Client and Volunteer Orientation Booklet

July 2021

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

About Us

The West Elgin Community Health Centre (the “Centre”) provides health and social services that are accountable, accessible, efficient, and governed by the community. We are part of a strong network of community health centres (CHCs) across Ontario committed to building healthy communities.

Our interdisciplinary team provides primary health care, a range of community programs, illness prevention services, and health promotion services primarily to the residents of Dutton Dunwich and West Elgin municipalities. Our diabetes services are open to anyone, regardless of where you live, and offered at multiple locations in Elgin County.

We believe that housing, education, food and the environment all play a role in health and well-being. We also believe that language, literacy and poverty should not get in the way of receiving great care. By working with individuals, families and groups and addressing these determinants of health, we increase individual and group capacity for building healthy communities.

Model of Health and Wellbeing

Ontario's Community Health Centres (CHCs) have been around for over forty years. They are inspired by the hope that our health system is evolving toward a focus on keeping people well – not just treating them when they get sick. The CHC model is rooted in the belief that there are several determinants of health and well-being including accessible services, shelter, food, education and social support.

In order to keep people well CHCs deliver primary care services in combination with health promotion services, illness prevention services and community development initiatives. CHCs mount projects to address the social, economic and environmental issues that impact people's health.

CHCs are governed by community members and they prioritize improving the health and wellbeing of populations who have traditionally faced barriers accessing health services. These may include people who face language, cultural or geographical barriers or social barriers like poverty and stigma.

Our Guiding Principles

- The Highest Quality, People and Community-Centred Primary Health Care
- Health Equity and Social Justice
- Community Vitality and Belonging

Our Model's Attributes

- Population Needs-Based Planning
- A Community Development Approach
- A Strong Focus on the Determinants of Health
- Interprofessional, Integrated and Coordinated
- Anti-oppression and Culturally Safe Practices
- Accessibility
- Community-Centredness and Community Governance
- Accountability and Efficiency

Health Equity Charter

The Centre is one of over 100 organizations that belong to the Alliance for Healthier Communities.

The Alliance for Healthier Communities and its members' collective commitments are embodied in the Health Equity Charter that outlines bold, strategic and relentless actions to challenge barriers to equitable health and address the needs of people and communities we serve.

The Health Equity Charter is based on understanding health as the highest attainable state of wellbeing. Today in Ontario, not all people have a fair opportunity to achieve their full health potential. Major gaps in population health outcomes have deep roots in historical and current systems of power. The goal of health equity is to eliminate these unjust and remediable differences among groups of people to ensure good health and wellbeing are attainable for all.

In solidarity, we stand together to serve people who face the biggest social, economic, environmental, linguistic, cultural and other barriers to health and wellbeing.

In humility, we are led by the people in our communities. We work in anti-oppressive and anti-racist ways, guided by the knowledge, strength and expertise of people with lived experience from populations who face barriers to health equity.

In accountability, we commit to hold ourselves responsible for advancing health equity through community governance and the regular, open evaluation of our progress in closing health equity gaps.

The Health Equity Charter is a living document. We invite you to commit to this Charter as well.

Read the full Health Equity Charter here: https://www.allianceon.org/Health-Equity-Charter.

Funding, Expectations, Standards and Reporting

The Centre receives most of its funding from the Ontario Health West. Occasionally some programs receive funding from other sources. For example, the United Way of Elgin-Middlesex has supported our “Gift a Ride” program for individuals facing transportation barriers. Partners at the Municipalities of West Elginand Dutton Dunwich, community businesses, and community members have also provided generous support to our Centre.

A Multi-Sectorial Accountability Agreement, or M-SAA, is an agreement between a funder and a Health Service Provider. The Centres performance agreement with the funder outlines what the Centre is expected to achieve each year. We report on our achievements to the funder quarterly.

The Centre and its Board of Directors develop a strategic plan every three to five years. The plan is developed with input from clients, staff, partners, stakeholders and the community and identifies areas we will focus on in addition to our day to day work.

Our Annual Report is a summary of our achievements and challenges each year.

Accreditation is a process that benefits our clients, staff, stakeholders and partners. External reviewers assess all aspects of our work to ensure that the Centre is meeting the highest quality standards possible. We are accredited through the Canadian Centre for Accreditation.

You can view the Centre’s M-SAA agreement along with our Strategic Plan and our Annual Report on ourwebsite at wechc.on.ca.

Geography

The West Elgin Community Health Centre primarily provides services to the residents of Dutton Dunwich and West Elgin Municipalities. We offer many programs at different sites throughout our area.

