

# 2020-21



West Elgin  
Community  
Health Centre

2020-21  
**ANNUAL REPORT**



**Thank You**  
to our dedicated staff,  
volunteers,  
Board of Directors,  
clients and  
communities



# Accomplishments 2020-21

COVID! COVID! COVID! That pretty much sums up 2020-21 at the Health Centre. The “once in a lifetime” global pandemic that was just getting started in April 2020 continued throughout the year, with the third wave taking off as the fiscal year ended in March 2021.

The Centre initially had to cancel all in person programs and stopped seeing people face to face as plans were developed on how to deliver care and services safely. Staff quickly switched to working from home and wrestled with technology and space challenges that were thrown their way. Our amazing team pitched in and bravely worked to keep everyone safe and switched to offering care and services virtually by phone and video. Some were very innovative and courageous, using social media to deliver new programs. Others brought in a lot of new funding to help us meet the growing food security, housing, and other needs in the area.

Staff undertook new tasks, whether screening people for symptoms at the door or trying to decipher the numerous, often conflicting guidance from our funders and other authorities. They became experts in infection control processes and personal protective equipment. They went from not knowing what Zoom was to getting Zoom fatigue from being on it constantly. Our exceptional staff did all this and more and deserve our thanks and admiration for going above and beyond their regular duties. Many of them did this while also juggling virtual home schooling for their children, along with their other day-to-day concerns and stressors.

As many of our partners were forced to temporarily close their doors, the Centre stayed open throughout the pandemic, often making things up as we went along to meet the changing needs of our clients and communities. We are grateful to the many new partners and great people in the community who stepped forward to help over the past year.

A major highlight occurred in January, with the launch of a COVID testing centre in the parking lot. This was appreciated by the community as it saved people from having to drive to St. Thomas or London to take a test.

Looking ahead, we know that COVID reduced the number of clients who were seen at the Centre and across the healthcare system. It will be a major challenge for all of us to work together to reduce the longer wait times caused by COVID. We also know that many people have preferred a phone visit instead of an in-person appointment. We expect that this will continue in the future when it is appropriate, and both the provider and client agree to do so.

While COVID was the main focus at the Centre, there were other major accomplishments during the year:

- Long service awards celebrated Paula Alves 25 years of dedicated service
- Implementation of a new electronic medical record
- Replacement of the Centre’s parking lot, sidewalks, boiler, hot water system and flooring
- Launch of the Housing Stability Coalition and the hiring of a Homelessness Systems Navigator
- Major upgrade of the Centre’s website
- Elgin Ontario Health Team finalized their Vision, Guiding Principles and Values and submitted a full application to the Ministry of Health for approval

Thanks to all our incredible staff, volunteers and community partners for your dedication and hard work during a year like no other. As the fiscal year ended in March, the promise of vaccinations raised the glimmer of hope that there will be an end to the pandemic, but the journey is not over yet. Take care of yourself, and each other!

Sincerely,



David James  
Board Chair



Andy Kroeker  
Executive Director



# M-SAA Indicator Tracking 2020-21

The Health Centre signs a multi-year Multi-Sectoral Accountability Agreement (M-SAA) with our main funder Ontario Health West (formerly South West Local Health Integration Network). For each year in the agreement the targets and corridors are set for the indicators. New indicators may be added and old ones dropped. The results are reported to the funder of Q2 (April 1 - September 30), Q3 (December 31) and Q4 (March 31) each year. As shown below green results are meeting the target, yellow are within the acceptable corridor while red are not meeting the expected results. The Health Centre uses this information to show the areas that require review, are reflective of staff vacancies or areas that may need more attention.

