



West Elgin
Community
Health Centre

Annual Report 2025-2026

Vibrant and Caring Communities, People, and Workplace



wehc.on.ca

June 2026

Strategic Directions



Reimagine how our care and services improve equitable health and wellbeing



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



Redesign a stronger healthcare system in collaboration with our partners



VISION
Vibrant and Caring Communities,
People, and Workplace



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



VALUES
Compassion
Excellence
Collaboration
Accountability
Respect
Equity



Message from our Executive Director

Living our Vision, Mission, and Values

Message from our Board Chair

Our Advocacy Journey Continues

Justice, Equity, Diversity, and Inclusion

Fostering a Culture of Belonging

Serving Our Clients and Community

The Difference a Year Makes

Our Volunteers

A Work of "Heart"

Telling Our Story

Kindness and Connection

Fundraising and Financial Reporting 2025-2026

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



2025-26 marked the third year of the Centre's current Strategic Plan and our fantastic team continued to live our Vision, Mission, and Values.

We **REIMAGINED** how our care and services improve equitable health and well-being outcomes including:

- The Primary Care and Mental Health teams returned to prioritizing people living in West Elgin and Dutton-Dunwich and took on 437 new primary care clients from our wait list
- Our Mental Health team started a Happiness 1000 group
- Senior Active Living Centre programs were launched in Rodney
- The Food Pantry expanded to meet the growing community needs
- An Indigenous Healing Garden was launched, and new banners were placed at the front entranceway that reflect our Indigenous and 2SLGBTQ+ allyship
- Staff presented their team-based care successes at the provincial Ontario Community Support Association conference, and our Nurse Practitioners were featured in two articles in the Chronicle
- The Healthy Workplace committee treated staff to a potluck, catered lunch, ice cream, Halloween costume contest, Christmas lunch, popcorn day, Valentine's cookies, a Staff Spring team building event, a waffle lunch, and a picnic
- The Centre interviewed ten staff and surveyed 30 others which led to significant changes in the Information Technology/ Information Management services provided by our vendor
- The Board provided all non-physician staff with an unfunded 2% salary increase
- Volunteers were treated to a Holiday Appreciation Event and a Spring Appreciation Brunch
- Staff meetings featured more guest speakers including the Centre's Cleaning Company, a session on Human Trafficking and Client Abuse, Elgin Ontario Health Team updates on the Neighbourhood Health Home Model, and the Canadian Mental Health Association Prevention and Early Intervention Program for Psychosis

Continued on page 4...

During the year we **RECONNECTED** with our team to co-create a meaningful, healthy, and compassionate workplace:

- Our third senior director retired and was successfully replaced, meaning that over the past two years the leadership torch has been passed on to a new generation



Finally, we **REDESIGNED** a stronger healthcare system in collaboration with our partners:

- The Centre was heavily involved with the Elgin Ontario Health Team in the creation of the Neighbourhood Health Home model (with a hub in St. Thomas and spokes in West and East Elgin), in the development of an Interprofessional Primary Care Team expansion proposal, in the formation of the Elgin Primary Care Network, and in coordinating the wait list through Health Care Connect
- The Centre partnered with the Thames Valley Family Health Team in an initial proposal that provided the Centre with a new Social Worker to support the Primary Care and Mental Health teams
- The Assisted Living program moved their office to the Dutton Medical Centre
- The Centre reviewed the Operational Team structure and returned to a full time Finance and Operations Manager and Accounting Clerk model

As we continued to advocate for ongoing increases to our core funding that will benefit our staff and our clients, we did obtain additional resources during the year:

- Permanent \$289,200 for Community Health Centre staff and operating expenses
- Permanent \$148,533 for physician salaries and benefits
- Permanent \$107,276 for new social worker
- One-time \$88,000 for new accessible van from the Elgin Ontario Health Team along with \$22,481 for repair of the old van

- Ongoing \$50,062 for Seniors Active Living Centre program in Rodney and One-Time \$10,740 Seniors Community Grant from the Ministry for Seniors and Accessibility
- One Time \$16,689 of Canada Summer Jobs funding for students
- Renewed \$16,000 of Gift-a-Ride Program from the United Way Elgin Middlesex
- Permanent \$8,530 for Assisted Living and Community Support Services staff and operating expenses

We also received over \$17,000 in donations through the efforts of our small but mighty fundraising committee.

