

Board Orientation

Andy Kroeker, Executive Director

John Mockler, Finance and Operations Director

Kate Dymock, Primary Health Services Director

Barry Fellingner, Community Health Services Director

October 22, 2020



AGENDA

- **Centre Overview**
- **Board's Role**
- **Accountability and System Change**
- **External Partners and Resources**
- **Primary Health Services Director**
- **Community Health Services Director**
- **Finance and Operations Director**

Centre Overview

History

- **December 2, 1992 Letters Patent**
- **July 1994, First services delivered**
- **June 19, 1995 Official Opening**
- **January 2004 Move to current location at 153 Main Street**
- **May 2004 Official Opening**
- **August 27, 2008 Heritage Homes Official Opening**
- **February 3, 2012, Hub Official Opening**
- **July 2019 celebrated 25th anniversary**

Catchment Area

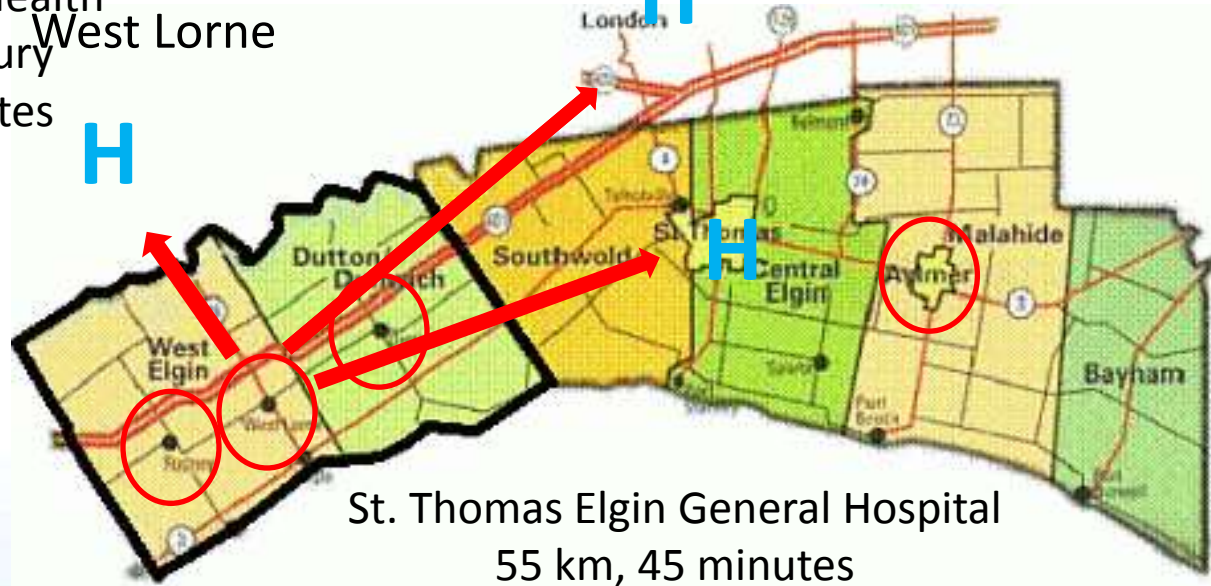
Four Counties Health
Services, Newbury
22 km, 25 minutes

West Lorne

H

London Health Sciences Centre (Victoria)
55 km, 45 minutes

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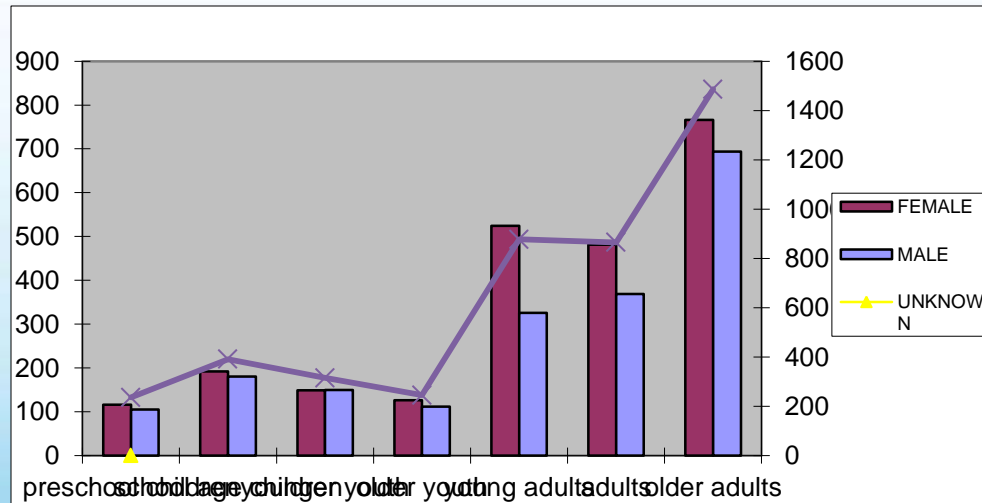


St. Thomas Elgin General Hospital
55 km, 45 minutes

West Elgin: Population 4,995 (-3.1%), 2,102 households, 322 km²
Dutton-Dunwich: Population 3,866 (-0.3%), 1,481 households, 295 km²
(Approx 9,000 people, 3,500 households, 600 km²)

West Elgin CHC

- \$6 million
- 50 FTE
- 125+ Volunteers
- ~6,000 clients (2,600 primary care and 3,400 other programs and services)