Our diabetes services are open to anyone, regardless of where you live, and offered at multiple locations throughout Elgin County including West Lorne, Dutton, Aylmer and Port Stanley. Hours of operation and days of service vary by site.

Our Assisted Living program offers Support Worker services to approved clients in their homes.

The CENTRE – WEST LORNE SITE
HOURS OF OPERATION:

(Hours vary (sometimes daily) for each Program and Service. Please call to learn more about the hours for each service.

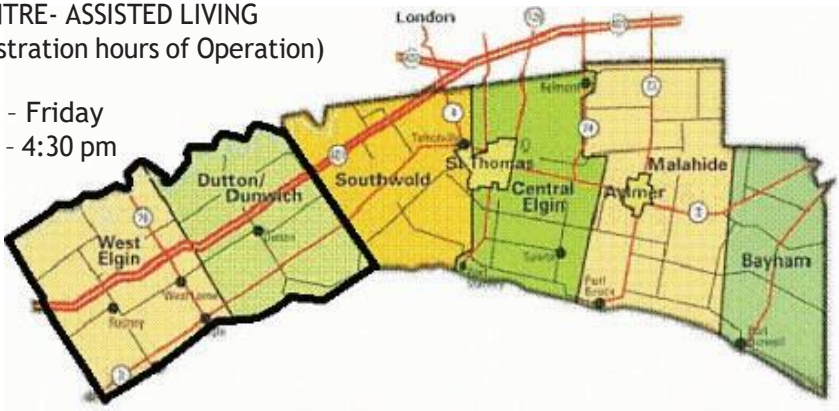
For off-site programs and services please call us or visit our website.)

Monday, Wednesday, Friday
8:30 am – 5 pm

Tuesday, Thursday
8:30 am – 8:30 pm

The CENTRE- ASSISTED LIVING
(Administration hours of Operation)

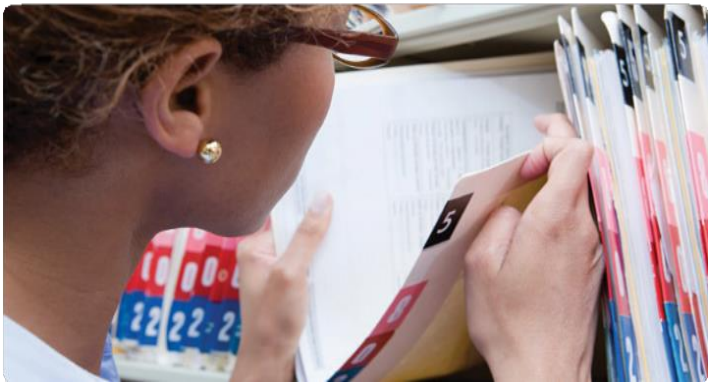
Monday – Friday
8:30 am – 4:30 pm



Protecting Your Privacy

West Elgin Community Health Centre ("the Centre") is committed to protecting your personal information.

- We have policies to protect the confidentiality of the personal information we hold about you.
- You can ask staff about our policies and practices related to the management of personal information.
- Every client or their legally authorized representative will sign an agreement about how we can use their personal information.
- We only collect and use information that is necessary to: provide care or services to you; evaluate, manage and plan our services; and meet our legal and funder requirements unless we are otherwise required by law.
- We work in a team model where your information is shared among health providers involved in your care to be able to help you most effectively.
- You can access your records by requesting to do so in writing.
- Please ask to speak to the Centre's Privacy Officer if you have any questions or concerns or contact them directly by email at PrivacyOfficer@wechc.on.ca



Expectations

The West Elgin Community Health Centre's (the "Centre") management, staff, volunteers and students agree to be courteous, professional and respectful to clients at all times and in all circumstances. The Centre will provide high quality, confidential services in an environment freeof discrimination. In turn, clients of the Centre are expected to treat everyone in a courteous and respectful manner, without discrimination.

AS A CLIENT/CLIENT GUARDIAN I AGREE TO THE FOLLOWING RESPONSIBILITIES:

- To be committed to maintaining and/or improving health and to participate in the health care plan.
- To treat others courteously, with respect and fairness and without discrimination.
- To be accountable for my actions and to accept the consequences of my behaviour, this may include being withdrawn from the Centre's services.
- To be on time for appointments and to call and cancel appointments (with at least 24 hrs. notice) if I am not able to attend.
- To be honest in my interactions with the Centre.

