

Client and Volunteer Booklet



**West Elgin
Community
Health Centre**

West Elgin Community Health Centre

153 Main Street, West Lorne Ontario, N0L 2P0

T 519-768-1715 **F** 519-768-2548



519-768-1715

wehc.on.ca

Open Monday - Friday except holidays and posted closure times
8:30 a.m. - 4:30 p.m. Monday, Wednesday, Friday
Tuesday & Thursday open until 8:30 p.m.
closed daily 12 -1 p.m.

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

Collaboration

Respect

Excellence

Accountability

Equity

Building a Healthier Community

The West Elgin Community Health Centre (the “Centre”) has served our rural communities for 30 years. We work alongside extraordinary people at the Centre. We are very proud to be a part of an Alliance of community health centres across the province where we focus on improving the health and wellbeing of people and communities. We continue to value and advocate for a more inclusive society.

We believe that housing, education, food, and the environment all play a role in health and wellbeing. We also believe that language, literacy, and poverty should not get in the way of receiving great care. Our team provides primary health care, illness prevention and health promotion services as well as a range of community programs primarily to the residents of Dutton Dunwich and West Elgin. Our diabetes services are open to anyone and are offered at multiple locations in Elgin County.

We strive for a healthy and supportive work environment valuing compassion, excellence, collaboration, accountability, respect, and equity and our vision supports a vibrant and caring community, people and workplace.

Land Acknowledgement

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 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.

Models

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 towards 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 wellbeing including accessible services, shelter, food, education, and social support.

CHCs deliver comprehensive primary health care, embedded in the Model of Health and Wellbeing and the Model of Wholistic Health and Wellbeing (for Indigenous-lead organizations) and rooted in the belief that health is a state of the best possible physical, mental, social and spiritual wellbeing.

CHCs offer primary care services in combination with health promotion and community development activities to address medical and biological issues, and to improve the circumstances in which people live, work, play and age. Comprehensive primary care not only improves the health of individuals, but it also creates healthier communities – inclusive, connected and caring places where everyone feels they belong and are empowered to take control of their health and wellbeing.

Model of Health and Wellbeing

Our Guiding Principles

The Highest Quality, People and Community-Centred Primary Health Care

Health Equity and Social Justice

Community Vitality and Belonging

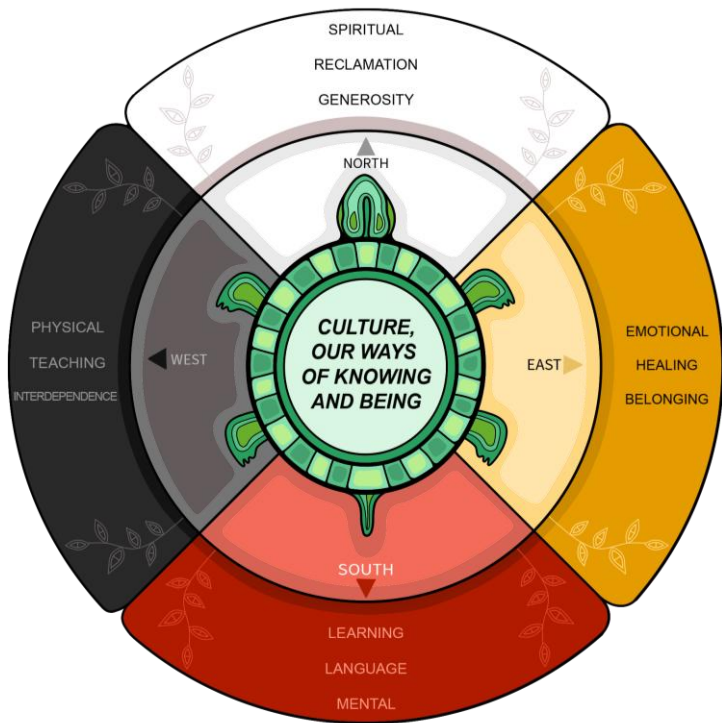


Model of Wholistic Health and Wellbeing

(for Indigenous-Led Organizations)

The model is rooted in a population needs based approach to health care planning and delivery for the Indigenous population. The model incorporates physical, mental, emotional, and spiritual elements of wellbeing with the belief that all elements must operate in harmony.