Hours of Service

- **Centre Hours:**
Monday, Wednesday, Friday 8:30am – 5:00pm
Tuesday and Thursday
8:30am – 8:30pm
- **COVID Hours closed Tues and Thu eve and lunch 12-1**
- **Assisted Living Program:**
7 days per week, 6:00am – 10:00pm plus overnight coverage
- **Clinical Team:**
24/7 on call phone coverage

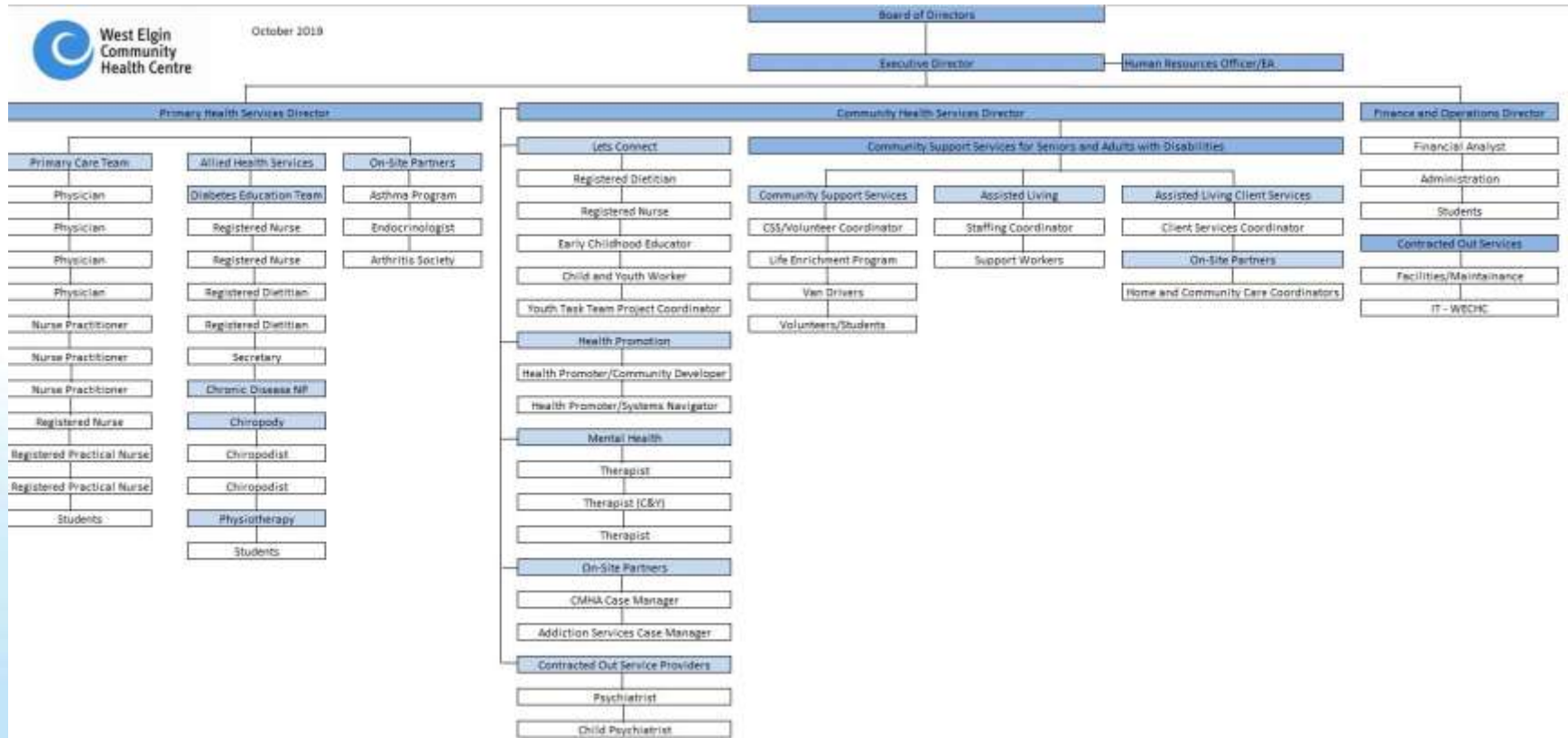
Are We a Rural Health Hub?

- Primary Health Care
- Chiropody
- Diabetes Education (2)
- Mental Health
- Dietitian
- Health Promotion
- Systems Navigation
- Children's Programs
- Physiotherapy
- Chronic Disease Management
- Transportation
- Accessible Van
- Meals on Wheels
- Congregate Dining
- Friendly Visiting
- Caregiving Support
- Assisted Living

Partners

- **Gamma Dynacare Lab Services**
- **CMHA Elgin**
- **Addiction Services**
- **Ontario Early Years**
- **Southwestern Public Health**
- **VON SMART Exercise**
- **MS Support**
- **Parkinson Support**
- **Alzheimer Society**
- **Community Living**
- **Talbot Trails Physiotherapy**
- **West Elgin and Dutton Dunwich Municipalities**
- **East Elgin FHT**
- **St. Thomas Elgin General**
- **Four Counties Health Srv**
- **SW LHIN Homecare**

