

2021-22

A word cloud graphic on a dark background. The words are arranged in various orientations and sizes. Key terms include: **Anti-racisme**, **Soins de santé implacable**, **Equité en santé**, **Intersectionality**, **Équité numérique**, **Justice sociale**, **Déterminants sociaux de la santé**, **Wellbeing**, **Health care**, **Systemic inequities**, **Accountability**, **Health equity**, **Bold, strategic, relentless**, **Iniquités systémiques**, **Anti-racism**, **Partenariat**, **Allyship**, **ACCESS**, **Health**, **Humilité**, **INCLUSION COMMUNITY**, **Anti-oppression**, **Health Equity**, **Charter**, **ACCÈS**, **COMMUNAUTÉ**, **Transformative Change**, **Solidarité**, **Digital equity**, **INCLUSION**, **Indigenous Health in Indigenous Hands**, **Humility**, **Social justice**, **Human rights**, **ACTION**.

Alliance for Healthier Communities
Alliance pour des communautés en santé

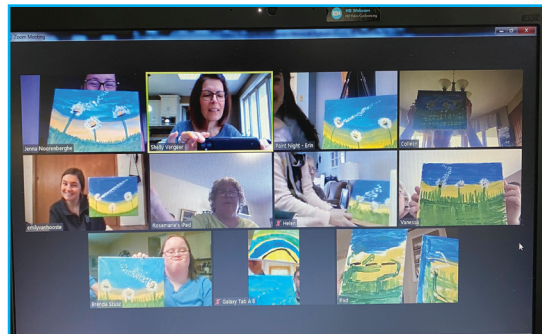


West Elgin
Community
Health Centre

2021-22
ANNUAL REPORT

Thank You

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



Accomplishments 2021-2022

While our staff, clients and communities wanted to put COVID in the rear-view mirror, the pandemic continued for another year... and counting. The second year brought the promise of vaccinations, but it also took a large toll on the Centre and across the health care system as Delta and Omicron made their presence felt. Once again plans were made and then readjusted throughout the year as circumstances changed.

The Assessment Centre continued with COVID testing and thousands of vaccinations were provided as we partnered with Southwestern Public Health and other community partners to provide the “shots in the arm” the community needed. The Centre introduced a vaccination policy in September and continued to educate clients about the pandemic and how to reduce their risk. Over the year, we gradually increased the amount of time that staff spent on site as programs and services determined which client appointments could still be completed virtually, mostly by phone.

In other activities, the Centre participated in the work of the Elgin Ontario Health Team (OHT) whose mandate is to improve healthcare across the County. Major milestones included approval of the Collaborative Decision-Making Agreement in the summer, formal approval of the OHT in September, the receipt of funding in February, and the hiring of the Executive Director in March.

The Centre was also actively involved in responding to the challenges caused by the housing affordability crisis. The Centre commissioned the Elgin County Housing and Homelessness Needs Assessments report in the fall and supported the planning and development of the Temporary Emergency Shelter pilot from mid February to the end of March.

The Centre also became more active in the areas of Justice, Equity, Diversity and Inclusion and started to draw attention to Indigenous injustice.

On May 31, the Centre lowered the flag to half staff to honour the memory of the 215 children’s graves found in Kamloops. On June 21, the Centre raised the Canadian Indigenous Flag for the first time on National Indigenous Peoples Day. On September 30, staff wore orange shirts, and the Canadian Indigenous Flag was raised to support the first National Day for Truth and Reconciliation. Also, on August 9, the fifth annual raising of the Pride flag was held at the Centre to celebrate Elgin County Pride.

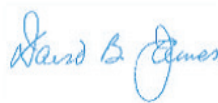
One of the other priorities during the year involved reviewing policies and procedures in preparation for our virtual Accreditation in December. The Centre was notified in March that it had been successfully accredited by the Canadian Centre for Accreditation.

