

2022-23



**WE
ALL
BELONG**



West Elgin
Community
Health Centre

**2022-23
ANNUAL REPORT**



Vibrant and
Caring Communities,
People and
Workplace



Accomplishments 2022-2023

As we moved into the third year of COVID, unfortunately many staff caught the virus for the first time. Through it all we did our best to continue to balance the needs of staff and our clients. One new initiative was a trial of the COVID, Cough and Flu Care Clinics that were planned with partners across Elgin in St. Thomas and Aylmer. This showed how we can work better together across the County to coordinate the delivery of care and services.

Despite the stops and starts of COVID, we managed to successfully develop our new Strategic Plan. This included a new Mission, Vision, and Values along with updated strategic directions:

Our Vision

Vibrant and Caring Communities, People and Workplace

Our Mission

Partnering with our communities to achieve the best health and wellbeing for all

Our Values

Compassion, Excellence, Collaboration, Accountability Respect and Equity

Our Strategic Directions

Reimagine how our care and services improve equitable health and well-being outcomes

Reconnect with our team to co-create a meaningful, healthy, and compassionate workplace

Redesign a stronger healthcare system in collaboration with our partners



We continue to be challenged to obtain a permanent increase to our core funding from our funder that will benefit staff and our clients. We did manage to obtain some additional funding during the year:

- One-time \$168,000 mental health Roadmap to Wellness for food insecurity, staff training and facility upgrades
- Permanent \$71,000 for Personal Support Workers \$3/hour increase
- One-time \$70,000 Information Technology for cabling, server, wi-fi network and laptops
- One-time \$67,000 provincial Temporary Retention Incentive for Nurses Program
- Permanent \$25,000 2% base funding increase for Assisted Living and Community Support Services

Some other highlights during the year included:

- New programs on Community Action Training, Best Weight, Insomnia, Men's Coffee, Youth Art Mindfulness, Movie Night, Virtual Bingo, Virtual Travel and Zumbini
- Selection and deployment of AlayaCare software for Assisted Living and Community Support Services
- Launching a winter emergency shelter at E. M. Warwick Conservation Area
- Serving as an official voting location and supporting the community Hockeyville team

Thanks to all our great staff, volunteers and community partners for your support over the past year. We cannot do this amazing work without you!

Sincerely,

David James
Board Chair

Andy Kroeker
Executive Director

M-SAA Indicator Tracking 2022-23

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.

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 22/23	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Schedule E1: Core Indicators				
Balanced Budget - Fund Type 2	1.8%	\$0	\$0	\$0
Proportion of Budget Spent on Admin	18.9%	20.0%	16.0%	24.0%
Schedule E2a: Clinical Activity-Detail				
General Clinic Individuals Served	2,496	2,280	2,052	2,508
General Clinic Service Provider Interactions	13,429	14,139	13,432	14,846
Foot Care Individuals Served	469	480	384	576
Foot Care Service Provider Interactions	1,817	1,800	1,620	1,980
Nutrition Individuals Served	245	200	160	240
Nutrition Group Sessions	35	35	28	42
Nutrition Group Participant Attendance	489	425	340	510
Nutrition Service Provider Interactions	451	360	288	432
Physiotherapy Individuals Served	367	350	280	420
Physiotherapy Group Sessions	14	60	48	72
Physiotherapy Group Participant Attendance	133	150	120	180
Physiotherapy Service Provider Interactions	1,954	1,800	1,620	1,980
Counselling Individuals Served	311	322	258	386
Counselling Group Sessions	21	36	29	43
Counselling Group Participant Attendance	285	430	344	516
Counselling Service Provider Interactions	1,816	1,872	1,685	2,059
Chronic Disease Individuals Served	305	225	180	270
Chronic Disease Group Sessions	28	60	48	72
Chronic Disease Group Participant Attendance	181	300	240	360

WECHC M-SAA Indicator Tracking 2022/23

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 22/23	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Chronic Disease Service Provider Interactions	1,232	1,000	900	1,100
Diabetes Individuals Served	801	950	808	1,093
Diabetes Group Sessions	4	20	16	24
Diabetes Group Participant Attendance	69	175	140	210
Diabetes Service Provider Interactions	3,585	3,075	2,768	3,383
Health Promotion Individuals Served	267	100	80	120
Health Promotion Group Sessions	56	50	40	60
Health Promotion Group Participant Attend	676	500	400	600
Health Promotion Service Provider Interact	697	350	280	420
Healthy Child Individuals Served	431	125	100	150
Healthy Child Group Sessions	171	150	120	180
Healthy Child Group Participant Attendance	1,825	1,700	1,530	1,870
Healthy Child Service Provider Interactions	332	450	360	540
Meals Delivery Individuals Served	114	65	52	78
Meals Delivered Combined	3,848	3,800	3,420	4,180
Congregate Dining Individuals Served	500	470	376	564
Congregate Dining Attendance Days	6,512	5,000	4,750	5,250
Transportation Visits	2,980	4,500	4,050	4,950
Transportation Individuals Served	130	150	120	180
Assisted Living Resident Days	8,974	9,125	8,669	9,581
Assisted Living Individuals Served	38	28	22	34
Caregiver Support Visits	471	2,000	1,800	2,200
Caregiver Support Individuals Served	94	330	264	396

WECHC M-SAA Indicator Tracking 2022/23

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 22/23	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Visiting Social and Safety Visits	2,644	1,700	1,530	1,870
Visiting Social and Safety Individuals Served	114	100	80	120
Schedule E2b: CHC Sector Specific Indicators				
Cervical Cancer Screening Rate (PAP Tests)	74%	79.0%	63.2%	94.8%
Colorectal Screening Rate	76%	90.0%	72.0%	100.0%
Inter-professional Diabetes Care Rate	85%	95.0%	76.0%	100.0%
Influenza Vaccination Rate	75%	70.0%	56.0%	84.0%
Breast Cancer Screening Rate	78%	74.0%	59.2%	88.8%
Retention Rate (NPs and Physicians)	101%	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	58%
% Yellow	17%
% Red	25%
Total	100%

Telling our Story



When you hand
good people
possibility,
they can do
great things.

