



West Elgin Community Health Centre

Annual Report 2010–2011

Message from the Board Chair & Executive Director

2010–2011 at the West Elgin Community Health Centre was filled with hard work, dedication and commitment.

Our work with community partners was exciting and fruitful. For example, our collaboration with the Board of the West Lorne Heritage Homes resulted in the completed “Hub” on Munroe Street. This Hub will house a variety of Centre services including Seniors, Assisted Living, and Volunteer Services programs. Together with Elgin St. Thomas Public Health, we launched a Healthy Smiles program to provide dental services to clients in need of assistance. We also joined together with Community Health Centres across the province to participate in our first Community Health Week in which we celebrated the great work we do to improve the lives of our clients and communities.

This year we also signed off on our second M-SAA (Multi-Sectoral Accountability Agreement) with our primary funders at the South West Local Health Integration Network. The Agreement lays the foundation for the provision of services that drive our reporting and quality improvement priorities over the next three years. A copy of the Agreement can be found on our website. At the provincial level, extensive preparations were undertaken to prepare for the replacement of our Electronic Medical Record (EMR). The new EMR will result in improved quality of care for our clients as well as assist with the decision making processes for the Centre. Within our own Centre, a new Management Information System was also established this year to report and monitor costs across the organization and comply with legislated reporting requirements.

Indeed, the West Elgin Community Health Centre continues to maximize its’ financial resources and ended the year with a budget surplus. Some of this revenue was used for facility improvements and communications upgrades—such as a new electronic sign used to promote programs and activities. We are also proud that while the Centre experienced transitions at both the staff and board levels, quality service was still provided—as noted by the high satisfaction levels of our clients. Moving forward, our three year Strategic Planning process will help us to determine our future priorities. Your feedback and input will be so important to this effort.

As we celebrate our successes at the 18th Annual General Meeting, we recognize and thank the volunteers, staff and board for their dedication and hard work, and the community for its continued support. In closing, *“never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has.”*



*Our Board of Directors:
Changing the World Today.*

Back: Andy Kroeker (Executive Director), Nadine Edmondson (Secretary/Treasurer), Karen Sutherland (Vice Chair), Sherry Frizzell
Front: Jenica Slaats (Student Representative), Mona Nephin, Jill Soos (Membership Secretary), Tom Hurley
Absent: Jane McGregor (Chair), Jonathan Wolf



Jenica Slaats Andy Kroeker

The Staff Who Make It All Happen!



Back Row: Heather Timson, Gwen Hammons, Melanie Silos-Crowell, Michelle Thibodeau, Laurie Zander, Becky Thompson, Vicky Heard, Paula Alves, Stephanie Skelding

Fourth Row: Rick VanderHeide, Deb Page, Kevin Mardell, Cora King, Belinda Burger, Tobi Maniacco, Jeannie Leitch, Betty- Jo Drent, Case Stromenberg, Kate Dymock

Third Row: Katherine McLeod, Sabrina De Cook, Marie Bartlett, Linda Buchan, Yvonne Rastin, Nichole Wells

Second Row: Larissa Lenhardt, Nicole Papps, Rasa Roberts, Krista Bodkin, Shelley Marsh, Mandy Schoelier, Sharon Salvador, Andy Kroeker

Front Row: George Kim, Aleccia Hofstetter, Christina Stuart, Margaret Intven, Lindsay Damen, Joy Scafe, Diane VanDyk

Absent: Cindy da Costa, Bridget de Marchi, Debi Feasey, Katrina Kalita, Yvonne MacDonald, Marcy Machado, Joanne McGahan, Kim McCreadey, Shelly Vergeer

Bob Logan

This year the team at the West Elgin Community Health Centre experienced the sudden illness and passing of Bob Logan. Bob brought an honest and direct approach to the team. In addition, he gave generously of his personal time to benefit others in our community. We will honour Bob's presence at WECHC with a tree planting at the Centre. Bob will be forever missed by the many lives he touched. Our thoughts remain with his family.



Forever Giving of Their Time...