Other highlights during the year include:

- \$80,000 in new base funding to allow for the care of two more Assisted Living clients
- \$3 per hour temporary (later permanent) top up pay for our Personal Support Workers
- Assisted Living Personal Support Workers office opened in Dutton
- Best Weight, Plant Grow Harvest and other programs
- Elgin Business Resource Centre’s 2021 Creating Healthy Workplaces Award in June
- Alliance for Healthier Communities Digital Equity Champion award for Digital Navigator and iPad Loan Program

Thanks to all our incredible staff, volunteers and community partners for your dedication and hard work during a second straight year like no other. Please take care of yourself, and each other!

Sincerely,



David James
Board Chair



Andy Kroeker
Executive Director

M-SAA Indicator Tracking 2021-22

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.

WECHC M-SAA Indicator Tracking 2021/22				
Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 21/22	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Schedule E1: Core Indicators				
Balanced Budget - Fund Type 2	1.1%	\$0	\$0	\$0
Proportion of Budget Spent on Admin	21.8%	20.0%	16.0%	24.0%
Schedule E2a: Clinical Activity-Detail				
General Clinic Individuals Served	2,635	2,280	2,052	2,508
General Clinic Service Provider Interactions	13,371	14,139	13,432	14,846
Foot Care Individuals Served	412	480	384	576
Foot Care Service Provider Interactions	1,681	1,800	1,620	1,980
Nutrition Individuals Served	315	200	160	240
Nutrition Group Sessions	35	35	28	42
Nutrition Group Participant Attendance	842	425	340	510
Nutrition Service Provider Interactions	436	360	288	432
Physiotherapy Individuals Served	358	350	280	420
Physiotherapy Group Sessions	263	60	48	72
Physiotherapy Group Participant Attendance	911	150	120	180
Physiotherapy Service Provider Interactions	1,687	1,800	1,620	1,980
Counselling Individuals Served	288	322	258	386
Counselling Group Sessions	16	36	29	43
Counselling Group Participant Attendance	59	430	344	516
Counselling Service Provider Interactions	1,613	1,872	1,685	2,059
Chronic Disease Individuals Served	345	225	180	270
Chronic Disease Group Sessions	50	60	48	72
Chronic Disease Group Participant Attendance	281	300	240	360
Chronic Disease Service Provider Interactions	1,430	1,000	900	1,100

WECHC M-SAA Indicator Tracking 2021/22

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 21/22	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Diabetes Individuals Served	821	950	808	1,093
Diabetes Group Sessions	1	20	16	24
Diabetes Group Participant Attendance	4	175	140	210
Diabetes Service Provider Interactions	3,670	3,075	2,768	3,383
Health Promotion Individuals Served	167	100	80	120
Health Promotion Group Sessions	44	50	40	60
Health Promotion Group Participant Attend	452	500	400	600
Health Promotion Service Provider Interact	546	350	280	420
Healthy Child Individuals Served	640	125	100	150
Healthy Child Group Sessions	137	150	120	180
Healthy Child Group Participant Attendance	2,005	1,700	1,530	1,870
Healthy Child Service Provider Interactions	576	450	360	540
Meals Delivery Individuals Served	90	65	52	78
Meals Delivered Combined	5,113	3,800	3,420	4,180
Congregate Dining Individuals Served	448	470	376	564
Congregate Dining Attendance Days	8,436	5,000	4,750	5,250
Transportation Visits	2,651	4,500	4,050	4,950
Transportation Individuals Served	129	150	120	180
Assisted Living Resident Days	8,382	9,125	8,669	9,581
Assisted Living Individuals Served	42	28	22	34
Caregiver Support Visits	1,303	2,000	1,800	2,200
Caregiver Support Individuals Served	98	330	264	396
Visiting Social and Safety Visits	2,749	1,700	1,530	1,870
Visiting Social and Safety Individuals Served	112	100	80	120

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 21/22	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Schedule E2b: CHC Sector Specific Indicators				
Cervical Cancer Screening Rate (PAP Tests)	61%	79.0%	63.2%	94.8%
Colorectal Screening Rate	73%	90.0%	72.0%	100.0%
Inter-professional Diabetes Care Rate	83%	95.0%	76.0%	100.0%
Influenza Vaccination Rate	49%	70.0%	56.0%	84.0%
Breast Cancer Screening Rate	71%	74.0%	59.2%	88.8%
Retention Rate (NPs and Physicians)	106%	86.0%	68.8%	100.0%
Access to Primary Care	87%	75.0%	71.3%	78.8%
Green is meeting the target, yellow is meeting the corridor, while red is not meeting the corridor.				
% Green	47%			
% Yellow	30%			
% Red	23%			
Total	100%			

