

Windsor Essex Community Health Centre
Centre de santé communautaire de Windsor Essex



***101-1361 Ouellette Ave.
Windsor, Ontario N8X 1J6***

Annual Report

2015 - 2016

Teen Health 519-253-8481 Sandwich Community Health 519-258-6002

Street Health 519-997-2823 Chronic Disease 519-997-2823

Pickwick Plaza 519-997-2824 Leamington 519-258-6002

www.wechc.org

Windsor Essex
Community Health Centre
Centre de santé communautaire
de Windsor Essex
Supporting the Vulnerable

MISSION

To support the health and wellness of our vulnerable population in everything we do. Vulnerable are those in need of care and system navigation due to identified risk factors.

VISION

We will achieve our Mission through health promotion, illness prevention and primary care using an integrated model in collaboration with community partnership.

VALUES



Windsor Essex Community Health Centre (WECHC)
Meeting Notice and Agenda for the 6th Annual General Meeting (AGM)
June 28, 2016 5:30 P.M. to 7:00 P.M.

It is with pleasure that we invite all members in good standing to the 6th Annual General Meeting (AGM) of the Windsor Essex Community Health Centre.

DATE: Tuesday June 28, 2016

TIME: 5:30 P. M. to 7:00 P. M.

VENUE: Pickwick Site 7621 Tecumseh Rd. East, Windsor

PROXIES

For members who cannot attend the AGM in person, a proxy form is attached. The completed proxy should be returned to Kathryn Hengl on or before June 28, 2016.

1. **Welcome and Call to Order** Kathryn Hengl, President
2. **Approval of Agenda** Kathryn Hengl, President
3. **Introduction of Board Members** Kathryn Hengl, President
4. **Governance Committee Report on the Election of new Board Members** Bob Fetherston, Chair
5. **Notice of Meeting** Angie Deneweth, Secretary
6. **Report on Attendance Including any Proxies received** Angie Deneweth, Secretary
7. **Approval of June 24, 2015 AGM Meeting Minutes** Kathryn Hengl, President
8. **Reports**

These reports are included in the AGM report

 - (a) **President's Report** Kathryn Hengl, President
 - (b) **Executive Director's Report** Glenn Bartlett, ED
 - (c) **Summary of Auditor's Report and presentation of the Financial Statements March 31, 2016** Elaine Clark, Treasurer
9. **Appointment of the Auditors and Fixing of Remuneration of Auditors** Kathryn Hengl, President
10. **Ratification of the Board of Directors Actions for 2015 - 2016** Kathryn Hengl, President
11. **There are no By-Law amendments or supplementary letters patent which need approval at this time.**
12. **Guest Speaker:** Ms. Claudia den Boer Grima, CEO, Canadian Mental Health Association, Windsor Essex
13. **Presentations**
 - **K. Hengl introduces the Community Health Foundation of Windsor and Essex County Board**
 - **Staff Recognition – Patrick Brown**
14. **Adjournment and Refreshments to follow** Kathryn Hengl, President

WINDSOR ESSEX COMMUNITY HEALTH CENTRE

BOARD OF DIRECTORS

2015-2016

Kathryn Hengl – President

John Mowat – Vice President

Angela Deneweth – Secretary

Elaine Clark – Treasurer

Robert Fetherston – Director

William McClounie – Director

Toni Scislowski – Director

Tracy Urquhart – Director

Windsor Essex Community Health Centre (WECHC)
5TH ANNUAL GENERAL MEETING (AGM) MINUTES
Wednesday June 24, 2015 from 5:30 P. M. to 7:00 P.M.
Pickwick Plaza site 7621 Tecumseh Rd. East – Windsor

Present: Elaine Clark (Treasurer), Angie Deneweth, Robert Fetherston, Janet Giffen (Secretary), Kathryn Hengl (President), John Mowat (Vice President), Toni Scislowski, Tracy Urquhart

Staff: Glenn Bartlett, Executive Director, Hardeep Sadra, Senior Director, Director Chronic Disease, Patrick Brown, Director Finance, Judy Ellis, Director Clinical Services Sandwich, Amy Palmer, Director Human Resources, Mary Brannagan, Office Administrator, Recorder.