Thanks again to all our amazing staff, volunteers, supporters, and community partners for your hard work and dedication over the past year.

We cannot do this great work without you.



Andy Kroeker
Executive Director



The past year has been a time of transition, defined by meaningful changes and a strong commitment to accountability.

Significant changes include saying goodbye to several esteemed, long-standing staff and Board members, which allows us to welcome new faces and opportunities for further growth.

Last year, we launched a comprehensive community engagement campaign to raise awareness about the growing wage disparity in the community health sector. We participated in fall fairs, held two Town Hall meetings, and presented our findings to the West Elgin and Dutton Dunwich municipalities as well as to County Council and Minister Flack.

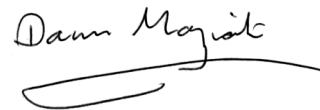
The public has been overwhelmingly shocked and dismayed by what they learned about wage disparity. Both municipalities, that we are mandated to serve, have expressed their support and formally presented our case at the Rural Ontario Municipal Association (ROMA). This issue remains prevalent throughout the Province.

The Health Centre's advocacy efforts have also included numerous articles written by Larry Schneider and our Fundraising Committee have made countless successful presentations to service clubs and local businesses.

Looking forward, we will:

- Redesign the Town Hall meetings in partnership with each municipality
 - Continue to support the Dutton Medical Centre and residents
 - Continue to meet with West Elgin Council to discuss common issues, public needs, and ways that we can better coordinate transportation services
 - Reconnect our relationship with local schools and Four Counties Health Services
- Reimagine how accessible primary health care, mental health and counselling supports could be expanded and improved
 - Continue to address food security challenges
 - Advance Board of Directors' knowledge, skills, and experience
 - In collaboration with the Executive Director, work closely together on succession planning strategies
 - Maintain the new Community Engagement, Advocacy, and Fund Development Committee
 - Engage actively in staff-community events like Remembrance Day, Flag Raising, Indigenous Orange Shirt Day, Murdered and Missing Girls & Women, and Volunteer Recognition

On behalf of the Board of Directors, we look forward to our continued collaboration with community members, clients, staff, and volunteers. Let's make 2026/2027 another unforgettable year!



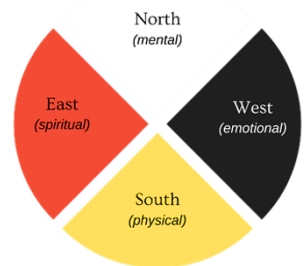
Dawn Maziak
Board Chair





We are committed to fostering a culture of belonging, embracing social justice, equity, diversity, and inclusion (JEDI). As supported by the Centre's strategic directions, we continually strive to promote a safe and welcoming workplace where discriminatory or oppressive behaviours are not tolerated.

In 2025 a capacity crowd attended Plant Medicine Teachings by Bruce Eljah, an Elder from Oneida Nation which included a smudging ceremony with Jason George from SOAHAC. Also in 2025, our Indigenous Healing Garden was blessed by Indigenous Elders, Maxine and Gayle, to celebrate the opening and closing of the garden. And most recently, the Operations team met with Cultural Leader, Bill Hill who brought the team together through learnings about each other, shared process decision making tools and enhanced cultural competency as part of our journey to foster a culture of belonging.



Our Centre's commitment inspires us to support each other with dignity and respect and to be empowered to drive change. As such, in early 2026 we strengthened our JEDI Committee with six new faces each bringing new ideas and a core belief that all are welcomed, respected, and valued.