AS A CLIENT/CLIENT GUARDIAN I UNDERSTAND THAT I HAVE THE FOLLOWING RIGHTS:

- To give feedback, make a complaint and or express my opinions and be heard in a manner that is open, honest and accepting.
- To be treated courteously, respectfully, fairly in a manner that fully recognizes my dignity, privacy and individuality without discrimination.
- To have my personal information kept confidential in accordance with the law.
- To be informed in writing of any law, rule or policy affecting the services I receive and of the procedures for initiating complaints.
- To be treated in a manner that is sensitive to my individual needs and preferences and which respects my individual differences including various ethnic, psychological, familial, spiritual, language or cultural factors.

- To feel accepted and welcomed in a safe and secure service environment.
- To raise concerns with or recommend changes in policies and services to the Centre.
- To be fully informed about the services provided to me, all aspects of my care and who will be providing the service.
- To participate in the assessment of my eligibility for a service, and if eligible, in the plan of service set up by the provider.
- To be informed of services and treatment options, to give consent or refuse consent for services and/or treatment and be informed of the consequences of this decision.
- To feel safe and free from all forms of abuse.

Programs and Services

The Centre employs many different professionals who offer a variety of skills, programs and services as listed below.

You do not need to see a doctor or nurse practitioner at the CENTRE to participate in our programs and services.

To learn more about our programs and services:

• Visit our website wechc.on.ca to learn more details.
• Call the Centre at 519-768-1715 and let reception know what services you wish to learn more about. Reception staff can provide you with some general information about our services or can redirect your call to staff directly involved in the services you are seeking so you can learn more about what we offer.

ASSISTED LIVING: Our qualified Support Workers provide services in the municipalities of Dutton/Dunwich and West Elgin. They assist with personal care, light housekeeping, laundry services, medication reminders and checks, security checks and social support.There is no cost for services to eligible clients.

CHIROPODY: A chiropodist is a foot specialist who can help manage and prevent diseases and disorders of the foot and lower limb. Our Chiropodists can educate you about foot health, assist in managing foot disorders, assess, diagnose, prescribe, and carry out treatments related to your feet. This program offers custom orthotics. The West Elgin Community Health Centre is also a specialty site for the diabetic foot ulcer offloading program in the South West region.

CHRONIC DISEASE MANAGEMENT NURSE PRACTITIONER (CDNP): The CDNP offers group programs and one-on-one sessions for those living with chronic conditions such as pain, chronic obstructive pulmonary disease (COPD), insomnia, heart disease, weight management and more. Our CDNP works closely with clients and theirprimary care provider to focus on their chronic care needs to help keep them under control and minimize complications.

DIABETES EDUCATION PROGRAM (DEP): Our DEP teams offer individual and group education, diabetes management and support with flexible hours at multiple locations in Elgin County. All adults (18+) living with Type 1 and 2 diabetes or prediabetes, and those at risk for diabetes are invited to access these free services. The registered nurses/dietitians can help you self-manage your diabetes to minimize or delay the onset of diabetes complications.

DIETITIAN SERVICES: Food can be fun, delicious and nutritious! Eating healthy doesn't mean restricting yourself or your family. When it comes to food, we promote a philosophy of balance that's realistic, fun, and delicious! We offer free dietitian services to support clients making changes to their diet to prevent chronic diseases, manage conditions, or for individual reasons.

HEALTH PROMOTION: It is our philosophy that health is more than just the absence of illness. Wellness includes the ability to participate in maintaining your health and to make informed choices. Health includes a sense of physical, mental, emotional, spiritual and social well-being. Health Promotion is based on the social determinants of health including food, housing, education, income, peace and justice, physical environment, healthy child development and social supports. We provide programs and services that address the outside forces that affect your health. Helping you stay healthy is our priority!

LET'S CONNECT: The Let's Connect team offers a variety of programs and services for children, families, and expectant and new parents. Some of our programs include fun family events, prenatal and infant programming, breastfeeding support, nutrition and cooking programs. All Let's Connect programs are free. The CENTRE offers youth engagement opportunities through the Youth Advisory Committee. The Let's Connect team continues to explore youth programming for the community.

MENTAL HEALTH SERVICES: Our counsellors provide free, non-judgmental counselling services for people of all ages to help manage short or long-term challenges in a supportive environment. We help you to identify goals and find solutions to address many different challenges including depression, stress, abuse, parenting, grief and loss support, relationship and family problems and more. In addition to counselling, the team can help clients access services related to housing, finances, crisis management and psychiatry/psychology.

NEEDLE EXCHANGE PROGRAM: In partnership with Elgin St. Thomas Public Health (ESTPH), we offer Naloxone kits (nasal spray) and training for those with friends or family at risk of an opioid overdose. We also offer a needle exchange program at no cost to you. We believe in providing a safe place for people to access clean supplies and dispose of used drug equipment. We do not enable or encourage the use of illicit drugs. This program has been developedto reduce the burden and transmission of blood-borne pathogens like HIV, Hepatitis B and Hepatitis C while improving safety in our community.