## M-SAA Indicator Tracking 2020/21

Indicator	Q4 YTD	Q4 Proposed Target YTD 20/21	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
<b>Schedule E1: Core Indicators</b>				
Balanced Budget - Fund Type 2	1.5%	50	50	50
Proportion of Budget Spent on Admin	21.8%	20.0%	16.0%	24.0%
<b>Schedule E2a: Clinical Activity-Detail</b>				
General Clinic Individuals Served	2,534	2,280	2,052	2,508
General Clinic Service Provider Interactions	11,164	14,139	13,432	14,846
Foot Care Individuals Served	313	480	384	576
Foot Care Service Provider Interactions	1,163	1,800	1,620	1,980
Nutrition Individuals Served	176	200	160	240
Nutrition Group Sessions	17	35	28	42
Nutrition Group Participant Attendance	369	425	340	510
Nutrition Service Provider Interactions	369	360	288	432
Physiotherapy Individuals Served	327	350	280	420
Physiotherapy Group Sessions	49	60	48	72
Physiotherapy Group Participant Attendance	221	150	120	180
Physiotherapy Service Provider Interactions	1,816	1,800	1,620	1,980
Counselling Individuals Served	290	322	258	386
Counselling Group Sessions	11	36	29	43
Counselling Group Participant Attendance	56	430	344	516
Counselling Service Provider Interactions	1,671	1,872	1,685	2,059
Chronic Disease Individuals Served	413	225	180	270
Chronic Disease Group Sessions	18	60	48	72
Chronic Disease Group Participant Attendance	126	300	240	360
Chronic Disease Service Provider Interactions	1,507	1,000	900	1,100
Diabetes Individuals Served	730	950	808	1,093
Diabetes Group Sessions	0	20	16	24
Diabetes Group Participant Attendance	0	175	140	210
Diabetes Service Provider Interactions	3,376	3,075	2,768	3,383
Health Promotion Individuals Served	176	100	80	120
Health Promotion Group Sessions	14	50	40	60
Health Promotion Group Participant Attend	275	500	400	600
Health Promotion Service Provider Interact	769	350	280	420
Healthy Child Individuals Served	393	125	100	150
Healthy Child Group Sessions	94	150	120	180
Healthy Child Group Participant Attendance	998	1,700	1,530	1,870

## M-SAA Indicator Tracking 2020/21

Indicator	Q4 YTD	Q4 Proposed Target YTD 20/21	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Healthy Child Service Provider Interactions	546	450	360	540
Meals Delivery Individuals Served	86	65	52	78
Meals Delivered Combined	5,010	3,800	3,420	4,180
Congregate Dining Individuals Served	421	470	376	564
Congregate Dining Attendance Days	7,154	5,000	4,750	5,250
Transportation Visits	2,391	4,500	4,050	4,950
Transportation Individuals Served	104	150	120	180
Assisted Living Resident Days	8,596	9,125	8,669	9,581
Assisted Living Individuals Served	43	28	22	34
Caregiver Support Visits	1,196	2,000	1,800	2,200
Caregiver Support Individuals Served	119	330	264	396
Visiting Social and Safety Visits	3,052	1,700	1,530	1,870
Visiting Social and Safety Individuals Served	181	100	80	120
<b>Schedule E2b: CHC Sector Specific Indicators</b>				
Cervical Cancer Screening Rate (PAP Tests)	64%	79.0%	63.2%	94.8%
Colorectal Screening Rate	56%	90.0%	72.0%	100.0%
Inter-professional Diabetes Care Rate	86%	95.0%	76.0%	100.0%
Influenza Vaccination Rate	65%	70.0%	56.0%	84.0%
Breast Cancer Screening Rate	54%	74.0%	59.2%	88.8%
Retention Rate (NPs and Physicians)	102%	86.0%	68.8%	100.0%
Access to Primary Care	83%	75.0%	71.3%	78.8%

Green is meeting the target, yellow is meeting the corridor, while red is not meeting the corridor.

% Green	38%
% Yellow	19%
% Red	43%
<b>Total</b>	<b>100%</b>

### Our Mission

The West Elgin Community Health Centre team works with our communities and our partners to provide accessible, high quality health care, health promotion and community support services.

### Our Vision

We envision caring and vibrant communities where people achieve and maintain the highest possible level of well-being.