Back Row: Shelly Vergeer (Coordinator of Community Support Services for Seniors), Luke Stacey, Andy Kroeker (Executive Director), John St. Pierre, Norma Schnekenburger, Bonnie Chambers, Pat McCallum, Julie Campbell-Peters, Bill Graham, Joyce Baker, Bonnie Robertson, Karen Kendrick-Diamond, Eve Devine, Audrey Roodzant, Gord Parkinson, Nancy Labadie, Don Greer, Joan Neil, Jeannie Leitch (Program Assistant)

Middle Row: Jennifer Blanchard (WETN Dispatcher), Jean Welch, Charlie Cronkite, Albert Ford, Agnes Gosnell, Margaret Swoboda, Beatrice Hogleund, Sandy Cahill, Donna Miller, Chris Kirschner, Sharon Rees, Jane Anton, Gary Long, Ed Mylrea

Front Row: Keith Kelly, Marie Kelly, Catherine Ford, Maria Silveira, Marie Oliveira, Ange Welch, Bob Coles, Mary Verbeek, Thea Long, Mary Mylrea

Absent: Claire Champ, Sharon Chew, Les Welch, Louise Welch, Elaine Brown, Normand Jacques-Morencie, Barb Edwards, Cathy Attridge, Leslie Galbraith, Jean Georgevich, Michael Rowe, Bonnie Rowe, Christine Fehr, Dave Witroway, Luisa DaCosta, Liz McNeill, Catherine McAlpine, Ruth Hockin, Duncan Morrison, Helen Kovacs, Pat McCallum, Angus McLain, Karen Roos, Pam Page, Ben Sloetjes, Phyllis McNeil, Bill Vandenbrink, Eileen McTavish, Jill Soos, Jean VanNuland, Joe VanNuland, Shirley Walker, Michelle Ward, Brenda VanBree, Margaret Perry, Sierra Poels, Logan Poels, Maya Maniacco, Domenic Maniacco, Gino Maniacco, Garnet Stacey, Bill Miller, Carri Proulx, Lynn Scullund, Jackie Littlejohn, Courtney VanDyk, Kathy Corneil, Bob Lautebauch, Valerie Horvath

*“Thank you
to
our
Volunteers!”*

This year, many dedicated volunteers participated in a variety of activities including the Community Christmas Dinner, Teddy Bear Picnic, Farmer’s Market, Bingos, Seniors Luncheons, Friendly Visiting, Meals on Wheels, transportation driving, administrative support and Board of Directors. Volunteers offer anywhere from one to many hours per month in one-time events or ongoing programming commitments. Volunteers are passionate about others and willing to give freely of themselves to make a difference—one person at a time.

This year’s theme for National Volunteer Week was Volunteers: Passion, Action, Impact. Canada’s volunteers are real-life superheroes who accomplish heroic feats with impact. They may not be faster than a speeding bullet, and they may not be able to leap tall buildings in a single bound, but their contributions are most definitely creating community change that is more powerful than a locomotive!

Just to give you an idea how many hours our volunteers put in this year: Meals on Wheels volunteers delivered 2113 meals, transportation volunteers provided 3992 rides, congregate dining or senior luncheon volunteers provided 4035 meals, friendly visitor/telephone reassurance volunteers provided 1723 visits for a total of 6011 hours this year (wow!) Volunteers play a vital role in our community. Across Canada, volunteers like ours are engaged in delivering services and programs that improve and enhance the life of all of us.

Mental Health

The Mental Health Team is responsible for providing counselling and support services and resources to individuals of all ages from young children to seniors and their families. The issues include but are not limited to grief, loss, anxiety, separation, divorce, parenting, anger, trauma, stress, suicidal thoughts, difficulties coping, violence, sexual abuse and elder abuse.

The team consists of three registered social workers, a psychiatric nurse from Regional Mental Health Care—St. Thomas and a case manager from the Canadian Mental Health Association. We also have a consulting paediatric psychologist and psychiatrist on a bi-monthly basis. These services are available, through the Mental Health Team, for appropriate clients.

Did you know?

- This year, we provided more than 1300 visits to more than 200 clients in our care.

Nutrition

Nutrition Services consists of a Registered Dietitian who translates evidence-based nutrition information into easy to understand, practical recommendations for clients. Our dietitian helps with nutrition strategies for disease prevention, management, and treatment; gastrointestinal concerns; allergies; and lifestyle choices such as vegetarianism. Visits can be individual or family centered and include children, adults and seniors. You can see our dietitian at the Centre or in Dutton at the Dutton Medical Centre. We run a variety of programs including Kitchen Kids, Baby Food Making, *Krazy Kitchen*, Men's Cooking and *What's for Supper?*

Did you know?

- You do not have to be a client of our doctors and nurse practitioners to see a dietitian; self-referral forms are available.
- Nutrition Services are available to West Elgin Secondary School students by appointment at the Wellness Centre.



Diabetes

Our two Diabetes Teams work with people 18+ living with Type I, Type II and pre-diabetes. We provide information, support and resources on an individual or group basis. Each team consists of a registered nurse and a registered dietitian. One team is based in West Lorne but also travels to Dutton to see clients. The other team is based in Aylmer but also see clients in Straffordville.

We see people who are doing well and people who have challenges controlling their blood sugar. Some people come for full support in managing their diabetes and some simply want travel tips and resource information.