Organizational Chart



Challenges – Recruitment and Retention

- **Historically staff turnover due to lower salaries compared with hospitals combined with challenges of commuting.**
- **Tended to attract recent graduates who worked here for a few years before leaving for higher paying roles.**
- **Younger female work force means that maternity leave replacements are part of our reality.**
- **Causes client and staff concerns with continuity of care and challenges with increasing number of clients seen.**
- **Last five years received Recruitment and Retention funding increase for staff salaries.**
- **Assisted Living/ Community Support Services budgets have not received increases.**

Challenges 2 – Base Funding

- **85% of budget is for salaries and benefits**
- **15% is for everything else**
- **Over the past eleven years we have had base increases of 2%, 1.5%, 0%, 0%, 0%, 1%, 0%, 0%, 0%, 0% and 0%.**

Board's Role

By-Laws

WEST ELGIN COMMUNITY HEALTH CENTRE BY-LAW NUMBER 2

A BY-LAW TO PROVIDE FOR THE ORGANIZATIONAL STRUCTURE AND GENERAL ADMINISTRATIVE AND OPERATIONAL PROCEDURES OF WEST ELGIN COMMUNITY HEALTH CENTRE.

- Updated at Sep 20 17 AGM
- Formalities, Membership, The Board, Officers of the Corporation, Protection of Directors and Officers, AGM, Books and Records
- Pending changes to Ontario Not- for-Profit Corporations Act (ONCA) will require another update within the next few years

Board Policy Manual

- **Online as part of Board Portal**
<http://wechc.on.ca/about-us/board-portal-3/>
- **Four Sections**
 - Organizational Ends
 - Board Governance
 - Staff Limitations
 - Board Staff Relationships
- **Additional Operational and Departmental Policy Manuals**

GOV 208 Directors Responsibilities and Declaration

Each Director shall:

- **at all times comply with the Centre's Code of Ethics and Conduct;**
- **at all times comply with the Centre's Privacy Policies;**
- **represent the interests of all of the Centre's stakeholders in a fair and unbiased manner, and not favour any particular individual or special interest group inside or outside of the Centre;**
- **exercise care and diligence when making any decisions regarding the Centre;**
- **not use his or her position as a director or his or her service to the Board for his or her own personal advantage or for the advantage of his or her friends or supporters;**
- **approach all issues being considered by the Board with an open mind and to carefully consider all such issues and to base his or her decisions on what is in the best interests of the Centre in both the long and short term.**

Healthcare Insurance Reciprocal of Canada (HIROC)

- **A** Bodily Injury (incl. Personal Injury)
- **A1** Advertising Liability
- **B** Property Damage Liability
- **B1** Tenant's Legal Liability
- **C** Professional Liability
- **C1** Blood Transfusion Legal Liability
- **D** Contingent Employer's Liability
- **E** Employee Benefits Liability
- **F** **Errors and Omissions Liability**
- **G** Environment Impairment Liability
- **H** Non-owned Automobile Liability
- **I** Crime Insurance
- **J** Property Insurance

Errors and Omissions Liability

- **HIROC's version of Directors and Officers**
- **Covers Trustees, Officer's, Director's, Members of Boards or Committees, Officers/Board Members of volunteer and auxiliary associations, and employees.**
- **Insurance covers not only judgments or settlements arising from allegations but also the costs to defend against such allegations whether groundless or not.**

Directors and Officers Responsibilities

Directors and Officers have a fiduciary responsibility to act in the best interests of the organization

Responsibilities include:

- **Duty of Loyalty**
- **Duty to Act Honestly and in Good Faith**
- **Duty to Act Prudently**
- **Duty to Act in Timely Manner**

Board Executive

- **Chair**
- **Vice-Chair**
- **Secretary-Treasurer**
- **Membership Secretary**

Board Committees

- **Committee of the Whole**
- **Finance**
- **Governance**
- **Quality**
- **Youth (community)**
- **Client and Family Advisory Council**

Strategic Plan

STRATEGIC PLAN JUNE 2015

Our Strategic Priorities for 2015-2018

Through our planning process, we have created a road map to help us build caring, vibrant, healthy communities. We will focus our efforts and investments on four strategic priorities.

Each of these priorities is based on feedback received from stakeholders. These priorities will guide our activities for the next three years.



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



West Elgin
Community
Health Centre

BUILDING CARING, VIBRANT, HEALTHY COMMUNITIES

133 Main Street, West Lorne, ON N0L 2P0 • T: 519.768.1715 • F: 519.768.2548 • info@wechc.on.ca • www.wechc.on.ca

Community
Health Centre

www.wechc.on.ca

STRATEGIC PRIORITIES

Every
One
Matters.



ACCESS

GOAL STATEMENT

We will deliver timely, coordinated access to care.

STRATEGIES

To support this goal, we will:

- 1 Improve access to programs and services.
- 2 Guide people to the care and services they need.
- 3 Improve the way we work to ensure clients receive timely care.
- 4 Improve access to Mental Health and Addiction services.



COMMUNICATION

GOAL STATEMENT

We will engage with, listen, and respond to our communities.

STRATEGIES

To support this goal, we will:

- 1 Actively seek opportunities to listen to our communities.
- 2 'Tell our story' so that our clients and communities are better informed about our programs and services.
- 3 Build our ability to support effective, efficient communication and education.
- 4 Continue to advocate for those people most in need of our help.



ORGANIZATIONAL CULTURE

GOAL STATEMENT

We will create an environment where staff, volunteers, and Board feel valued.