Celebrating Service Milestones

2 Years of Service

Susan Irsag	PSW, Assisted Living
Michelle Johnston	Life Enrichment Program Lead
Malou Soteco	PSW, Assisted Living
Karen Temple	Medical Secretary
Vanessa Utley	PSW, Assisted Living

10 Years of Service

Kristie Emery	PSW, Assisted Living and CSS Assistant
Rob Wojkowski	Psychotherapist

20 Years of Service

Debi Feasey	Registered Nurse
Cindy da Costa	Early Childhood Educator

5 Years of Service

Stephanie Aldom	Nurse Practitioner
Debra Auterhoff	Human Resources Officer
Debra Fagundes	PSW, Assisted Living
Janelle Johnston	Nurse Practitioner
Julie Nesbitt	Nurse
Dave Peskar	Accessible Van Driver
Isolde Rivas	PSW, Assisted Living

15 Years of Service

Tobi Maniacco	Assisted Living Client Services Coordinator
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*Thank you for your dedication to your clients,
our communities and each other.*

Making a Difference in Our Communities

"A big thanks goes out to the West Elgin CHC for dispatching their van to pick up clients of the Day Program that were stranded on the side of the road"

"I want to thank you for organizing the Therapeutic Horticultural Wellness Program. It has been a wonderful experience and would be worthwhile venture to continue in our Community to promote wellness"

"I personally want to thank you for the opportunity to join the food program. I'm going to sign up forever and ever as the food assortment was awesome"

"Thank you and all who had a hand in gifting those wonderful art kits to the kids at the Teen Art program in Dutton. As you can imagine, our daughter uses A LOT of art supplies and this will not go to waste"

"There are some truly wonderful people in this photo (above) who have given me such fantastic care and helped me in more ways than I can express"

"I'm just grateful someone saw the gift in teaching kids to cook healthy meals and offered it to the community free of charge"

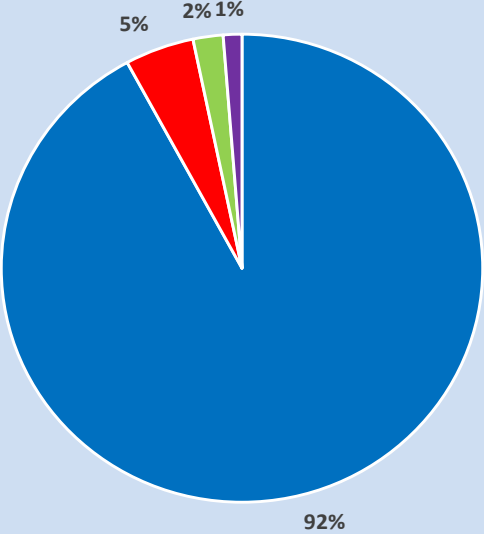
The West Elgin Community Health Centre is such an invaluable resource in our community run by caring staff who you can tell love what they do"

"I hope others will be just as blessed for having someone like you in their lives"

"Thank you for the kindness, support and care you show to everyone in the community every day. We are so grateful for you!"

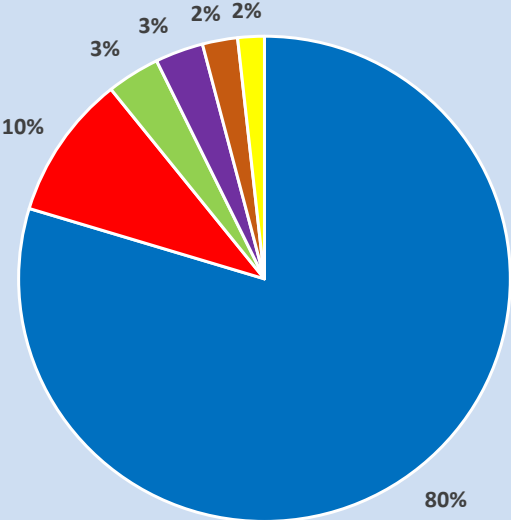
Financial Operations For the Year Ended March 31, 2023

Revenue (\$6.8 Million)



■ Government Funding	\$6,261,718
■ Other	\$315,771
■ Amortization of Deferred Capital Contributions	\$136,951
■ Consumer Income	\$85,120

Expenses (\$6.7 Million)



■ Salaries and Benefits	\$5,338,300
■ Supplies and Sundry	\$642,331
■ Contracted Out	\$234,450
■ Building and Grounds	\$212,297
■ Amortization	\$154,888
■ Equipment and Medical Supplies	\$117,135

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

2022-23



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.

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East Elgin Diabetes
Education Program
424 Talbot Street West, Unit L5
Aylmer, Ontario N5H 1K9
T 519-765-4797 F 519-765-4977
email: info@wechc.on.ca

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



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



Visit our website to donate to the Centre or thank a staff member today!



September 2023