Guest: Dr. Martin Girash, Board Chair, Erie St. Clair Local Health Integration Network (ESC LHIN)

Quorum was achieved. Eight (8) members of eight (8) members were present.

PROXIES

Proxies were available for members who could not attend the AGM in person. No proxies were received.

1. K. Hengl, President, called the meeting to order at 5:40 P.M. and asked members to identify any conflict of interests at this time, none were declared.

2. **Approval of Agenda**

Motion: A motion was made to approve the agenda.

Moved: T. Urquhart **Seconded:** J. Mowat No Discussion
Carried

3. K. Hengl introduced Board Members.

4. **Governance Committee Report:** Bob Fetherston, Chair Gov. Committee reported that recruitment was one of the responsibilities of the Governance Committee and that they had recently recruited two new Board Members to fill the gaps created by the resignations of Janet Giffen and Garnet Fenn. Elaine Clark was voted in both as a Board member and as Treasurer on March 16, 2015 and Angela Deneweth was voted onto the Board April 10, 2015.

Elaine Clark has extensive Financial Background. Currently holds the position of Accounting and Taxation Manger at the University of Windsor, and formally Chief Accountant at the University of Windsor.

Angela Deneweth is a dedicated Primary Care Nurse Practitioner, with background in community health, along with experience working as a Nurse Educator and an RN in Cardiac and Medical Intensive Care Units. Angela currently works at the Windsor Essex Erie-St. Clair Community Care Access Centre as a Primary Care Nurse-Practitioner

Janet Giffen was recognized for her contributions as a Board Member and Committee Member on the Sandwich Board from November 2007 until amalgamation December 2009 and then on the WE CHC Board as Director and Secretary from December 2009 to June 2015. Janet participated on many Committees over the years some of which were the Development Committee, Chair, Quality Committee and the Accreditation Committee. Janet has an extensive nursing background, is retired from Windsor Regional Hospital and is currently working at the Erie-St Clair Clinic in Windsor.

Although he was not present, Garnet Fenn was recognized for his positions on the WE CHC Board Director as Treasurer and Finance Committee member from October 2013 to March 2015. Garnet is now transitioning to the Community Health Foundation of Windsor and Essex County as Treasurer. Garnet is a Financial Consultant and possesses a wide range of practical, educational and volunteer experience in treasury and investor relations. Garnet is a retired Executive from Chrysler Canada Ltd., has worked with Hospice of Windsor and Essex County and was an investment consultant with RBC Dominion Securities Wealth Management Services.

Motion: A motion was made to approve the Governance Committee's report.

Moved: J. Mowat **Seconded:** T. Scislawski No Discussion

Carried

5. **Notice of Meeting:** Janet Giffen, Secretary

The meeting notice and agenda were emailed on Tuesday June 9, 2015 in accordance with the WE CHC Board bylaws.

6. **Report on Attendance Including any Proxies received:** Janet Giffen, Secretary reported that eight (8) Board members were present and no proxies were received

7. **Approval of June 17, 2014 AGM Meeting Minutes**

Motion: A motion was made to approve the June 17, 2014 AGM Meeting Minutes

Moved: T. Urquhart **Seconded:** B. Fetherston No Discussion

Carried

8. **Reports:**

The President's report was included in the AGM Report previously distributed.

President of the Board of Directors

2014 – 2015 Annual General Meeting Report

Well it is hard to believe another year has concluded! Since we hit the ground running last year, it seems we just kept running this year! Our organization continues to grow and mature in a way that we should all be proud of!

First I would like to thank our Executive Director and the Management Team for their tireless efforts. I understand however that they are not alone in those efforts and that our dedicated staff mirrors those tireless efforts. So next I would like to thank all of you for all that you do to fulfill our mission, vision and values in the delivery of service to the vulnerable population of Essex County.