Artist: Hawlii Pichette



Courtesy of, and developed by, the Indigenous Primary Health Care Council (IPHCC)

[IPHCC](#)

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

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



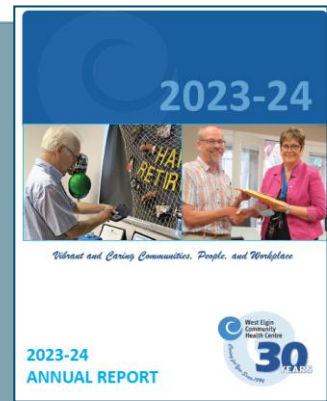
The Health Equity Charter is a living document. We invite you to commit to this Charter as well. Learn more about the Charter on the **Alliance for Healthier Communities** website.

Funding, Expectations, Standards and Reporting

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

A Multi-Sectoral Accountability Agreement, or M-SAA, is an agreement between a funder and a Health Service Provider. The Centre’s 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.

You can view the Centre’s M-SAA agreement along with our Strategic Plan and our Annual Reports on the Centre’s website.

Geography

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

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

Our Assisted Living program offers support worker services to eligible clients in their homes.

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 at (519) 768-1715 or visit our website.

Monday, Wednesday, Friday: 8:30 a.m. – 4:30 p.m. (closed 12 noon-1 p.m.)

Tuesday, Thursday: 8:30 a.m. – 8:30 p.m. (closed 12 noon-1 p.m.)

ASSISTED LIVING PROGRAM – ADMINISTRATION HOURS OF OPERATION:



Monday – Friday
8:30 a.m. – 4:30 p.m.

Protecting Your Privacy

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 your 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 evaluate, manage, and plan our services and to 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: PrivacyOfficer@wechc.on.ca



Additional information about privacy is available on our website.

Expectations

Client Rights and Responsibilities

The Centre's management, staff, volunteers, and students agree to be courteous, professional, and respectful to clients in all circumstances. The Centre will provide high quality, confidential services in an environment free from discrimination. In turn, clients of the Centre are expected to treat everyone in a courteous and respectful manner free from discrimination, harassment and/or violence.

As a client/client guardian, I agree to the following responsibilities:

- To be committed to maintaining and/or improving my health and to participate in my 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 which may include being removed from the Centre's services.
- To be on time for appointments and to call and cancel appointments (with at least 24 hours notice) if I am not able to attend.
- To be honest in my interactions with the Centre.

As a client/client guardian, I understand these rights:

- To feel accepted and welcomed in a safe and secure service environment.
- To feel safe and free from physical, sexual, mental, emotional, verbal, and financial abuse.
- To be treated in a manner that respects my dignity and privacy and that promotes my autonomy and participation in decision-making.
- To receive services free from discrimination as per the Human Rights Code or the Canadian Charter of Rights and Freedom.
- A client who is First Nations, Metis or Inuk has the right to receive services in a culturally safe manner.
- To receive clear information about services in a format that is accessible to me.

Client Rights and Responsibilities *(continued)*

- To be treated in a manner that is sensitive to my individual needs and preferences and respects my individual differences including various ethnic, psychological, familial, spiritual, language or cultural factors.
- 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 and reassessment of my needs, development, and revisions to my plan of care and/or service.
- To designate a person to be present with me during assessments and to participate in the development, evaluation, and revisions to my care plan.
- To receive assistance in coordinating my services.
- To be informed of treatment options, to give consent or refuse consent for services and/or treatment and be informed of the consequences of this decision.
- To be informed of the laws, rules and policies affecting the delivery of services I receive and of the procedures for initiating complaints about the services I am receiving.
- To raise concerns with or recommend changes related to the services that I receive, and with the policies and decisions that affect my interests, without fear of interference, coercion, discrimination, or reprisal.
- To have my personal information kept confidential in accordance with the law.