As part of exploratory conversations, the JEDI Committee is reviewing the Centre's land acknowledgement, partnering with Indigenous leaders and community to create a safe, physical, mental, spiritual, and emotional space at the Centre, and incorporating the principles of Trauma and Violence Informed Care into all of our work.

Some of our JEDI Committee actions will also include regrowth of tobacco in our Indigenous Garden, participation in the Spring 2026 Alliance for Healthier Communities conference sharing the story and knowledge around transgender rural supports and connections, and inviting our SOAHAC partners to join us at the Centre's upcoming AGM to share knowledge and awareness.



Further committee work aims to include supporting unbiased hiring practices, continued best practice based staff training to promote positive mental and physical wellbeing, and working towards the inclusive and welcoming redesign of the Centre's reception space.



THE DIFFERENCE A YEAR MAKES

Meals Delivery
81 Clients
3,855 Meals

Health Promotion
455 Clients
2,873 Attendance

Congregate Dining
279 Clients
5,108 Attendance

Transportation
140 Clients
5,570 Trips
173,653 Kms Driven

Caregiver Support
195 Clients
1,056 Visits



Assisted Living
41 Clients
10,791 Visits

Social Visiting
113 Clients
2,453 Visits

Diabetes Education
953 Clients
4,543 Visits

Nutrition
246 Clients
439 Visits

Physiotherapy
358 Clients
2,024 Visits

First Five
343 Clients
1,502 Visits

Clinical Services
3,072 Clients
17,290 Visits

Counselling
308 Clients
1,707 Visits

Healthy Child
401 Clients
568 Visits



Statistics
2025 - 2026
Programs and
Services





Our volunteers play an essential role in helping to provide programs and services throughout our rural communities. With dedication, compassion, and generosity of time, volunteers support individuals and families with *heart* every day.



Our Volunteers - A Work of “HEART”

100	# of Volunteers Registered with the Centre
5005	# of Volunteer Hours Served
3855	# of Meals on Wheels Deliveries Made
5570	# of Rides to Client “Necessary Appointments”
173,653	# of Kms Driven for Client “Necessary Appointments”

Volunteers contribute across many areas including leading fitness classes, facilitating a variety of support groups and drop-in programs for adults with disabilities, helping create welcoming spaces for connection, learning, and social engagement. Others assist with administrative work that supports the daily operations of programs and services.

Several volunteers help operate the food pantry. This includes picking up grocery donations from local grocery stores, organizing and sorting food, monitoring pantry inventory, and helping ensure food is available to community members in need.

Volunteers also provide transportation assistance by driving clients to necessary appointments and programs. This invaluable support reduces barriers to accessing important services.

Others provide childcare during programs so parents and caregivers can fully participate and engage in the supports they are attending.

In addition, volunteers assist with a wide range of kitchen duties such as serving meals during Soup’s On or helping with program set-up and teardown.



Some volunteers provide friendly visiting services to clients who are housebound or socially isolated, offering companionship and connection that can make a meaningful difference in someone’s wellbeing.

To support the work they do, volunteers complete role-specific training. Commonly, the training includes Dementia Education and Food Handler Certification. These trainings help volunteers provide safe, informed, and compassionate support within our programs.

The Centre is committed to creating a fulfilling and meaningful volunteer experience where individuals feel engaged and value the impact they are making within their community.

Volunteers are appreciated every day for the important role they play. Their contributions are formally recognized twice each year during the holiday season and again in the Spring.

We are deeply grateful for the dedication of our volunteers. Their support strengthens our programs, enhances the lives of those we serve, and helps build a stronger, more connected community.

Interested In Volunteering?
519-768-1715



KINDNESS AND CONNECTION



Thank you for supporting our clients, communities, and each other every day.