It is because of your dedication and efforts that this year the Board was able to work on those ways in which it could make a more meaningful contribution. As part of that process the Board focused on our governance roll and we, as a group, undertook a variety of seminars which strengthened and improved both our understanding and our ability to better serve our organization.

Our Board also recruited three new members to replace outgoing members, and we are pleased to publicly acknowledge and welcome Toni, Elaine, and Angie to the Board. They each bring a variety of skillsets to our Board which we hope will serve us well during their terms. The Board is now well-positioned, stabilized and prepared for the next growth spurt.

As well, the Board has held additional meetings during which, like the staff, we have studied, reviewed and practiced in preparation for the upcoming accreditation process. We believe that the completion of the accreditation process in September will serve us well in achieving those goals that will move us to the next level.

Next, I'd like to thank the ESC LHIN for its continued financial support and operational guidance. With your assistance we have been able to complete the much needed relocation of some of our offices this year and the expansion of services. Thank you so very much for your ongoing contributions and encouragement.

Lastly we wish to acknowledge our many volunteers and their selfless contributions to our organization. Your efforts do not go unnoticed, they complement and balance those of our staff and are very much appreciated.

So, while our work this year may not have been all that glamorous it was certainly productive in positioning us to move forward in the future. Heartfelt thanks to all for your contributions!

Respectfully,
Kathryn Hengl, President, Board of Directors

Motion: A motion was made to approve the President's report as presented.

Moved: J. Giffen **Seconded:** E. Clark No Discussion
Carried

The Executive Director's report was included in the AGM Report previously distributed.

Executive Director

2014- 2015 Annual General Meeting Report

This has been a busy and eventful year in the life of WE CHC as we celebrate our fifth anniversary.

Our dedicated staff have gone way beyond in serving our vulnerable clients/patients, many of whom have several complex co-existing health issues. They have been able to accomplish this while accommodating the physical moves of Teen, Sandwich and Pickwick as well as the successful implementation of the Electronic Medical Record system.

All this has been possible because of our Clinical Directors Judy, Rita and Hardeep. During the same time period Patrick and Amy have been busy with Back Office Integration with CKCHC. Unfortunately, Rita Taillefer, Director, Clinical Practice Teen Health/Street Health has resigned to accept a position with CCAC. She has made a real contribution during her time here. I wish her great future success.

Accreditation will occur in September. I have every confidence we will excel.

Our relationship with our community partners continues to strengthen. I acknowledge with gratitude the ongoing support of the ESCLHIN.

The Board has been very busy as well and, in particular, the support from our Chair, Kathryn Hengl has been outstanding.

Finally, a special acknowledgement to our Senior Director, Hardeep, for her many contributions. Also thanks to Mary, Lynn and Liz.

Looking forward to another productive year as we continue to Support the Vulnerable



Glenn Bartlett
Executive Director

Motion: A motion was made to approve the Executive Director's report as presented in the Annual Report.

Moved: J. Mowat **Seconded:** T. Urquhart No Discussion
Carried

Auditor's Report and the Audited Financial Statements March 31, 2015: Elaine Clark, Treasurer

Elaine Clark, Treasurer, reported on the Audited Financial Statements and that the Auditor's Report of the Financial Statements March 31, 2015 was presented to the Finance Committee on June 17, 2015 and with their recommendation, accepted by the Board at their June 24, 2015 Board meeting prior to this AGM.

Motion: A motion was made that the Membership to accept the Audited Financial Statements March 31, 2015 and summary of Auditors report as presented.