Did you know?

- This year we saw just under 800 clients in 2740 individual visits plus many group and community visits.
- You can get a referral to see us from your doctor or call us yourself today!

Primary Care

The Primary Health Care Team consists of Medical Doctors, Nurse Practitioners, Registered Nurses and Registered Practical Nurses. We provide education, diagnosis, treatment and support of acute and chronic health needs, preventive care, rehabilitative care and palliative care—all through a team approach.

Early detection of illness can be important for early treatment and best outcomes. Screening for health concerns at certain times over the lifespan can help keep you healthy. Even if you are well, it is important to think about your health.

This fiscal year we experienced some changes on the team. We focused on recruitment to fill our physician and nurse practitioner vacancies. As of March 31, 2011, we have hired a nurse practitioner to start in May and a new physician to join later in June.

Did you know?

- The team provided clinical care to approximately 1700 clients.
- The team completed more than 14,000 encounters with clients over the year.

*“Together
we’re making
Healthy
Lifestyle
Choices
to
Prevent
Illness.”*

Chiropody

Our Chiropodist is a member of our Clinical Team. Chiropodists are governed and regulated by the College of Chiropodists of Ontario. This regulatory body is similar to the College of Physicians and Surgeons and the College of Nurses.

A Chiropodist is responsible for the assessment, prevention, treatment and education of foot health issues. Cases seen in WECHC include; ingrown nails, corns, calluses, warts, diabetes and diabetes related complications including wounds. Mechanical issues are also treated by assessing footwear and prescription of foot and ankle foot orthoses. We also have the ability to treat soft tissue injuries with therapeutic ultrasound, laser and sport taping.

Did you know?

- Over the last year our Chiropodist has finished a course in pharmacology which has increased his prescription writing privileges to include oral anti-inflammatories and antibiotics. He has also completed his Bachelor of Science in Podiatry and is enrolled at UWO for his Masters in Wound Healing. Because of his relationship with the Diabetes Team any assistance in the area of wound healing will be beneficial for clients and make us a centre of excellence in this area of treatment.
- Our chiropodist completed approximately 2300 appointments at WECHC, 215 appointments at Dutton Medical Centre and 90 appointments at Bobier Villa.



Let's Connect

The Let's Connect Team promotes wellness by providing free programs and services for families and individuals with children up to 12 years of age. The team consists of a Registered Nurse, a Registered Dietitian, and a Registered Early Childhood Educator.

Did you know?

- Our annual Teddy Bear Picnic has seven partner agencies and 150 participants.
- We averaged seven participants each week in Kids in the Kitchen,
- We averaged nine individuals each week at our Grow with Baby programs located in Rodney, West Lorne & Dutton.
- We have hospital grade breast pumps available for rent.
- *What's for Supper?* is a program designed to help families prepare nutritious meals while being budget aware using ingredients from weekly grocery store flyers.
- Our monthly newsletter reaches more than 100 families and agencies.
- Infant Massage, Infant Sign Language and Wee Exercise are offered throughout the year for parents and their infants.



Health Promotion/System Navigation

This year the health promoter role evolved to include a systems navigation function. The systems navigator role is at a “systems” level with an emphasis on connecting, linking, and supporting the client for overall health. We assess clients— looking at the social determinants of health (peace, shelter, safety, food security, education, income, justice, safe stable environments and sustainable resources). We work with the individual to set goals, then link them with the most appropriate services available. The Systems Navigator intervention is supportive but not therapeutic in nature.

These providers work with individual clients and with several community partners to empower community members as they take an active role in their health and well being. Some examples of the partnerships and programs related to Health Promotion are: Active Elgin Coalition – Active Elgin Guide and Days, United Way, Transportation Action Group, Thames Valley Stroke Council, MPower (Cactus, Cattle and Cowboy Farmer's Market), Elgin St. Thomas Public Health (Healthy Smiles Ontario Program).

Did you know?

- In 2011/12 we will implement additional programs including: Client/Caregiver program: Healthy Living Tips – Care for your loved one without losing yourself, Youth Safety Day, Smoking Cessation programs, and Chronic Disease Self-Management.

Seniors and Disabled Adults

Community Support Services for Seniors and Disabled Adults are an important link in our community. These programs enable seniors and disabled adults to remain independent in their own homes or communities for a longer period of time. All seniors/disabled adults of West Elgin and Dutton/Dunwich communities are eligible to access the following services: Meals on Wheels and/or Frozen Meals, Transportation, Friendly Visiting and/or Telephone Checks, Seniors Luncheons, and Caregiver Support and Education. A new program this year was our knitting group. This well-attended group has made a huge impact not only on the participants but for the recipients of the beautiful handiwork. Several dolls made by the group members have been donated to the OPP, EMS and Victim Services Elgin to help comfort little ones in difficult situations.

