



CENTRE DE SANTÉ COMMUNAUTAIRE DE NIPISSING OUEST
WEST NIPISSING COMMUNITY HEALTH CENTRE

Annual Report

2021-2022

TABLE OF CONTENTS

3. Vision, Mission, Values
4. Message from the President of the Board of Directors
5. Message from the Executive Director
6. Snapshot 2021/22
7. Community Health Highlights
8. Partnership Spotlight
10. 2021/22 In Numbers
11. Community Health Programs
14. Financial Report - 2021/22
15. Our Volunteers
16. Our Team
17. Executive
18. Model of Health and Wellbeing





Our Vision

West Nipissing Community Health Centre strives to maintain a healthy community for a lifetime.

Our Mission

West Nipissing Community Health Centre will provide primary health care, illness prevention and management, and health promotion through an interprofessional team. The Centre commits to adopt a leadership role and work collaboratively with community partners to foster the social, mental and physical health of the Aboriginal, Anglophone and Francophone residents of West Nipissing and Garden Village.

Our Values

Accessibility, Empathy, Inclusion, Integrity, Empowerment, Respect.

MESSAGE FROM BOARD PRESIDENT

As the West Nipissing Community Health Centre wraps up its 2021-2022 fiscal year, the Board of Directors reflects with pride and admiration at the staff's remarkable response to the pandemic, and what the organization was able to accomplish despite the challenges we've encountered throughout the year.

The Centre has shown how its model of care is responsive and adaptable. Access to care was maintained with virtual and in-person appointments, community programs and services were adjusted or created, such as the food security initiative during lockdowns, and frequent wellness checks were done for vulnerable clients, among so many other examples.

On behalf of the Board of Directors, I wish to thank our Executive Director, Guy Robichaud, and his extraordinary team for their unparalleled leadership and devotion to clients and the community throughout the pandemic. They continue to meet challenges head on to provide the best care and services possible to meet clients' existing and emerging needs, and contribute to our community's wellbeing.



Lynne Gervais



MESSAGE FROM THE EXECUTIVE DIRECTOR

Though it was a challenging year amid the COVID-19 pandemic, 2021-2022 brought forward essential lessons and opportunities for our team. This annual report focuses on how the West Nipissing Community Health Centre responded to maintaining a certain level of patient care, services and programs and contributed to local efforts to ensure the well-being of the residents of the municipality as we navigated through the pandemic.

I congratulate the staff with admiration for their tireless work throughout the year. The team adapted its methods of providing quality care, delivering services and programs, and being an unwavering participant in local initiatives to combat COVID-19.

The Centre is gradually resuming its in-person activities and programs. We look forward to announcing and launching new initiatives, including expanding our space and programs in the coming year.

In closing, I thank the Board of Directors for their support during this hectic and unfamiliar year. We are turning the page and starting a new year together with some great surprises on the horizon. Stay tuned!

Enjoy your reading!



Guy Robichaud



SNAPSHOT 2021-22

Adapting to the pandemic

The pandemic significantly impacted our community and service providers, which required a significant shift in how we operated. Despite the challenges brought forward in the new way of operating, the need to offer quality care to residents of West Nipissing and our clients continued in a COVID-19-safe manner. Our critical work towards preventing the spread of disease, providing primary care follow-up visits, and offering community health programs and services continued in full force. Staff members, clients and caregivers learned to navigate the use of virtual tools to provide and attend programs and services.

Our collective efforts included:

- Reorienting in-person visits and offering virtual care visits
- Enhanced collaboration efforts with key community partners
- The delivery of online community health programs and workshops



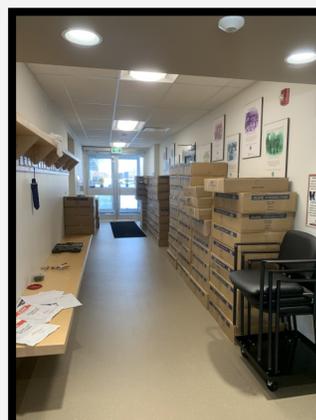
Over this fiscal year, the staff promptly re-evaluated community-based programs to meet the new and emerging needs of members living in West Nipissing and Garden Village. We prioritized the health and safety of our patients, caregivers, and health care workers through diligent disease prevention measures as we resumed non COVID-related activities as public health restrictions were lifted. As showed in *Table 1* below, we increased the number of primary care visits by 9.4% and more than doubled the number of community health sessions offered, representing a 141.7% net increase from our previous fiscal year.