PHYSIOTHERAPY: The Centre works with West Lorne Talbot Trail Physiotherapy to offer financial support for services to individuals. If you do not have physiotherapy benefits or your benefits have run out, call Talbot Trail Physiotherapy (519-768-3998) to see if you meet the criteria for this physiotherapy program.

PRIMARY HEALTH CARE: The West Elgin Community Health Centre delivers primary care services by a team of providers including Physicians (MD), Nurse Practitioners (NP), Registered Nurses (RN), and Registered Practical Nurses (RPN). We offer illness prevention, health promotion, assessment and management of chronic and acute health conditions and support for people with terminal illness. We offer afterhours on-call telephone support by an MD or NP to clients who receivetheir primary care from one of our providers.

SENIORS AND ADULTS WITH DISABILITIES: The Centre offers many programs and services to support the health and well-being of seniors and adults with disabilities. Our range of activities, events, programs and services allow community members to remain active, independent, healthy and safe. Some of our programs and services include friendly visiting/telephone checks, meals on wheels, regularly scheduled programs and activities and much more.

SYSTEMS NAVIGATION: Systems Navigators assist people to understand and find their way through health care, community and social service systems. There are times when people facing life's challenges do not know what kinds of help are available to them in the community and health care field. Systems Navigators support individuals and families to discover and access appropriate programs and services.

TRANSPORTATION SERVICES: The Centre has access to funding resources to provide transportation. The funders for these programs set criteria for who can access the services. Wheelchair accessible and volunteer transportation are available. For most transportation services there will be a mileage fee charged.

VOLUNTEER SERVICES: The CENTRE is always looking for volunteers. Help create a caring and vibrant community where people can achieve and maintain the highest possible level of wellbeing. Volunteer today! Make an Impact!

Services at West Elgin Community Health Centre Offered by Our Partners

The Centre offers space to many other organizations so that you may have local access to additional programs and services. Programs do change from time to time. Please find below a list of a few programs offered at the CENTRE by other organizations.

DYNACARE LABORATORIES: The Centre provides Dynacare with space to offer lab services at the CENTRE. The license they hold allows them to provide services to clients with a requisition written by CENTRE doctors and nurse practitioners only. Lab services are offered every Tuesday and Thursday afternoon from 1-4 and Wednesday and Friday mornings from 0830 to 1200.The lab is not open to the general public.

The Following are Services offered by our Partners at the Centre:

- Asthma/COPD Education
- Addictions Services of Thames Valley
- Child psychiatry and psychology
- Endocrinology specialist
- Mental health case management and crisis support from the Canadian Mental Health Association
- Multiple Sclerosis and Parkinson's support groups
- And many more!

Your Feedback is Important

We care what you think about the quality of our services and the conduct of our staff and volunteers. If you would like to give us feedback about what you like about the Centre, what you don't like, or what we can improve on, we want to hear from you.

Our preferred option is for you to directly speak to our staff and volunteers and provide feedback in person in a respectful manner. If you are uncomfortable or unable to provide feedback in person we offer other options for you:

- In our waiting area you can find comment cards and a secure box to put your comments in.
- You can make a suggestion via email at info@wechc.on.ca.
- You can call and ask to speak to a director.
- We distribute client surveys periodically or post them on our website. This is a great chance to tell uswhat you think about the Centre and our services.

When giving us feedback, you can provide your name and contact information if you want us to follow up with you directly. We will do our best to address your compliments and/or concerns in a timely manner. Please note that we may not always be able to implement all of your suggestions. If you provide your name and details of a specific concern, we will let you know about the resolution to the issues you have brought forward. Please know that in some cases, there may be privacy or other reasons that prevent us from telling you the full results of our findings.

Client and Family Advisory Council

This council provides another option for you to help us improve the great work we do at the Centre. This allows you to bring a positive voice with new ideas on how we can better serve our clients and communities. To learn more about this Council and its role please contact the Executive Director at 519-768-1715 ext. 2206.

Member and Director Information

Member Info

What does it mean to be a member of West Elgin Community Health Centre?

As a member, you will enjoy the following benefits:

- Voting rights at the Annual General Meeting
- Receive a copy of our Annual Report
- Directly receive information relating to the Centre and its ongoing developments
- Have a voice in Centre discussions

Membership options:

Lifetime Membership with no annual renewal fees:	Cost: $50.00
Annual Membership that you can renew each year:	Cost: $1.00

Please contact reception for a membership application form.