Moved: E. Clark **Seconded:** T. Scislowski No Discussion
Carried

9. Appointment of the Auditors and Fixing of Remuneration of Auditors

K. Hengl reported that as indicated at the last AGM, a Request for Proposal (RFP) was issued for auditing services to be submitted by February 13, 2015. The Finance Committee then met on February 25, 2015 and passed a motion to recommend the Board appoint Hyatt Lassaline as the successful candidate as a result of this process. The Board met on March 24, 2015 and a motion was made by the Membership to appoint the firm Hyatt Lassaline LLP as WE CHC Auditors for fiscal year 2015-2016. The remuneration will be fixed by a recommendation from the Finance Committee to the Board.

Motion: A motion was made to accept the appointment of the auditor and the recommendation that the Finance Committee make their recommendation to the Board on the fixing of the remuneration of the Auditor.

Moved: E. Clark **Seconded:** T. Urquhart No Discussion
Carried

10. Ratification of the Board of Directors Actions for 2014 - 2015

K. Hengl moved that all acts, contracts, by-laws, proceedings, appointments, referred to in the minutes of the Board of Directors of the Corporation are hereby approved, ratified and confirmed.

Moved: K. Hengl **Seconded:** J. Giffen No Discussion
Carried

11. **There are no by-law amendments or supplementary letters patent which need approval at this time.**

12. **“Celebrations” slide show was viewed.**

The slide show depicted WE CHC’s accomplishments.

13. **Guest Speaker was Dr. Martin Girash, Board Chair, Erie St. Clair Local Health Integration network.**

M. Girash congratulated WE CHC staff for their accomplishments and encouraged everyone to continue to provide the great care they provide to the vulnerable clients they serve.

G. Bartlett thanked Dr. Girash for attending the AGM and for his words of wisdom and words of encouragement.

14. **Presentations**

E Library– Alex Wiseman and Julia Cadeau

Due to the generosity of the Jaggs family and donations over the years, WE CHC was able to develop the David Jaggs Memorial E Library. Originally the David Jaggs Memorial Library was a book library but with the rapid onset of technology an electronic library has been created which will be much more useful for teens to access. Past employee, Rita Taillefer, Director Clinical Practice Teen Health/Street Health, was instrumental in getting this initiative started.

Community Health Foundation of Windsor and Essex County– Jason Smith, Board Chair Reported.

J. Smith reported that the Foundation Board consists of himself as Chair, Frank Saroli, Lawyer, Patti Lauzon, Director of Alumni and Donor Communications at the University of Windsor, Garnet Fenn, former WE CHC Board member and financial consultant, Glenn Bartlett, WE CHC Executive Director, ex officio, Hardeep Sadra, WE CHC Senior Director, Patrick Brown, WE CHC Director Finance and Shelby Warwaruk, Admin support. Three core functions of the Foundation were identified as Fundraising, Manage funds and Dispersment of funds. The Foundation Board will be developing a list of capital needs, discussing core activities, developing a work plan, continue to develop policies and procedures, continue to develop policies on board development and recruitment and develop a positioning strategy. A fundraising campaign will get underway soon in a limited way, an investment statement has been developed and an Auditor has been selected. The Foundation is off to a great start!

Staff Recognition – Amy Palmer

J. Ellis presented K. Hengl with an award in recognition of all her hard work and dedication to the Sandwich capital project move from Forster High School to College Ave. The bright and spacious units are truly appreciated by the staff and clients.

A. Palmer presented staff recognition awards.

K. Hengl welcomed visitors, Chatham CHC Board Chair Shirley Davies and Chatham CHC Executive Director, Sherri Saunders.

15. **Adjournment and Refreshments to follow**

K. Hengl called for a motion to adjourn the meeting at 6:49 P.M. which was moved by J. Mowat.

Respectfully submitted by Mary Brannagan

President of the Board of Directors 2015 – 2016 Annual General Meeting Report

Well another year has been successfully concluded and we continue to thrive as an organization and strive to reach farther and wider as a Board. Continuing on from last year's efforts to update policies and strategies, this year started out by successfully achieving accreditation of our organization through the Canadian Centre for Accreditation. That is something we should all be very proud of, as it was no easy task. Each and every one of you contributed to the thousand piece puzzle which when completed displayed, in the words of one of the surveyors, "a healthy and effective organization delivering much needed services to clients in our community". I again want to congratulate everyone on that significant achievement.