STRATEGIES

To support this goal, we will:

- 1 Recruit and retain dedicated staff, volunteers, and Board to meet our communities' needs.
- 2 Enhance professional development opportunities for staff, volunteers, and Board.
- 3 Support a culture of collaboration.



SERVICE EXCELLENCE

GOAL STATEMENT

We will provide quality services that add value for our communities, partners and funders.

STRATEGIES

To support this goal, we will:

- 1 Ensure our programs and services are aligned with our communities' needs.
- 2 Improve the quality of our operations through Accreditation, and by maximizing the potential of our information systems.
- 3 Make informed decisions that allow us to continually improve our programs and services.
- 4 Be an active leader in system change, including Health Links, and the Primary Health Care plan.

Prepared by: Platinum Leadership Inc. and Kovacs Group Inc.

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One
Matters.

Vision

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



Mission

- **The WECHC team works with our communities and our partners to provide accessible, high quality health care, health promotion and community support services.**



Values

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

Strategic Priorities

ACCESS

Goal Statement – We will deliver timely, coordinated access to care.

COMMUNICATION

Goal Statement – We will engage with, listen and respond to our communities.

Strategic Priorities (2)

ORGANIZATIONAL CULTURE

Goal Statement – We will create a collaborative environment where staff, volunteers and Board feel valued and supported.

SERVICE EXCELLENCE

Goal Statement – We will provide quality services that add value for our communities, partners and funders.

Operational Plan



2019-20 Operational Plan for West Elgin Community Health Centre

Updated: Feb 25 19

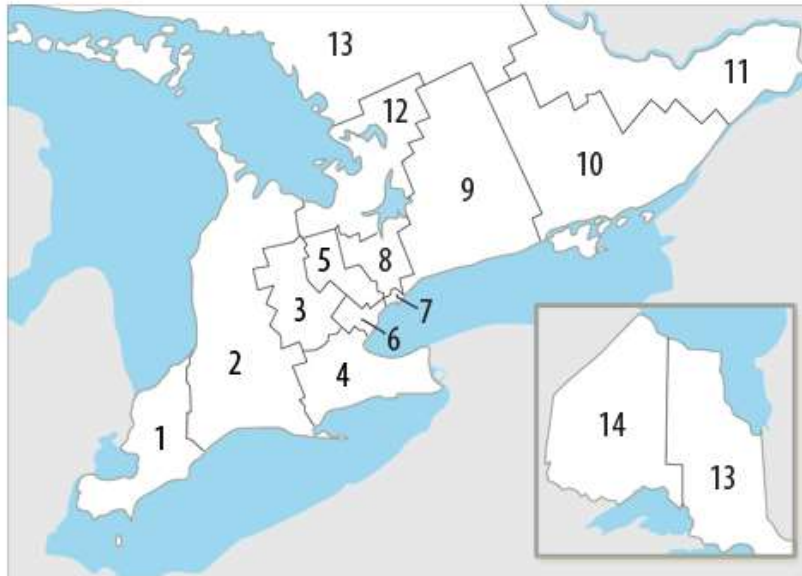
Year 5:

Priority	Strategy	Key Actions	Timeline	Lead	KPIs	KPI source	Status	Progress Update
Access	We will improve access to programs and services	Primary Care team to continue client intake to move toward Panel Size targets	Mar 2020	Kate	Minimum 3260 clients (75% target for Access to Primary Care indicator)	Nightingale (NOD)		
Access	We will guide people to the care and services they need	Expand participation of clients in Social Prescribing pilot study	Mar 2020	Barry	Number of clients in study	Nightingale (NOD)		
Access	We will improve the way we work to ensure clients receive timely care	Continue implementing improvements in the advanced access scheduling process	Mar 2020	Kate	Percentage of clients reporting they received services when needed	Client satisfaction survey		
Access	We will improve the way we work to ensure clients receive timely care	Explore expansion of appointment call reminder system and self-scheduling in Telus PS Suite	Mar 2020	John	Number of clients served by each system	PS Suite		
Access	We will improve access to Mental Health and Addiction Services	Deploy Mental Health Rapid Assessment protocol	Jun 2019	Barry	Number of clients served using protocol	Nightingale (NOD)		

Accountability and Systems Change

Local Health Integration Networks

Ontario's **LHINs**



Local Health Integration Networks (LHINs) plan, integrate and fund local health care, improving access and patient experience.

Multi-Sectoral Accountability Agreement (M-SAA)

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 18/19	Q4 Target Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Schedule E1: Core Indicators				
Balanced Budget- Fund Type 2	1.6%	\$0	\$0	\$0
Proportion of Budget Spent on Admin	19.7%	19.6%	15.7%	23.5%