Volunteer Rights and Responsibilities

As a volunteer with the West Elgin Community Health Centre, you have the **RIGHT** to:

Respect and Dignity: Be treated with respect, appreciation, and fairness.

Clear Expectations: Receive a clear description of your role and responsibilities.

Training and Support: Be provided with adequate orientation, training, and resources to perform your duties effectively.

Safe Environment: Volunteer in a safe, welcoming, and inclusive environment.

Communication: Be informed about changes, updates, or events that may affect your role.



Volunteer Rights and Responsibilities *(continued)*

Feedback & Recognition: Receive constructive feedback and recognition for your contributions.

Time Management: Set your availability and have your time valued and respected.

Opportunities for Growth: Explore new volunteer opportunities or additional roles as your interests and skills develop.

Privacy: Expect confidentiality regarding your personal information.

Grievance Process: Express concerns or issues with the support of a clear and respectful resolution process.

As a volunteer with the West Elgin Community Health Centre, you have the **RESPONSIBILITY** to:

Commitment: Fulfill your agreed-upon schedule and responsibilities to the best of your ability.

Professionalism: Treat clients, staff, and fellow volunteers with kindness, respect, and empathy.

Communication: Notify the Health Centre in advance if you cannot fulfill a commitment.

Confidentiality: Respect the privacy and confidentiality of clients, staff, and the organization.

Training: Participate in necessary training sessions and seek clarification when needed.

Safety: Follow Centre policies, procedures, and safety protocols.

Positive Representation: Act as an ambassador for the Health Centre, upholding its values and mission in all communications.

Feedback: Provide constructive feedback to help improve programs and services.

Adaptability: Be open to learning new skills or adapting to changing needs.

Teamwork: Work collaboratively with staff and other volunteers to achieve shared goals.



Programs and Services

The Centre employs many different professionals who offer a variety of skills, programs, and services listed below. Please visit our website.

Feel free to call the Centre at (519) 768-1715 for program and service information. Reception staff can provide some general information about our services, or they will redirect your call to staff working within our specific programs and services.

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

Assisted Living: Our qualified support workers provide services across 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.



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. You may be referred to us by your primary care provider or you can self refer by calling us. The registered nurses/dietitians work closely with your primary care provider to help you self-manage your diabetes to minimize or delay the onset of diabetes complications.

Dietitian Services: We offer free dietitian services to support clients making changes to their diet to prevent chronic diseases, manage conditions, or for individual reasons. Healthy doesn't mean restricting yourself or your family. When it comes to food, we promote a philosophy of balance to meet your preferences and goals.

First Five West Elgin: This program supports children under the age of 6 who do not have a primary care physician or a nurse practitioner. An Ontario Health Card is not required.



Health Promotion: At our Centre we believe 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 wellbeing. Health promotion is based on the social determinants of health including but not limited to food, housing, education, income, peace and justice, physical environment, healthy child development and social supports. By addressing these factors, our health promoters and staff coordinate and facilitate a range of programs including exercise, food, community education and 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.



Mental Health Services: Our therapists provide free, non-judgemental counselling services to 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, 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 where you can access supplies 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 developed to reduce the burden and transmission of illnesses like HIV, Hepatitis B and Hepatitis C while improving safety in our community. No need to book an appointment, walk in and reception will be happy to provide you with supplies.

Nursing Foot Care: Our Foot Care Nurse can educate you about foot health, assist in managing foot disorders, assess and carry out treatments related to your feet. Care is provided to clients of all ages with needs related to wound care, corns /calluses, ingrown toenails, athlete's foot/warts/fissures, diabetic foot care and foot care education. A referral is required by your Primary Care Provider or the Diabetes Education Program at the Centre for an appointment.



Physiotherapy: The Centre works with West Lorne Talbot Trail Physiotherapy to offer financial support for physiotherapy 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. You do not need a medical referral for this service, we accept self-referrals.

