph's Health Centre
  - Worked in partnership with the municipalities and local service clubs to secure funding and build affordable housing for seniors in West Lorne
  - Secured additional funding to expand the Assisted Living Program and Community Support Services Programs to serve more seniors
  - Created a full-time therapist position (.6FTE dedicated to children and youth and .4 FTE to seniors)
  - Supported the establishment of a Senior Support Co-ordinator position in partnership with the Elgin Elder Abuse Resource Committee
  - Implemented a new communication strategy for WECHC that increased awareness of the 40+ programs available to residents of western Elgin
  - Procured a new generator, as well as video surveillance and videoconferencing equipment for the Centre
  - Oversaw the achievement of accreditation in 2008
  - Balanced the budget in each year
  - Implemented a full-time Chiroprody position within WECHC
  - Expanded the allied health services available through the partnership with Dutton Medical Centre
- We are so pleased to have Andy Kroeker as our new Executive Director. With ten years of proven leadership skills in a changing environment, Andy has an impressive record of success. He is an active problem-solver who works collaboratively with others to develop creative solutions to complex issues. His experience includes:
- Director of Decision Support & Evaluation with the Ontario Telemedicine Network where he guided the development of information-gathering and reporting that was required as part of the organization's initial Accountability Agreement with the Ministry of Health and Long-Term Care
  - Clinical Consultant/Co-Lead for the Videocare Telehealth Network where he jointly supervised a regional office and worked with various stakeholders to establish processes and policies across five counties to minimize risk to patients and service providers
  - Business Coordinator of Renal Care at London Health



Chairperson  
Mary Ellen Parker

Sciences Centre which included the development of a detailed costing model for new treatment options, and the successful implementation of a telehealth network that linked the Renal Program's regional satellite dialysis units with sites in London

Andy received his Bachelor of Sciences and his Masters in Public Administration at Carleton University, and his Professional Certificate in Leadership at the Western Centre for Continuing Studies. He has published and co-authored several articles and serves on the Board of Directors of the Thames Talbot Land Trust.

We are very excited about having Andy lead our team. He is very excited to be part of an organization that truly values and cares for its clients, their families and the communities of West Elgin. He recognizes and appreciates the many partnerships that have been established over the years and is committed to further strengthening these relationships to improve the lives of those who are in need of our help.

Mary Ellen Parker

## Executive Director Message

The 2009-10 year was one of new beginnings at the West Elgin Community Health Centre. The year introduced our first Accountability Agreement with the South West Local Health Integration Network (LHIN). This marked a new era in healthcare that saw a new funder take over from the Ministry of Health Community Health Branch. This change was accompanied by increased demands on the organization for financial and other reporting, and caused the Centre to extensively revise our financial accounts and reporting systems.

During the year, the LHIN also held extensive planning processes that identified regional healthcare priorities for the next 10 years. The focus will be on Seniors and Adults with Complex Needs, People Living with Mental Health and Addiction Challenges, and People Living with or at Risk of Chronic Disease(s). These priorities will influence the work that we do in the future here at the Centre.

As a responsible organization, we managed to live within our means, and ended the year with a modest budget surplus. Our Clinical and Program teams provided great care and services to a growing number of clients. Our Supportive Housing program expanded as we continued to attend to the needs of our growing seniors' population. We also partnered with the West Lorne Heritage Homes board and the Municipality of West Elgin to obtain funding from the federal and provincial governments for the construction of a Community hub set to open in March 2011.

## Board Of Directors

**Chairperson:** Mary Ellen Parker  
**Vice Chair:** Jane McGregor  
**Secretary/Treasurer:** Paul McWilliam  
**Membership Secretary:** Jill Soos  
**Board Directors:** Mary Bodnar, Mona Nephin, Susan Morgan, Nadine Edmondson, Karen Sutherland



**Back Row (L-R):** Andy Kroeker, Mona Nephin, Jill Soos, Nadine Edmondson, Paul McWilliam  
**Front Row (L-R):** Susan Morgan, Mary Bodnar, Jane McGregor  
**Absent:** Mary Ellen Parker, Karen Sutherland, Rishi Sharma (Student Representative)



Executive Director, Andy Kroeker

Looking ahead, 2010-11 promises to be a year filled with challenges and new opportunities. We will start work on our next Strategic Plan that will help us set our priorities for the next three years. We will look at our policies and procedures with an eye to improving the quality of services we provide as we prepare for our accreditation in June 2011. Most importantly, we will continue to work on building a great organization that values its' employees, volunteers and clients. One of the strengths of the Centre is the dedication and commitment of the staff, volunteers and Board members. Thank you for all of your continued hard work that will help make this the best CHC in the province in the eyes of our clients, our staff, our community and our funders. I truly believe that we can do this together by Working with Pride, Telling our Story, Respecting each Other and Having Fun. I look forward to building on 17 years of success, and I challenge all of you to "Be the change that you want to see in the world."

Andy Kroeker

# Committed to Building a Healthier Community ...

## PRIMARY CARE SERVICES

- Assessment and Management of Health Conditions
- Ongoing Treatment of Chronic Illness
- Support for People with Terminal Illness
- Education and Support for Self Care
- Illness Prevention and Health Promotion
- After Hours On-call Services
- Laboratory Services
- Influenza Vaccination Clinics

## Accessible Service

Table 1 shows the age and sex of the clients served at the Centre. Table 4 shows that 94% of the people served live in a rural setting. More than 24,400 scheduled appointments were provided. Over 9,000 (up from 6,000) appointments were provided on the day that the client called. More than 4,800 clients were served over the phone.