Schedule E2a: Clinical Activity Detail				
General Clinic Individuals Served	2,382	2,150	1,935	2,365
General Clinic Service Provider Interactions	14,144	14,139	13,432	14,846
Foot Care Individuals Served	470	509	433	585
Foot Care Service Provider Interactions	1,997	2,000	1,800	2,200
Nutrition Individuals Served	212	200	160	240
Nutrition Group Sessions	42	35	28	42
Nutrition Group Participant Attendance	485	250	200	300
Nutrition Service Provider Interactions	376	350	280	420
Physiotherapy Individuals Served	294	425	340	510
Physiotherapy Group Sessions	59	5	4	6
Physiotherapy Group Participant Attendance	133	25	20	30
Physiotherapy Service Provider Interactions	1,619	1,800	1,620	1,980
Counselling Individuals Served	272	350	280	420
Counselling Group Sessions	64	36	29	43
Counselling Group Participant Attendance	587	430	344	516
Counselling Service Provider Interactions	1,475	1,950	1,755	2,145
Chronic Disease Individuals Served	162	200	160	240
Chronic Disease Group Sessions	67	50	40	60
Chronic Disease Group Participant Attendance	508	250	200	300
Chronic Disease Service Provider Interactions	1,320	1,000	900	1,100
Diabetes Individuals Served	912	950	808	1,093
Diabetes Group Sessions	46	20	16	24
Diabetes Group Participant Attendance	349	250	200	300
Diabetes Service Provider Interactions	3,013	3,250	2,925	3,575
Community Engagement Individuals Served	158	250	200	300
Community Engagement Group Sessions	111	50	40	60

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 18/19	Q4 Proposed Target YTD 18/19	Q4 Proposed Perf Stand HIGH
Community Engagement Group Participant Att	1,064	500	425	575
Community Engagement Service Provider In	367	550	468	633
Pers Health Wellness Individuals Served	307	125	100	150
Pers Health Wellness Group Sessions	185	150	120	180
Pers Health Wellness Group Participant Attend	1,984	1,700	1,530	1,870
Pers Health Wellness Service Provider Interact	530	450	360	540
Meals Delivery Individuals Served	51	70	56	84
Meals Delivery Combined	4,058	3,500	3,150	3,850
Congregate Dining Individuals Served	466	470	376	564
Congregate Dining Attendance Days	8,292	4,800	4,320	5,280
Transportation Visits	5,914	4,200	3,780	4,620
Transportation Individuals Served	166	200	160	240
Assisted Living Resident Days	10,228	8,030	7,629	8,432
Assisted Living Individuals Served	37	25	20	30
Caregiver Support Visits	2,154	1,200	1,080	1,320
Caregiver Support Individuals Served	372	350	280	420
Visiting Social and Safety Visits	2,482	1,500	1,350	1,650
Visiting Social and Safety Individuals Served	119	100	80	120

Schedule E2b: CHC Sector Specific Indicators				
Cervical Cancer Screening Rate (PAP Tests)	83%	75.0%	60.0%	90.0%
Colorectal Screening Rate	85%	74.0%	59.2%	88.8%
Inter-professional Diabetes Care Rate	96%	95.0%	76.0%	100.0%
Influenza Vaccination Rate	69%	70.0%	56.0%	84.0%
Breast Cancer Screening Rate	82%	65.0%	52.0%	78.0%
Retention Rate (NPs and Physicians)	98%	90.0%	72.0%	100.0%
Access to Primary Care	68%	60.0%	54.0%	66.0%

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

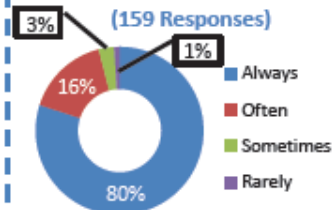
% Green 70% % Yellow 17% % Red 13% Total 100%

Overall Satisfaction with the Centre in 2018/19

96% of WECHC's clients were satisfied with their services and programs in 2018/19!

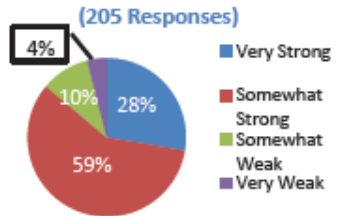
"They have many programs and the staff is awesome" – Client

Does the provider spend enough time with you?

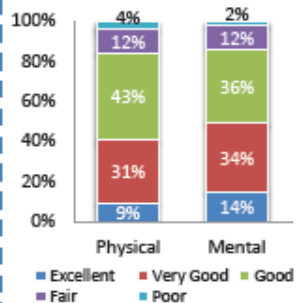


"Booking appointments can sometimes be a barrier to seeing Doctors/Nurse Practitioners" – Client

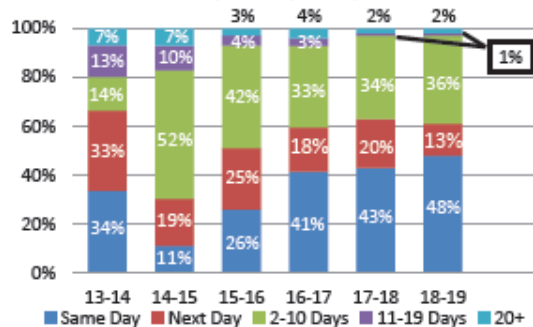
Sense of Belonging to Their Communities



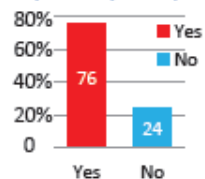
Overall Client Health



How many days it took to get an appointment



Appointment on wanted date



97%

were satisfied with the services they received (207 clients)

94%

would recommend the Health Centre to friends and family (211 clients)

Best Parts of the Health Centre:

- (171 Responses)
1. Diversity of Services and programs
 2. Friendly and caring staff
 3. Access to appointments
 4. Location and convenience

How to Improve the Health Centre:

- (111 Responses)
1. Improve scheduling process
 2. No improvements needed
 3. Increase hours, staff, and amount of programs
 4. Opportunities to improve care

Thank You To the 222 clients who took part in our survey!