Assisted Living

The Assisted Living Program provides personal care and homemaking assistance to seniors and disabled adults in their homes. Currently there is funding to provide support to people who live in the following apartment complexes: Caledonia Gardens ~ Dutton, Caledonia Two ~ Dutton, Heritage House ~ West Lorne, 144 Main Street ~ West Lorne.

Did you know?

- Our team of Personal Support Workers provided almost 8000 care visits annually to 24 clients enabling them to stay in their homes.

Heritage Homes Community Hub

The Heritage Homes Community Hub is a collaboration between West Lorne Heritage Homes, the West Elgin Community Health Centre and the Municipality of West Elgin. Funding was from the Infrastructure Stimulus Funding program with the Federal and Provincial governments each providing one-third of the total cost.

The Hub is physically linked to Heritage House, a 16 unit apartment building constructed in 2008. The multi-purpose building will offer space for service offices, consultation, meetings and recreation programs. The services and programs located in the Hub will be designed with the goal of strengthening the community's capacity to promote aging in place for all seniors and adults who are physically disabled and the continued promotion of the Aging at Home strategy. The facility will be open to all members of the community with a focus on seniors/disabled adults who wish to use the space, programs and services.



Opportunities will be created for community members to share their knowledge, resources and expertise. This will include peer supported information and referral services that will link people to programs and services within and outside the Hub. The Hub adds new public infrastructure to the community that will benefit West Lorne and the West Elgin community and provides a central location where seniors and others can access information and resources.

Our Partners

We couldn't do, what we do, without. CMHA - Elgin Branch, Dutton Co-operative Child Care Centre, Bereavement Resource Council of Elgin, Eagle Adult Club, Bobier Villa, West Elgin Secondary School, West Elgin Senior Elementary School, Aldborough Public School, Dunwich-Dutton Public School, St. Mary's Catholic School, Ontario Early Years Centre, Four Counties Health Services, YWCA St. Thomas Elgin, Employment Services Elgin, Elgin St. Thomas Health Unit, Violence Against Women Services Elgin County, St. Thomas Elgin General Hospital, Family and Children's Services of St. Thomas Elgin, Southwestern Ontario Rural Regional Medicine, Kiwanis Club of Rodney, Elgin and St. Thomas Housing Corporation, South West Community Care Access Centre, The University of Western Ontario, Fanshawe College, Municipality of West Elgin, Municipality of Dutton/Dunwich, Municipality of Bayham, MCC Aylmer Resource Centre, Elgin-Oxford Legal Clinic, The Chronicle, The Canadian Red Cross Society, Ontario Healthy Communities Coalition, Regional Mental Health Care-St. Thomas, Elgin Community Futures Development Corporation, Gamma Dyna Care Laboratories, United Way of Elgin St. Thomas, The Arthritis Society, Dutton and District Lions Non-Profit Housing (Caledonia Gardens), Alzheimer Society Elgin-St. Thomas, St. Thomas-Elgin Safe Communities Coalition, VON Elgin Middlesex, Beattie Haven, West Elgin Support Services, West Lorne Heritage Homes, Addiction Services of Thames Valley, Tiny Tots Co-operative Nursery School.

Our Budget and Our Funders



**West Elgin
Community Health
Centre**

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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.

2010-2011 Statement of Financial Activities Year Ended March 31, 2011

	2011 \$	2010 \$
Revenue		
Government Funding	4,592,898	4,435,670
Grants and Program Funding	51,728	132,868
Consumer Income	38,653	33,821
Interest	0	14,192
Local Use	13,785	6,672
Other	46,091	65,326
Amortization of deferred capital contributions	<u>161,130</u>	<u>148,847</u>
	4,904,285	4,837,396
Expenses		
Salaries and wages	2,258,994	2,326,901
Benefits	653,221	543,729
Nurse Practitioners remuneration	145,849	251,910
Medical staff remuneration	652,475	599,317
Medical and surgical supplies	26,476	38,238
Supplies and sundry	637,712	644,780
Equipment expenses	16,604	21,798
Contracted out	83,739	25,618
Building and grounds	37,026	64,262
Amortization	<u>167,097</u>	<u>148,847</u>
	4,679,193	4,665,400
Excess of revenue over expenses, prior to funding repayable	225,092	171,996
Funding repayable, Ministry of Health and Long-Term care	<u>189,973</u>	<u>171,583</u>
Excess of revenue over expenses	35,119	413
Net assets, beginning of year	<u>62,468</u>	<u>62,055</u>
Net assets, end of year	97,587	62,468