Director Info

What does it mean to be a member of the "Board of Directors"?

You will have the opportunity to use your special knowledge – be it in marketing, finance, community representative or event planning – in a manner that will help shape the organization for years to come.

The Centre delivers many key services to help the communities it serves reach the highest level of well-being. The organization is led by the Executive Director (ED). The ED is accountable to the Board of Directors. Together, they ensure that the organization fulfills its Vision, Mission, Aims and Objectives, as well as its legal obligations. The Board of Directors meets monthly and as needed to complete this task.

To learn more about this Board and its role please contact the Executive Director at 519-768-1715 ext. 2206.

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.

How to Make the Most of Your Appointment

Things to consider when in for an appointment

- ☐ Keep a list of all medications, vitamins & herbal medicines in your purse or wallet.
- ☐ Be sure you get any needed prescriptions when here for appointments. Be sure you understand when and how to take the medications.
- ☐ Keep a record of when you had procedures, surgeries and any diagnosis you have been given. This will help you if you are ever admitted to hospital.
- ☐ Ask for explanations in plain, easy to understand language:
- ☐ What is (are) my health problem(s)?
- ☐ What do I need to do? Why?
- ☐ How will this affect my everyday activities?
- ☐ If your provider suggested a referral to another service, be sure you understand why and follow-up with our office if you do not hear about a referral appointment in a couple of weeks.
- ☐ Know how and when you will receive your test results and call us if you do not hear from us.
- ☐ Understand what you can do at home to improve your health.
- ☐ Take notes.

Notes

Frequently Asked Questions

What if I need to see a provider on short notice?

The Centre provides same day appointments for primary care clients. Some other services are able to see you on short notice for urgent needs. Ask each service provider you see about urgent appointments.

Does the Centre have a walk-in clinic?

The Centre does not provide emergency or primary care walk-in services. We do offer after hours on-call telephone support for primary care clients (people who see our doctors (MD) and nurse practitioners (NP)). We ask that you use this service to seek advice for non-emergent after hour issues. Tigertel (519-675-3716).

Do I have to pay to receive services at the Centre?

There are no fees to see any of our providers. There may be fees for some “products” we offer such as: frozen meals, meals on wheels, custom orthotics and mileage reimbursement for transportation services. Call us or visit our website for details.

Do I need to see a primary care provider (physician or nurse practitioner) at the Centre to access other programs and services?

The programs and services offer are open to anyone. You do not need to see a doctor or nurse practitioner at the Centre to be able to access our programs and services. For specific criteria for any program please refer to our website or give us a call. Check our website and flyers often for more information regarding the many programs/services we offer.

How do I book or cancel an appointment?

Primary care has a mixture of appointment times that can be booked on the same day that you call or within 5 days of your call. Other services offer a variety of same day or pre-booked appointments and some also offer telephone support. Ask each provider how to access their services when you begin to see them. Clients are asked to make every effort to keep and be on time for your appointments. If you cannot make a pre-booked appointment, we require at least 24 hours' notice so we can offer the appointment time to another client.

Important Contact Numbers

CRISIS SERVICES:

Canadian Mental Health Association 1-888-633-1781
Family and Children's Services of Elgin County..... 1-800-260-6960
Ontario Provincial Police 1-888-310-1122
Oxford Elgin Child and Youth Centre 1-877-539-0463
Police, Fire, Ambulance 911
Crisis Response Line..... 519 433-2023/1-866-933-2023
Violence Against Women Services Elgin County..... 1-800-265-4305

HELP LINES:
Reach Out 24/7..... 1-866-933-2023
Drug and Alcohol Helpline ..... CALL REACHOUT 1-866-933-2023
Kids Help Line..... 1-800-668-6868
Lesbian, Gay, Bi, Trans Youth Hotline.....1-800-268-9688
Mental Health Help Line..... CALL REACHOUT 1-866-933-2023
Problem Gambling Helpline ..... CALL REACHOUT 1-866-933-2023
Wellkin Child and Youth Mental Health 1-877-539-0463
Seniors Helpline 519-668-0624
Senior Safety Line.....1-866-299-1011
Telehealth 1-866-797-0000
Ontario Helpline 211
Healthline..... 519-660-5910

After hours number for telephone support by a physician or nurse practitioner for WECHC primary care clients (if you receive care by one of our doctors or nurse practitioners):
Call Tigertel 519-675-3716
Tigertel will have the on-call person call you back.

If you would like any additional information:
- Visit our website at wechc.on.ca
- Come and see us at 153 Main Street, West Lorne
- Call us at 519-768-1715

*Please note that phone numbers are subject to change. Please check the WECHC website for updates and changes.