Quality Improvement Plan (QIP)

2019/20 Quality Improvement Plan for Ontario Primary Care

"Improvement Targets and Initiatives"

West Elgin CHC 153 Main Street

AIM	Measure							Change						
Quality dimension	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance	Target	Target justification	External Collaborators	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure	Comments

M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) C = custom (add any other indicators you are working on)

Theme I: Timely and Efficient Transitions	Efficient	Percentage of patients who have had a 7-day post hospital discharge follow up for selected conditions. (CHCs, AHACs, NPLCs)	P	% / Discharged patients	See Tech Specs / Last consecutive 12-month period.	92245*	X		Denominator = 19; Data suppressed as per CIHI and MOHLTC guidelines. Partnership has been established with Four Counties Health Services (FHCS), Middlesex Hospital Alliance, for follow-up appointments to be arranged at discharge when indicated.	Four Counties Health Services Corporation, Four Counties FHT	1)The Elgin Health Links IDEAS project is working with local hospitals to improve the discharge planning process for inpatients with COPD or CHF. This is a pilot project and the Centre is exploring how we can be involved.	Confirm process with Health Links IDEAS team to be followed once one of our clients is identified as a participant in the pilot.	Number of clients with COPD or CHF who have had follow up appointments following hospital discharge	As this is a pilot, we will just be collecting baseline data	Our centre would be happy to join other nearby health centres (e.g. CKHA, STEGH) in forming agreements, similar to the one in place with FHCS, to facilitate improved post-discharge follow up. Leadership will continue to network and indicate our willingness to collaborate with local partners.
	Timely	Percentage of patients and clients able to see a doctor or nurse practitioner on the same day or next day, when needed.	P	% / PC organization population (surveyed sample)	In-house survey / April 2018 - March 2019	92245*	61.9	72.00	Target remains unchanged from previous year's. As mentioned in last year's QIP we are concerned that this metric is not a reflection of our ability to offer 'timely' access to services for clients who do not want or are not able to access our services through a same or next-day appointment. (During this year's survey we continued to ask the question: The last time you were sick or were concerned you had a health problem did you get an appointment on the date you wanted? The response was 75.6% YES - which represents a 2.0% increase from last year). Our Primary Care Team's current focus is to strike a balance between same-next-day and pre-booked appointments that meets our client's needs. The change ideas and process measures presented identify our plan to do so.		1)Continue to implement & evaluate recent change to appointment scheduling system that will allow clients to book appointments up to 5 days in advance. 2)Improve primary care provider availability by reducing wait-times for mental health counseling and system's navigation. (We expect that this will free-up primary-care provider's appointments that are being utilized to monitor clients with high needs). 3)Continue to track ability to meet client's appointment requests at reception/admin on a quarterly basis. Review reports with reception and PHC Team to identify areas for improvement.	Implement 5-day booking system for set period of time. Re-evaluate by asking representative sample of clients question "The last time you were sick or were concerned you had a health problem did you get an appointment on the date you wanted?". (Current performance is 75% - as per client satisfaction survey.) Implement identified process changes to improve efficiency of counseling and system's navigation services.	% of clients who answered 'yes' (indicating that they received an appointment on the day they wanted). Wait-times (in weeks) for MH counseling or system's navigation	80% <4wks.	Continue to implement a method of data collection to measure this. In the past year wait-times for MH counseling have fluctuated between 8-18 weeks. We have found this to be a helpful process in past year - as it has helped to identify process changes that can be made to improve our ability to meet client needs. (e.g. Nursing to follow-up with clients to develop care plan if no same-day available when request for appointment is received).

Accreditation

- **Every four years staff and Board review policies and practices**
- **Canadian Centre for Accreditation**
- **On site review team for multiple days**
- **Accredited September 2016 was initially June 2020 – asking deferral until April 2022**
tbc
- **Barry and Kate both certified as accreditors**

Ontario Health



Cancer Care Ontario

14



Trillium
Gift of Life
Network

HealthForceOntario

LHIN
RLISS

eHealth Ontario

Health Quality
Ontario



Ontario

Health Shared Services
Ontario

Health Centre

www.wehc.on.ca

very
One
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Ontario Health Teams Guidance Document

- The **Ontario Health Teams: Guidance for Health Care Providers and Organizations** sets out the process for providers to become Ontario Health Teams.
- There are multiple components to the Ontario Health Team model:
 1. Patient Care & Experience
 2. Patient Partnership & Community Engagement
 3. Defined Patient Population
 4. In-Scope Services
 5. Leadership, Accountability, & Governance
 6. Performance Measurement, Quality Improvement, & Continuous Learning
 7. Funding and Incentive Structure
 8. Digital Health
- The guidance document specifies each of these components in detail, including:
 - **Minimum readiness criteria** that groups must demonstrate over the course of the readiness assessment process in order to be considered for Ontario Health Team Candidate selection
 - Expectations for Ontario Health Team Candidates at the end of their **first year** of operations
 - Expectations for an Ontario Health Team at **maturity**



Ontario Health Teams: Guidance for Health Care Providers and Organizations

Elgin Ontario Health Team (EOHT)

- **Three sponsoring agencies Central (CCHC) and West Elgin Community Health Centres (WECHC) and St. Thomas Elgin General Hospital (STEGH).**
- **Initial meetings included Elgin-based health care providers, City of St. Thomas and Elgin County**
- **Proposal submitted May 2019**
- **Target population Seniors Respiratory Health including Chronic Obstructive Pulmonary Disease (COPD)**