Table 1. Number of Primary Care Visits and Community Health Sessions Offered by Fiscal Year, Comparing 2020-21 and 2021-22

	2019-20 <i>(pre-pandemic)</i>	2020-21	2021-22	% net increase from 2020-21
Primary Care Visits	12 896	13 690	14 975	9.4%
Community Health Sessions	547	103	249	147.7%

COMMUNITY HEALTH HIGHLIGHTS

The Community Health Team, Primary Health Care Team and agency volunteers played a vital role in the overall pandemic response, in such, responding to emerging issues brought on by the pandemic. Our team hosted **49 COVID-19 vaccination clinics** in collaboration with the North Bay Parry Sound Public Health Unit and administered **975 vaccine doses** to West Nipissing residents and regulated health professionals practicing in our community. Staff continued social check-in calls with vulnerable clients to ensure their basic needs were met. Staff developed a food security initiative for clients who lacked access to food and those who were eligible for our grocery delivery service, our food relief program or our meals program. An iPad rental initiative was also developed by our staff to help reduce outcomes of social isolation due to COVID-19 public health safety measures. Ongoing programs and clinician visits resumed quickly from in-person to being offered virtually, and we offered additional workshops online to promote social interaction and inclusion. Regular programming continued in-person once the Ministry of Health lifted congregate setting restrictions.



PARTNERSHIP SPOTLIGHT

The Nipissing Wellness Ontario Health Team (NWOHT) Self-Directed Patient, Family and Caregiver Support Program

In collaboration with the NWOHT, a project was initiated to assist older adults in our community with funds to purchase community-based services and technology tools to reduce social isolation. The project promoted independent living and gave older adults better access to services required to remain in their dwellings and community longer. A total of 50 clients living in West Nipissing were identified to participate in this project. Eligible clients were 65 years of age or older, were identified as needing services that were within the project's parameters (e.g., medical transportation), were not receiving funds from other publicly funded service providers and were at risk for declining in function and mobility. Below are examples of the types of services that the funds were used for in our community:

- Emergency response unit
- Medical transportation
- Osteopathic rehabilitation
- Snow removal and housekeeping
- Grocery shopping and meal preparation and supplements
- Mobility aids
- Personal support and nursing care
- Moving services
- iPad rental



Community Health and Wellbeing Week

Along with other Community Health Centres across the province, we recognized Community Health and Wellbeing Week (October 4th to 10th, 2021) by facilitating activities promoting an equitable future. Staff and community members attended nature walks at the Sturgeon River House Museum, made some trail mix, and attended a 2 km walk around town, starting at the Community Health Centre.



2021/22 IN NUMBERS



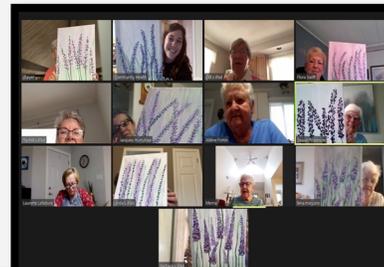
15 Programs



233 Group sessions



16 One-Time activities



2230 Total attendance



1 273 Flu vaccines administered



14 975 Primary Care visits



49 COVID-19 Vaccination clinics



975 COVID-19 Vaccine doses administered

COMMUNITY HEALTH PROGRAMS

Nutrition and Family Health

- Craving Change Program
- Virtual Cooking Classes
- Nutrition and Food Literacy Presentations
- Grocery Delivery
- Emergency Relief
- Meal Preparation

Holistic Health for Older Adults

- Older Adults Staying in Shape (OASIS) Day Program
- Alzheimer's Support Group in collaboration with the Alzheimer's Society
- Jog Your Memory

Chronic Illness Management

- Fibromyalgia Support Group



Physical Activity

- Dynaband
- Balance and Mobility
- Tai Chi
- Yoga



Social Inclusion

- Crafter's Corner
- Knitting Circle
- Scrapbooking
- Sewing
- iPad Program



Cultural Programs

- Cultural Drumming Circle

One-Time Activities

- Beaded Earrings Virtual Workshop
- Virtual Coffee Chats
- Virtual Paint Social Workshops
- Virtual Mindfulness Workshops
- Gingerbread House Community Competition
- Red Scarf Campaign Day
- Nutrition Month
- Falls Prevention Symposium
- Community Health and Wellbeing Week
- Nature Walks
- NWOHT Self-Directed Program