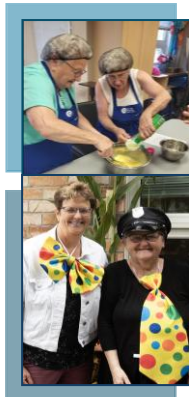
Primary Health Care: The Centre delivers primary care services by a team of providers including physicians, nurse practitioners, registered nurses, and registered practical nurses. We offer illness prevention, health promotion, assessment and management of chronic and acute health conditions and support for people with terminal illness. We offer after hours on-call telephone support by a physician or nurse practitioner to clients who receive their primary care from one of our providers.



Social Work – Primary Care: Our Social Worker supports and guides clients with life challenges and changes, adjusting to recent health diagnosis, questions about mental or physical health, life stress, relationship challenges, and navigating available community support. Walk-in counselling available on Thursday afternoons.

Seniors and Adults with Disabilities: Community Support Services are an important link in our community supporting seniors and adults with disabilities to remain independent and in their own home or community for a longer period. Some of our programs and services include friendly visiting, telephone reassurance checks, meals on wheels, congregate dining, caregiver support, virtual programs, fitness groups, regularly scheduled programs and much more!

You **DO NOT** have to see a provider at the Centre to access these programs or services.



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 kind of help is available in the community, social service, and health care field. Systems Navigators support individuals and families to discover and access appropriate programs and services.

Transportation Services: A support service that provides transportation to medical appointments, shopping and to various social activities and programs. Screened volunteers use their own vehicles to provide transportation and a friendly visit along the way. Fare is based on per/km and invoiced monthly. Accessible transportation is also available with our Community Health Shuttle for a fee for service. Our “Gift-a-Ride” program is funded by United Way Elgin Middlesex and is available to individuals’ requiring transportation to essential appointments who have insufficient funds.



Youth Advocacy: The Health Promotion Youth Advocate engages with our communities’ youth (ages 10–18) to improve equitable health and wellbeing outcomes. They also support the mental health of area youth and young families.



Volunteer Services: Our Centre is always looking for volunteers. Please help create a caring and vibrant community where people can achieve and maintain the highest level of well-being.

Volunteer today! Make a community impact!



Partner Services at Our Centre

To ensure that you can access additional programs and services locally, the Centre offers space to many other organizations. Below is a list of few programs offered at the Centre through third party organizations. Please note that programs do change from time to time.

Dynacare Laboratories: The Centre provides Dynacare with space to offer lab services at the Centre. Their license allows Dynacare to provide lab services to clients with a requisition written by our Centre's providers only. This lab is not open to the public.

Lab Services: Thursdays 8:30 a.m. – 11:45 a.m. and 1:00 p.m. – 4:00 p.m.

Partner Services offered at the Centre:

- Addictions Services
- Child Psychiatry and Psychology
- Endocrinology Specialist
- Canadian Mental Health Association Mental Health Case Management and Crisis Support
- Multiple Sclerosis and Parkinson's Support Groups
- And many more!



Your Feedback is Important

We care what you think...

Please share your feedback about the quality of our services and/or the conduct of our staff and volunteers. Whether it's what you like at our Centre, what you do not like, or what we can improve, we want to hear from you!

We prefer that you speak directly to our staff and volunteers to respectfully offer your feedback in person. However, if you are uncomfortable or unable to provide feedback in person, other feedback options include:

- Comment cards and a secure box in the reception waiting area.
- Via email to info@wechc.on.ca
- You can call and ask to speak to a director. Please call (519) 768-1715.
- Via client surveys – we distribute surveys periodically or post them on our website. This is a great chance for you to tell us what 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 personally. We will do our best to address your compliments and / or concerns in a timely manner.

Please note that we may not be able to implement all suggestions. If you provide your name and the details about your concern, we will be happy to follow-up with you about the resolution determined.

Also, please know that in some cases, there may be privacy or other reasons that will prevent us from sharing the full results of our findings.



Client and Family Advisory Council

This volunteer-based Council helps us improve the great work that we do by bringing a constructive voice offering community feedback and generating new ideas. We are always seeking ways to better serve our clients and communities.

To learn more about this Council, please contact our Executive Director at (519) 768-1715, Ext. 2206.