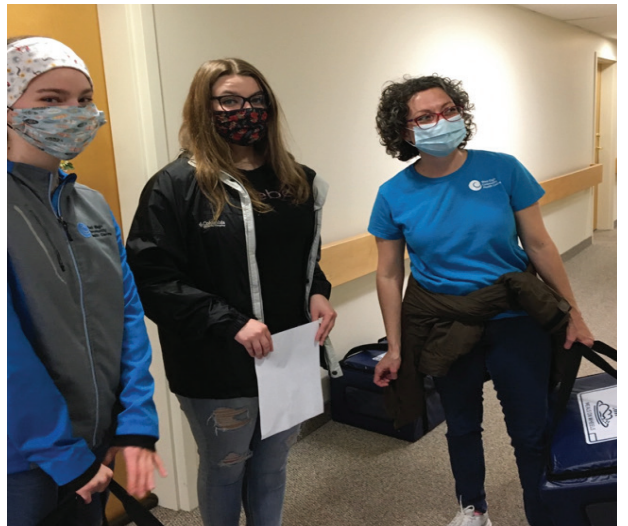
### Our Values

- Person- Centred and Community- Centred
- Service Excellence
- Teamwork
- Accountability
- Leadership
- Respect



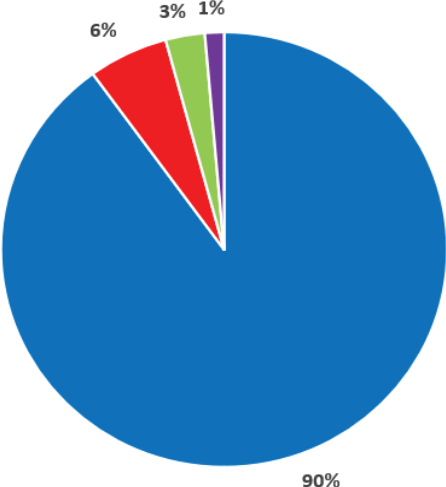
# Covid-19 Pandemic

"We are All in This Together"



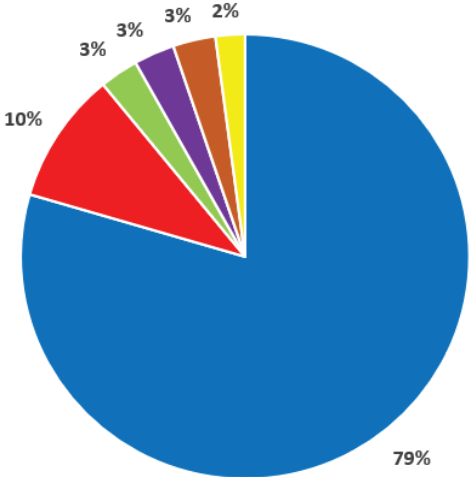
# Financial Operations For the Year Ended March 31, 2021

## Revenues (\$6.8 Million)



- Government Funding \$6,075,394
- Other \$390,876
- Amortization of Deferred Capital Contributions \$191,808
- Consumer Income \$93,397

## Expenses (\$6.7 Million)



- Salaries and Benefits \$5,288,776
- Supplies and Sundry \$636,641
- Contracted Out \$185,500
- Building and Grounds \$195,230
- Amortization \$204,298
- Equipment and Medical Supplies \$140,387

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For the complete set of financial statements please visit our website at [wehc.on.ca](http://wehc.on.ca)



# 2020-21



## Building Caring, Vibrant, Healthy Communities

West Elgin Community  
Health Centre  
153 Main Street,  
West Lorne, Ontario N0L 2P0  
T 519-768-1715 F 519-768-2548

East Elgin Diabetes  
Education Program  
424 Talbot Street West, Unit L5  
Aylmer, Ontario N5H 1K9  
T 519-765-4797 F 519-765-4977

[wehc.on.ca](http://wehc.on.ca) - [info@wehc.on.ca](mailto:info@wehc.on.ca)



The West Elgin Community Health Centre wishes to thank its funders for their continued support: Ontario Health West and the United Way of Elgin Middlesex.