Steering Committee Membership

- Alzheimer Society Elgin-St. Thomas
- Canadian Mental Health Association – Elgin
- Caressant Care Nursing and Retirement Homes
- Central Community Health Centre
- Cheshire Independent Living Services
- City of St. Thomas
- County of Elgin (Long-Term Care and EMS)
- Dale Brain Injury Services
- East Elgin Family Health Team
- Elgin Family Health Organization
- Elmdale Family Health Organization
- Elmwood Family Health Organization
- Mennonite Community Services of Southern Ontario
- Participation House London (PHSS)
- Southwestern Public Health
- St. Thomas Elgin General Hospital
- Thames Valley Family Health Team
- Victorian Order of Nurses
- West Elgin Community Health Centre
- Windemere Family Health Organization
- South West LHIN Home and Community Care program

Challenges

- **Involvement of people and Boards**
- **Engaging primary care**
- **Involvement of SW LHIN Home Care**
- **Need to build trust between people and organizations**
- **Initially no resources offered by Ministry to facilitate “greatest transition in health care in 50 years”**
- **Identifying scope – Health Equity, Social Determinants of Health (SDOH), Wellness, Health Promotion and Prevention to keep people out of hospital**

External Partners and Resources

Alliance for Healthier Communities (formerly Association of Ontario Health Centres (AOHC))

The screenshot shows the website for the Alliance for Healthier Communities. At the top left is the logo, a stylized multi-colored flower, with the text "Alliance for Healthier Communities" and "Alliance pour des communautés en santé" below it. To the right of the logo are navigation links: "Home", "About Us", "What We Do", "Membership", "Knowledge & Learning", "Contact Us", and "Français". Below these are buttons for "Donate now", "Member portal", and "CI Tool". A search bar is located at the bottom right of the navigation area.

The main content area features a large heading: "The Association of Ontario Health Centres is now Alliance for Healthier Communities". Below this is a news item dated "TORONTO, June 4, 2018" with the text: "Ontario's voice for community-governed comprehensive primary health care has a new name, and it's official as of today: Alliance for Healthier Communities." To the right of this text is the Alliance logo and the text "Alliance for Healthier Communities" and "Alliance pour des communautés en santé".

On the right side of the main content area, there are three sections: "Act Now" with the text "Join us in our efforts to promote health equity and healthy public policy.", "Read Our Blog" with the text "Stories from across Ontario of Alliance members keeping people healthy and well.", and "Sign Up" with the text "Stay informed. Sign up for our weekly newsletter."

Below the main content area are four columns of service links:

- Find a Centre**: Includes an image of a woman and child, and the text "The Find a Centre service will help you find a CHC, AHAC, CFHT or NPLC close to your home." Below is a "Find a Centre" button.
- Find a Job**: Includes an image of a healthcare worker, and the text "The Alliance job bank helps you find jobs across Ontario in the healthcare sector." Below is a "Find a Job" button.
- Find a Resource**: Includes an image of a group of people, and the text "Find resources available from the Alliance library. Resources include reports, toolkits and multimedia." Below is a "Find a Resource" button.
- Upcoming Events**: Includes a calendar icon and two event listings:
 - Community Health and Wellbeing Week**: Monday, October 22, 2018 - 09:00
 - Data Management Coordinator Professional Learning Event**: Wednesday, November 21, 2018 - 08:30, 9005 Leslie Street, L4B 1B2, Richmond Hill, Ontario