FINANCIAL REPORT - 2021/22

Centre de Santé Communautaire du Nipissing Ouest / 
West Nipissing Community Health Centre
Statement of Operations and Changes in Net Assets
For The Year Ended March 31, 2022

	<u>2022</u>	<u>2021</u>
Revenues		
Ontario Health	\$ 3,009,214	\$ 2,988,752
Other	26,366	22,100
Amortization of deferred contributions related to tangible capital assets	<u>230,402</u>	<u>250,678</u>
Total Revenues	<u>3,265,982</u>	<u>3,261,530</u>
Expenses		
Advertising	7,834	306
Amortization	230,402	250,678
Community programs	12,606	29,740
Computer support and equipment	40,679	29,558
Insurance	4,190	11,014
Interest and bank fees	225	217
Medical supplies	44,595	30,714
Membership fees	41,136	43,146
Office supplies	98,943	75,464
Professional fees	84,047	65,624
Rent	233,359	233,359
Repairs and maintenance	3,686	4,478
Salaries and benefits	2,440,653	2,470,625
Staff training	6,842	2,480
Telephone	12,004	12,547
Travel	<u>4,765</u>	<u>1,545</u>
Total Expenses	<u>3,265,966</u>	<u>3,261,495</u>
Excess of Revenues Over Expenses Before Subsidy		
Payable to Ontario Health and Donations	16	35
Subsidy Payable to Ontario Health	<u>(16)</u>	<u>(35)</u>
Excess of Revenues Over Expenses Before Donations	-	-
Donations	<u>2,525</u>	<u>-</u>
Excess of Revenues Over Expenses	2,525	-
Net Assets - Unrestricted, Beginning of Year	<u>10,303</u>	<u>10,303</u>
Net Assets - Unrestricted, End of Year	<u>\$ 12,828</u>	<u>\$ 10,303</u>

OUR VOLUNTEERS

Volunteers play a vital role in the delivery of many programs and services. While many of our programs are volunteer-led, we truly appreciate their dedication to assisting our staff and clients find their path to health and well-being.

André Poirier

Chantal Brassard

Luce Lafontaine

Marianne Van Beek

Marita Roffey

Nicole Collin

Rachelle Beuparland

Rose Ransom

Suzanne Louiseize

Wendy Walker

OUR TEAM

Guy Robichaud, *Executive Director*
Bonita Séguin, *Executive Assistant*
Lise Savard, *Director of Primary Care*
Renée Vaillancourt, *Director of Community Health Program*
Carole Roussel, *Receptionist*
Sylvie Labelle, *Receptionist*
Dr. Janique Vandal, *Physician*
Dr. Julie Breton-Fortin, *Physician*
Carole Gilchrist, *Nurse Practitioner*
Nicole Ouellette, *Nurse Practitioner*
Francine Guénette, *Finance and Data Management Assistant*
Stéphanie Giguère, *Registered Nurse, Telemedicine (OTN)*
Anick Génier, *Registered Nurse*
Michelle Guénette-Leblanc, *Registered Practical Nurse*
Roxanne Desbois, *Registered Practical Nurse*
Désirée Jackson, *Community Programs Coordinator*
Anik St-Aubin, *Community Health Promotion Worker*
Anne Boisvenue-Bonin, *Community Health Promotion Worker*
Mélanie Rancourt-Desbois, *Programs and Services Assistant*
Carmen McCann, *Senior Day Program Cook*
Deana Stephen, *Case Manager*
Dan Morin, *Custodian*
Pete Benoit, *Custodian*



EXECUTIVE



Lynne Gervais, *President*
Pierre Bourgoïn, *Vice-president*
Carolle Dionne, *Treasurer*
Gayle Primeau, *Secretary*
Dr. Jean Anawati, *Director*
Denis Allard, *Director*
Andrée Tomkins, *Director*
Luc Gaudreau, *Director*
Susie Michaud, *Director*

Dan Roveda was recognized and celebrated for completing his mandate after serving six years on the Board of Directors, five as President.

MODEL OF HEALTH AND WELLBEING



Funded by:



**Ontario
Health**

www.wnchc-cscno.org

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