The Board this year had stepped up its board development programme and spent some time focusing on quality control, cultural competency, and diversity in our membership. We specifically sought out board members that would round out those areas and we continue to work on those issues updating our board membership and skills. So, it is with both much thanks and sadness that we say good bye to Board member Tracey Urquhart who is leaving us to take on greater responsibilities at her job. She was a tremendous team player during her three years on the Board and her contributions will be missed. It is also with much delight that we welcome new Board member William McClounie to our board. He brings a wealth of knowledge in a number of areas, including quality assessment and control, financial management and strategic planning, and he is from the County, so we really filled a number of roles with his appointment.

Also this year the Board has been busy securing and maintaining an ongoing presence throughout the county. It is some of the behind the scenes items that while you may not see have kept the Board busy. It is somewhat like tending a garden. The seeds have been sowed and we have spent the last couple of years tending to the weeds, watering and nurturing and watching the growth that has occurred as a result.

Our organization continues to grow and continues to be a leader in community healthcare, thanks to your efforts, our staff, and to the efforts of your volunteer Board.

As you are aware, Dr. Glenn Bartlett will be leaving us at the end of June. I cannot thank him enough for his leadership and guidance over the last 3 years. He has not only brought us through a significant period of change and transformation but he has taught many of us much about good governance, responsible leadership, and strategic management. He has been an absolute delight to work with and he will be missed. We wish him well wherever he goes next. Thank-you so much Glenn for your contributions.

I'd like also to thank Hardeep Sadra for her tireless efforts in assisting Glenn in leading this organization forward. She has been instrumental in creating opportunities for us to wisely and efficiently use our resources to bring much needed services to those members of the vulnerable population who had been underserved. I am very excited to have Hardeep now move forward as our next Executive Director as we continue our journey, including our efforts with the move forward to build out College Avenue and the expansion in Leamington of the LAMB program. Hardeep, thank-you for your leadership and guidance.

I need also to give a quick shout out of thanks to the Management Team, who supports our ED and continually keeps the Board updated and informed of issues.

Next thank you to Mary Brannagan, our beloved Office Administrator and keeper of all things related to the Board. You will be missed very much, as your contributions over your years here are truly immeasurable. We wish you well in your retirement.

Thank you also to my fellow Board members, who are all very engaged, very involved and very excited about the both the progress we have made in this last year and the stability we have achieved. It has been a total group effort and it is with somewhat of a sense of pride that we now arrive at this latest juncture

Which brings me to the next note --- I would be remiss if I did not thank the ESC LHIN for its continued support and direction. Over this past year they have contributed greatly to our expansion of services in Leamington, with not only financial support but much encouragement and guidance. Particular thanks to both Ralph Ganter and Dr. Martin Girash for their contributions.

And finally, one last thank you to all of you, both staff and Board, for your continued loyalty and contribution to this most worthwhile cause. You should know that your efforts make a world of difference to the world of many.

Thank you for all you do!

Kathryn Hengl, President, Board of Directors

**Executive Director's
2015 - 2016 Annual General Meeting Report**

WE CHC continues to reach out to our Vulnerable Clients in collaboration with our partners.

Amy Palmer has moved on to new opportunities with the Chatham Kent Health Alliance. As a result we have consolidated Human Resources and Finance into one portfolio – Corporate Services. Patrick Brown has assumed this new portfolio.

Beth Kinnaird-Iler has joined the Leadership team as Director Clinical Services for Street Health and Teen Health. Because of increasing clinical work load we will be returning to four Clinical Directors.

The ESC LHIN has designated the Leamington Navigation Centre (Leamington & Area Moms & Babies) as a program of WE CHC. The numbers of vulnerable unattached clients continue to increase in Leamington.