Celebrating Excellence

Service Milestones Celebrated in 2021

2 Years of Service

Michelle Apfelbeck
Said Chams
Laurraine Hammersley
Lexi Leitch
Pieter Scholtmeijer

PSW, Assisted Living
Chiroprapist
PSW, Assisted Living
Accountant
Accessible Van Driver

5 Years of Service

John Mockler
Kristyn Munroe
Kasia Rycerz

Director, Finance and Operations
Child and Youth Worker
Family Physician

20 Years of Service

Shelly Vergeer - Coordinator, Community Support/Volunteer Services



10 Years of Service

Betty-Jo Drent
Marie Morley
Yvonne Rastin

Staffing Coordinator
Dietitian, Diabetes Program
PSW, Assisted Living

15 Years of Service

Rick van der Heide

Chiroprapist



Canadian Centre for Accreditation
Excellence in community services
Centre canadien de l'agrément
L'excellence en matière de services communautaires

T 416-239-2440 F 416-239-5074
500A-970 Lawrence Avenue West, Toronto ON M6A 3B6
500A-970, avenue Lawrence Ouest, Toronto ON M6A 3B6
info@canadiancentreforaccreditation.ca
info@centrecanadiendelagrément.ca

March 3, 2022

David James
Board Chair, West Elgin Community Health Centre
153 Main Street
West Lorne, ON N0L 2P0

PRIVATE AND CONFIDENTIAL

Dear David James,

On behalf of the Canadian Centre for Accreditation, we are pleased to inform you that the accreditation of West Elgin Community Health Centre has been approved for the period of **March 2, 2022 to March 1, 2025**, which is your "accreditation term."

Congratulations to your board and staff on your organization's accreditation. We encourage you to celebrate your accomplishments and successes.

To publicize your accreditation, we recommend the following wording: "West Elgin Community Health Centre is proud to be accredited through the Canadian Centre for Accreditation, a third-party review based on accepted organizational practices that promote ongoing quality improvement and responsive, effective community services."

Please visit the GoCCA website's How to Promote your Accreditation section for CCA logos, sample press releases, and social media tools to help promote your accreditation. You can also order additional accreditation certificates and accreditation banners from this How to Promote your Accreditation web page (GoCCA password-protected).

Please also visit the Maintain Your Accreditation section on the password-protected GoCCA website for information on maintaining your accreditation including the Quality Update policy and form.

Yours sincerely,

Accreditation Achievement March 2022 - 2025

cc: Andy Kroeker, Executive Director, WECHC
Barry Fellingner, Director, Community Health Services, WECHC

Encl. Final Report
CCA Accreditation Certificates will follow

www.canadiancentreforaccreditation.ca

www.centrecanadiendelagrément.ca

Centre Recognition June 2021



A Community Futures Development Corporation

The Healthy Workplace Committee's purpose is "to facilitate the incorporation of a wellness strategy within West Elgin Community Health Centre that promotes team cohesiveness and a healthy work-life."

During the pandemic we have all experienced uncertainty, fear and challenges we never would have imagined.

The pandemic made our Committee's purpose even more important for staff at the Centre.