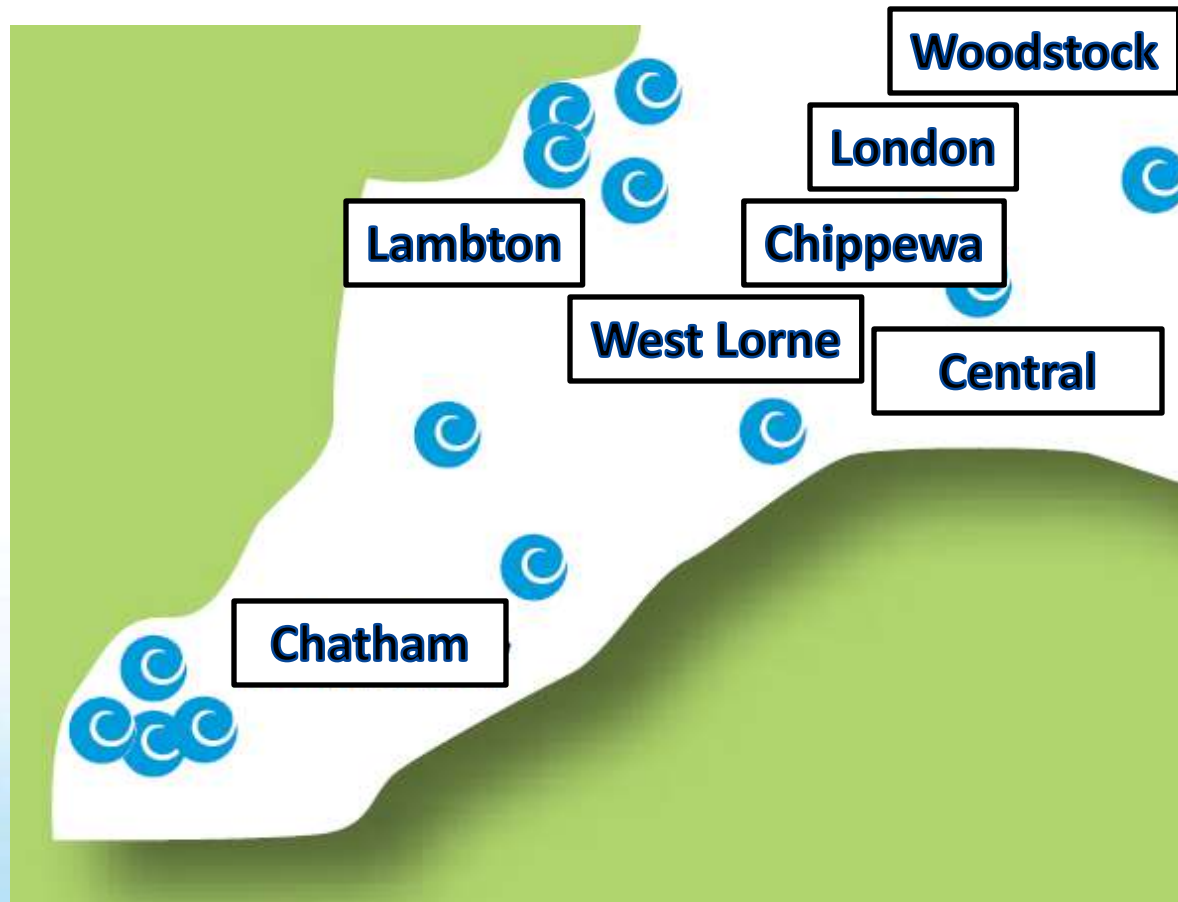
At the bottom right, there is a "Recent News" section with two items:

- Open Letter to Minister Elliott Re: Supervised Injection Site/Overdose Prevention Site Announcement**
- Alliance for Healthier Communities Statement on Government "Pause" on Overdose Prevention Sites**



Every
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Matters.

Neighbouring CHCs



Ontario Community Support Association (OCSA)

HOME

ABOUT

MEMBERSHIP

TRAINING

NEWS

RESOURCES

QUALITY ADVANTAGE CONFERENCE

**Sign Our
Petition**

**COMMUNITY
SUPPORT
MONTH 2017**

**Protect and strengthen
not-for-profit
community support
services!**

The Ontario Community Support Association (OCSA) is the voice of the home and community support sector. Our members provide a wide variety of health and wellness services that help a wide range of clients - including seniors and people with disabilities - live independently in their own homes and communities for as long as possible.

PILLAR NonProfit Network



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Programs & Services

member login >>



Connecting for community impact

Join our mailing list >>

WHAT ARE YOU LOOKING FOR?

Whether you're looking for volunteer opportunities, networking events or a job in the nonprofit sector, we can help.

SPOTLIGHT

Who Do You Choose To Be? A Call

Website wechc.on.ca

The screenshot shows the homepage of the West Elgin Community Health Centre website. At the top left is the logo, a blue circle with a white 'C' shape, followed by the text 'West Elgin Community Health Centre'. To the right is a 'Select Language' dropdown menu with 'Powered by Google Translate' below it. A blue navigation bar contains links for 'About Us', 'Our Services', 'Join Us', 'Accountability', and 'Contact Us', along with a search bar and a social media icon. The main content area is divided into several sections: a 'Welcome.' section with a paragraph about primary health care; a 'Dietitian Services' section with an image of fresh produce and a 'Learn More' button; a 'Primary Health Care' section with an image of a nurse examining a child and a 'Learn More' button; a 'Programs & Services' section with an image of people at a table and a 'Learn More' button; and an 'Events Calendar' section for October 2017. The calendar shows dates from 1 to 31, with two 'VON Smart Exercise Program' events listed below it. The footer contains the logo and name 'West Elgin Community Health Centre', the website URL 'www.wechc.on.ca', and the slogan 'Every One Matters.' on the right side.

West Elgin Community Health Centre

Select Language
Powered by Google Translate

About Us ▾ Our Services ▾ Join Us ▾ Accountability ▾ Contact Us ▾ ⓘ

Type then press enter 🔍

Welcome.

The West Elgin Community Health Centre offers primary health care, illness prevention and community programs to Dutton Dunwich and West Elgin municipalities. We care about your physical health, mental health and the health of the entire community. **We're glad you're here**

Dietitian Services

Nutrition support and advice for individuals and families of all ages

Learn More

Primary Health Care

For people registered with a doctor or nurse practitioner, or those who would like to register

Learn More

Programs & Services

For community members in all ages and stages of life. You do NOT need to be registered with a doctor or nurse practitioner.

Learn More

Events Calendar

OCTOBER 2017

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

VON Smart Exercise Program
January 6 @ 2:00 pm - October 6 @ 3:00 pm

VON Smart Exercise Program
January 11 @ 2:00 pm - October 13 @ 3:00 pm

What's New?

West Elgin Community Health Centre

www.wechc.on.ca

Every One Matters.

Board Portal

Protected: Board Portal

This content is password protected. To view it please enter your password below:

Password:

Enter

Let's Connect

For children and
families from
prenatal to 12 years.

[Learn More](#)

Events Calendar

Questions?