As Ms. Hengl has reported we were successful in achieving a full four year Accreditation status. Once again the Board has been extremely dedicated and supportive.

I have been fortunate to have had a dedicated Leadership Team. In particular I have been fortunate to work closely with Hardeep Sadra, Senior Director, who has provided outstanding leadership and support during the past year.

The Support of the ESC LHIN, and in particular, that of Ralph Ganter, Acting CEO has been outstanding.

None of the above would have been possible without the loyal support and patience of Mary Brannagan. She has learned much in the past few years including deciphering physicians' writing.

I too will be resigning as Executive Director effective June 30, 2016. I am delighted to have Hardeep Sadra follow in this role and I know in collaboration with the Leadership Team this Centre will continue to move forward in providing exemplary support to our vulnerable clients.

To all I wish only the best.

Glenn

Glenn Bartlett
Executive Director

**Senior Director
2015- 2016 Annual General Meeting Report**

This role has provided me the opportunity to offer overall operational support to the organization in collaboration with the full Leadership Team. This team based approach has ensured success in implementing our Strategic Plan and remaining focused on our four priorities. Of note during fiscal 2015/2016 has been the opportunity to:

- Transition of new Director for Teen Health and Street Health
- Accreditation on site survey in September 2015
- Development of the Leamington and Area Mother and Baby Program (LAMB)

It has been rewarding to establish relationships with community health care partners, funders and stakeholders during this past year including the continued chairing the WE CHC Partnership Advisory Committee (PAC).

The gains that have been made by WE CHC and the relentless focus on the client could only take place due to a collaborative Leadership Team who in total are more than their parts.

Respectfully Submitted by Hardeep Sadra, Senior Director

Chronic Disease 2015- 2016 Annual General Meeting Report

The Chronic Disease portfolio includes Diabetes Wellness, Active Aging, Ontario Self-Management Strategy, Diabetes Prevention Program and ESC LHIN Falls Prevention. We expanded to support additional client populations and additional locations within Windsor and Essex County.

The **Diabetes Wellness** team supported clients in one to one counselling sessions and using group classes.

- over 10 outreach locations within the county and city to provide care close to clients' homes
- supports two nephrologists, three endocrinologists
- enhanced number of pharmacies and locations for groups within the city and county
- social work support

Of note is supporting the WE CHC Leamington location and the Caldwell first nation's clients. Ramadan education sessions continued to be offered and led by a registered dietician to support those clients who wished to observe Ramadan.

The **Aging At Home Program** supported over 500 clients during the 15/16 fiscal year meeting our ESC targets. The multidisciplinary team is involved in programs including:

- Respiratory Wellness Program
- Neurological program
- Exercise groups
- Therapeutic exercise circuit
- Speech Language pathology
- Social Work

We introduced new locations to provide services to our clients (Essex, Pickwick and Gino A Marcus community centre). The team has successfully supported the clients to remain safe within their own homes and communities.

The **Ontario Self-Management Strategy** offered workshops in the Erie St Clair (ESC) Region:

- Master Your Health – 29 workshops to clients
- Choices and Changes – 8 workshops to healthcare providers
- PEP – was initiated and is geared to help clients with diabetes maintain optimal foot health
- The first French Master Your Health workshop was held in April 2016

The **Falls Prevention / Grab Bar Program** saw an increase to the home safety assessments completed (233) with 559 grab bars installed. The team supported Falls Mobile clinics during fiscal 15/16 with 12 Mobile Falls Clinics (97 participants) completed within the ESC region.

Respectfully Submitted by Hardeep Sadra, Director Chronic Disease

**Street Health
2015- 2016 Annual General Meeting Report**

Programs and Services include: Medical, Counselling, Identification, Showers/Laundry, Dental, Hepatitis C (HCV) testing & treatment and Foot Care. There were a total of 9,013 medical and 1,537 counselling appointments in 2015/2016.