Board of Directors

The organization is led by our Executive Director (“ED”) who is accountable to a volunteer Board of Directors. Together, they ensure that the organization fulfills its vision, mission, aims and objectives as well as its legal obligations. The Centre delivers many key services to help the communities it serves reach the highest level of wellbeing.

Apply to be a Board Director today! Use your special knowledge and skills, be it marketing, finance, community services or event planning, to help shape our organization for years to come.

The Board meets monthly and as needed to complete its mandate. Interested to learn more? Please contact our Executive Director at (519) 768-1715, Ext. 2206 or visit the Centre’s Board Directors web page at wechc.on.ca

Together, we can do so much.



Strategic Plan 2023-2026

VISION

Vibrant and Caring Communities, People, and Workplace

MISSION

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

VALUES

Compassion
Excellence
Collaboration
Accountability
Respect
Equity



**West Elgin
Community
Health Centre**

Strategic Directions

REIMAGINE



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

- Enhancing accessible primary healthcare
- Supporting the mental health of youth and young families
- Meeting the changing needs of those aging and their caregivers
- Addressing the housing and food security challenges faced by those living in poverty
- Advancing social justice through Reconciliation and by taking care of our environment
- Telling Our Story by engaging with our communities

RECONNECT



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

- Focusing on innovative recruitment, engagement, and succession planning strategies
- Co-creating joy and kindness in the workplace
- Equipping staff with the resources they need to do their work
- Pursuing funding to strengthen total compensation for staff
- Providing meaningful experiences for more volunteers
- Leading with courage using open, respectful and timely communication

REDESIGN



Redesign a stronger healthcare system in collaboration with our partners

- Engaging in and influencing the outcomes of the Elgin Ontario Health Team
- Implementing shared opportunities with our primary care partners
- Leveraging partnerships and community connections to support our clients
- Creating a resilient, responsive organizational structure

How to Make the Most of Your Appointment

- ☐ Keep a list of all medications, vitamins, and herbal medicines with you.
- ☐ Be sure to ask about your prescriptions during your appointment. Be sure to understand when and how to take your medications.
- ☐ Keep a record of when you had procedures, surgeries, and any diagnosis. This will be helpful if you are ever admitted to the hospital.
- ☐ Ask for explanation 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 suggests a referral to another service, please be sure that you understand why. Follow-up with our office if you don't have a referral appointment confirmation within 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.



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 may be able to see you on short notice for urgent needs. Please speak with your service provider 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 our current primary care clients. If you need to seek advice for non-emergent medical needs, please call the after-hours service - Tigertel (519) 675-3716.

The on-call providers cannot respond to Tigertel calls during open hours or during lunch. Tigertel will not forward your call when the Centre is open. You will be redirected to call the Centre. Our open hours are Monday to Friday 8:30 a.m. to 4:30 p.m. (closed on stat holidays). Tuesday and Thursdays we are open until 8:30 p.m. We are closed for lunch from 12-1 p.m.

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” 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?

No, you do not require a provider to participate. They are open to anyone. Please refer to our website or social media for programming and services offered.

How do I book or cancel an appointment?

Primary Care has a mix of same day appointments or within 5 days of your call. Other services offer a variety of same day or pre-booked appointments and some also offer telephone or virtual support. Please make every effort to keep and be on time for your appointment, however, if you must cancel, we require 24 hours cancellation notice.

On-Line Booking

Except for intake appointments, online booking is available for Primary Care providers and nurses. Please check with other providers to confirm if they use the on-line service.

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) 433-02023 / 1-866-933-2023
Valora	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
Suicide Crisis Helpline	988
Healthline	519-660-5910

For Current Primary Care Clients Only:

After hours service available for non-emergent, telephone support from a Physician or Nurse Practitioner:

Call Tigertel.....519-675-3716

If you would like more information, please visit the Centre’s website, or see us at 153 Main Street, West Lorne or feel free to call us at (519) 768-1715.

Please note that phone numbers are subject to change. Please check our website for updates.



West Elgin
Community
Health Centre

153 Main Street
West Lorne, Ontario
N0L 2P0
(519) 768-1715
wehc.on.ca