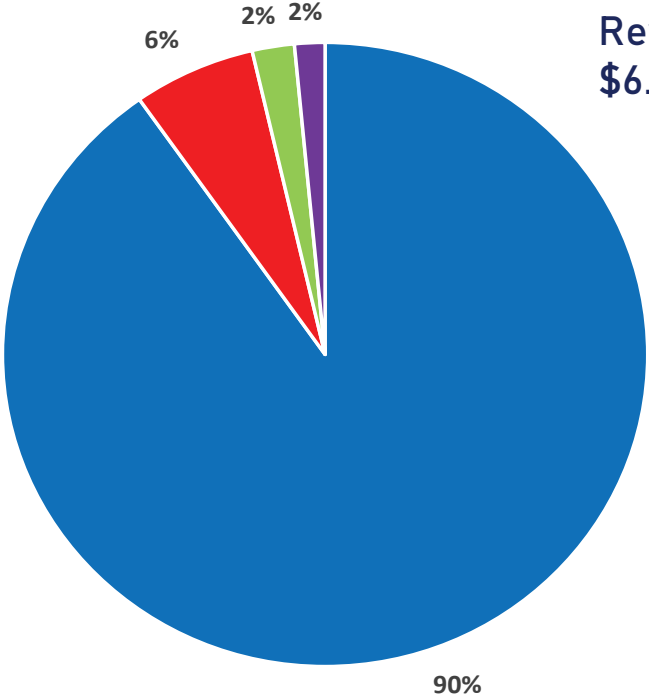
It took a collective heart and we all "rose up" to meet this challenge head-on, together.



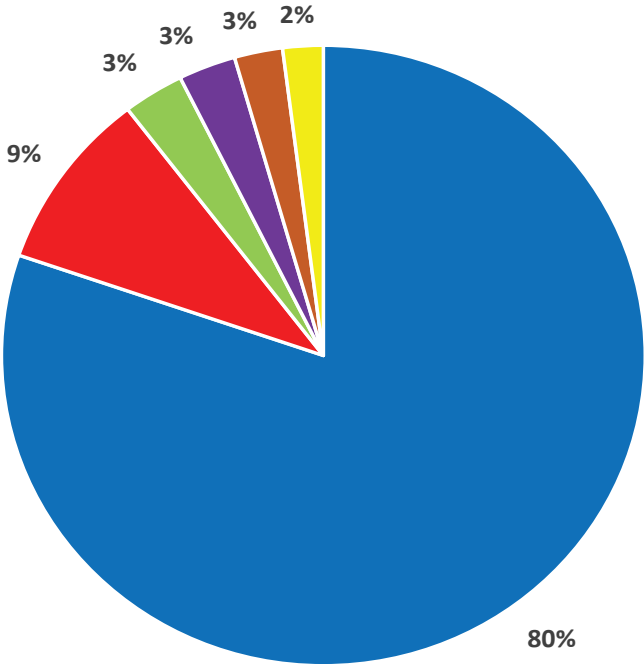
Click below to watch an awards video prepared by Elgin Business Resource Centre:

<https://www.facebook.com/ElginBusinessResourceCentre/videos/1545819679083297>

Financial Operations For the Year Ended March 31, 2022



- Government Funding \$6,090,557
- Other \$413,745
- Amortization of Deferred Capital Contributions \$142,653
- Consumer Income \$102,669



- Salaries and Benefits \$5,349,963
- Supplies and Sundry \$623,599
- Contracted Out \$204,481
- Building and Grounds \$192,273
- Amortization \$161,574
- Equipment and Medical Supplies \$135,235

For the complete set of financial statements please visit our website at:
<https://wehc.on.ca/accountability/annual-reporting>

2021-22



We recognize that the work of the West Elgin Community Health Centre takes place across what is now called southwestern Ontario on traditional territories of the Indigenous people who have lived here since time immemorial and have deep connections to these lands.

We also acknowledge the local communities which include Chippewas of the Thames First Nation, Oneida Nation of the Thames, Munsee Delaware Nation and Delaware Nation of Moraviantown. We further acknowledge that the area is covered by treaties, agreements and land purchases. We are grateful for the opportunity to live, meet and work on this territory.

We commit to building allyship relationships with First Nation peoples in order to enhance our knowledge and appreciation of their many histories and voices. We also commit to sharing and upholding responsibilities to all who now live on these lands, the land itself and the resources that make our lives possible.

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

<https://wechc.on.ca/>

Email: info@wechc.on.ca



Ontario Health
West



United Way
Elgin Middlesex

The West Elgin Community Health Centre thanks its funders for their continued support.

Our Vision

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

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 Values

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