2025 Employee Service Milestones

25 Years

Shelly Vergeer

20 Years

Rick van der Heide

15 Years

Betty-Jo Drent

10 Years

Kasia Rycerz

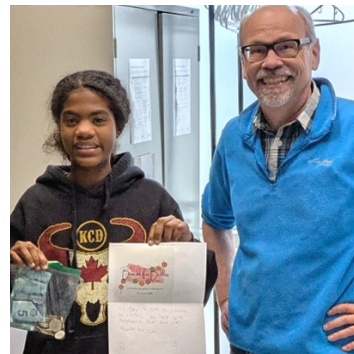
5 Years

Susan Irsag
Michelle Johnston
Malou Soteco

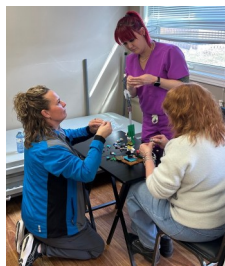
2 Years

Shelbey Bint
Marty Given
Taraesa Tellier

Shannon Brown
Jon Turalinski
Hailey Watson



WE'RE GLAD YOU'RE HERE...



Co-creating a meaningful, healthy, and compassionate workplace



Through individual financial donations and the amazing efforts of the Fundraising Committee, we are grateful for the kindness and generosity of so many organizations and donors over the past fiscal year. Over \$17,000 was received to help fund various programs and services at the Centre.



Kiwans Club of Rodney
United Way Elgin Middlesex
Optimist Club of West Lorne
Kiwans Club of West Lorne

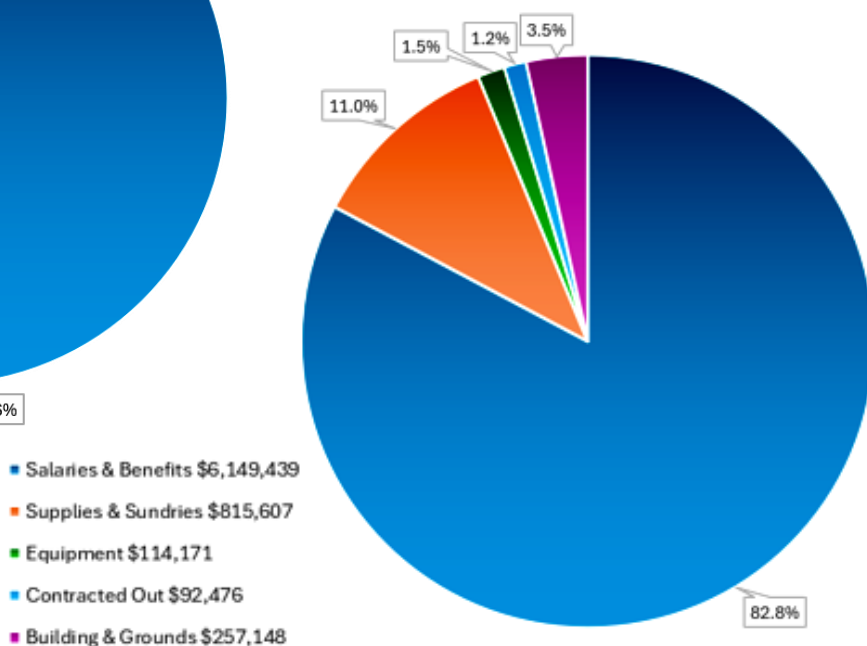
Dunwich Pastoral Charge
Brain Injury Association of London and Region
West Lorne & Community Horticultural Society
Cheshire London
Parkinson Society
Second Harvest



Total Revenue \$7,641,824



Total Expense \$7,428,840



Full financial report available online:
wehc.on.ca





West Elgin
Community
Health Centre

West Elgin Community Health Centre

153 Main Street
West Lorne ON, N0L 2P0
T 519-768-1715
info@wechc.on.ca

East Elgin Diabetes Education Program

424 Talbot Street West, Unit L9
Aylmer, Ontario , N5H 1K9
T 519-765-4797



Alliance for Healthier Communities
Alliance pour des communautés en santé

Reimagine. Reconnect. Redesign.



Funded By:



2025 -2026
Annual Report