**Administrative and Management Support Team**  
**Back Row from Left:** Bob Logan, Kate Dymock, Mary Stover, Andy Kroeker  
**Front Row from Left:** Heather Timson, Paula Alves, Marcy Machado, Katherine McLeod

## Our Team



**Primary Care Team Team**  
**Back Row from left:** Paula Cousins, Joy Scafe, Dr. Kevin Mardell, Rick VanderHeide, Krista Bodkin, Katrina Kalita  
**Front Row from left:** Kate Dymock, Aleccia Hofstetter, Karen Katsademas  
**Absent:** Dr. George Kim, Ashley Wright-Thompson, Dr. Ghassan Abushawish



## COMMUNITIES & RURAL FAMILIES

*Everyone is welcome to use the programs and community initiatives available to Children, Youth & Teens, Rural Families & Community and Seniors:*

- Arthritis Society Occupational Therapy
- Mental Health Services
- Volunteer Programs
- Resource Library
- Collective Kitchens
- Nutrition and Cooking Programs
- Footcare
- Asthma Education
- Diabetes Education *offered at many locations*
- Occupational Health Initiatives
- Environmental Group
- Community Health Promotion Programs: Health Education and Lifestyle Management
- Teddy Bear picnic

## Co-ordinated Service

The Centre coordinates the delivery of services through the use of case conferences, case coordination, consultation and referrals to other providers. WECHC partners with other organizations to provide co-ordinated access to education and care for Asthma, Arthritis, Stroke and Palliative Care. Tables 7 and 8 show the issues addressed for WECHC clients 13-24 years and those 25-49 years. Preventative medicine was provided to 27% and 53% of these clients respectively.



## Our Team



**Community Health Services Team**  
**Back Row from left:** Melanie McLeod, Mary Stover, Diane Van Dyk, Jessica Austin, Shelly Vergeer  
**Front Row from left:** Marie Bartlett, Cora King, Angela Geddes



**Asthma Team**  
**From left:** Francis White, Pam Wilton (SJHC)  
**Absent:** Aleccia Hofstetter, Dr. Kevin Mardell, Diane Van Dyk, Kate Dymock



**Diabetes Education Team**  
**Back Row from Left:** Margaret Intven, Marie Bartlett, Gwen Hammons, Amanda Degen  
**Front Row from Left:** Kate Dymock, Deb Page

Providing services that are flexible & responsive to client needs

Strengthening the capacity of individuals and the community

## CHILDREN, YOUTH & TEENS

- Mobile Well Baby Clinics
- Breastfeeding Support
- Prenatal Classes
- Parent Education Workshops
- Breast Pump Rentals
- Counselling
- Child, Youth and Family Events
- Child Wellness Programs at Elementary Schools
- Wellness Centre at West Elgin Secondary School
- Drop In Programs for Youths/Teens

## Holistic Service

The clients at the health centre receive co-ordinated service that is responsive to their needs. Over 1500 clients received care from two or more providers. The Centre's interdisciplinary approach results in the provision of holistic care. Table 3 shows referrals made within the Centre to other providers in order to meet the full range of clients needs. Table 5 and 6 show the top ten issues addressed for young families with children 0-6 and 7-12 years. Health Maintenance/Preventative medicine was the most frequent issue addressed within the 0-6 population.

Teaching, guiding and supporting the families in our community



## Our Team



**Let's Connect Team**  
**From Left:** Angele Geddes, Cora King, Marie Bartlett, Debi Feasey, Mary Stover



**Mental Health Team**  
**Back Row from left:** Melanie McLeod, Mary Stover, Bridget DeMarchi  
**Front Row from left:** Melanie Silos Crowell, Angela Geddes

## SENIORS

- Seniors Support Services
- Meals on Wheels
- Supportive Housing at Caledonia Gardens
- Seniors Luncheons
- Telephone Reassurance
- Nutrition and Cooking Programs
- Friendly Visiting
- Seniors Living with Vitality
- Volunteer Recognition
- Caregiver Support



**Assisted Living Team**  
**From Left:** Linda Buchan, Michelle Thibodeau, Elaine Wadden, Amy Walker, Mandy Schoelner, Vicky Heard, Sabrina De Cook, Betty Jo Drent  
**Absent:** Evelyn Clements, Christina Stuart, Joanne McGahan, Sharon Salvador, Shelley Marsh, Laurie Zander

## Timely Service

Ensuring that mature adults and seniors have access to a range of community support services including affordable and supportive housing helps them to live independently in western elgin. Table 9 shows the top ten issues addressed for clients 50-64 years of which 32% was health maintenance and preventative medicine. The Centre works closely with other important partners including the Southwest CCAC, Victorian Order of Nurses, Caledonia Gardens, West Lorne Heritage Homes and Bobier Villa to coordinate services to seniors. Table 10 shows the issues addressed for people over the age of 65.



Assisting seniors in maintaining and promoting their health and independence

## Our Team



**Community Support Services For Seniors Team**  
**Back Row from Left:** Shelly Vergeer, Mary Stover, Jean Leitch  
**Front Row from left:** Vicky Heard, Laurie Zander