Hepatitis C Treatment and Support: 2,403 medical and 676 counselling appointments

- Treatment numbers continued to increase as is the growing number of uninsured clients. The care team has facilitated financial support to cover HCV medications and travel to treatment costs for those residing outside of Windsor.
- 231 people were treated for HCV.
- 48 community presentations were done, reaching 1176 people in the community.
- First Nations communities received HCV support included: Caldwell First Nations, Moravian of the Thames, Walpole Island Health Centre, Sarnia Chippewa Health Centre and Kettle Point.
- A peer outreach worker has assisted professional staff to more effectively link with those at high risk for HCV infection.
- Ongoing outreach education conducted within the Southwest Detention Centre

Medical and counselling support: 6,610 medical and 861 counselling appointments

- Primary care provided by 4 nurse practitioners.
- Scheduled and walk-in appointments were available.
- Clients were not turned away.

Supportive Services: Foot Care, Smoking Cessation, Laundry, Showers, Harm Reduction Kits, Smoking Cessation, Long Acting Psychiatric Injections.

- Laundry facilities were accessed 1,026 times.
- The shower was used 1,685 times.
- 446 clients were assisted in securing their personal identification documents.
- Harm reduction kits (syringe and inhalation) are now available.

Enhanced Oral Health Services:

- A second volunteer dentist and volunteer hygienist joined the Street Health Dental Program.
- Cavity repair became available in addition to cleaning, oral health education and extractions.

Community Partnerships

We continued to develop and strengthen community partnerships with: Aids Committee of Windsor, Brentwood, St. Clair College, South West Detention Centre, St. Leonard's House, Welcome Shelter, Downtown Mission, Transitional Stability Centre, Legal Assistance of Windsor, Greater Essex County District School Board, CMHA and the Homeless Coalition.

Respectfully submitted by Beth Kinnaird-Iler, Director Clinical Practice, Street Health

Teen Health Programs and Services 2015- 2016 Annual General Meeting Report

The Teen Health services are offered within the city and in two county locations (Leamington and Amherstburg).

Total Visits 2015- 2016 for Primary care and Counselling: 18,787

Counseling Services: Total visits were 5707 for: General Counselling, Eating Disorders, Substance Abuse.

- Individual referrals to General Counselling have increased.
- There were 46 group counselling sessions provided. These sessions reached 546 people.
- Addiction counselling was available in Leamington and Amherstburg 1 day per week.

Primary Care Services: Total visits were 13,080

- Clients accessed services by appointment or 'walk-in'. Clients were never turned away.
- Complexity increased from 73% to 87% of clients presenting with three or more health concerns.
- Healthcare professionals on site: dietitian, physician, nurse practitioner, registered nurse and registered practical nurse.
- Services available included support for: Eating disorders, substance abuse, STI testing, pre and postnatal, general medical care, well female/male health, smoking cessation.

Changes this year:

- Improvements were made to The David Jaggs Memorial E Library which was widely publicized by the ESC LHIN in February, 2016. Reading levels were assigned to all resources and the E library was made accessible from the WECHC website. This ensured easy access. Each month was assigned a current "Hot Topic" which provided up-to-date information on a topic of interest to youth.
- We partnered with the Multicultural Counsel to provide flu vaccine to 230 Syrian newcomers upon their arrival in Windsor.

We continued to build and strengthen our community partnerships with: Bulimia and Anorexia Nervosa Association (BANA), WRH (pediatrics, adolescent mental health), the Multicultural Council (MCC), Windsor Women Working With Immigrant Women (W5), Service Windsor, Mental Health Connections, Windsor Residence for Young Men (WRYM), Drouillard Place, Great Beginnings and the Windsor Essex County Health Unit.

Respectfully submitted by Beth Kinnaird-Iler, Director Clinical Practice, Teen Health

Pickwick Programs and Services 2015-2016 Annual General Meeting Report

The newest WECHC site is in the east end of Windsor at Pickwick Plaza. This site offers primary care support and a variety of health promotion and illness prevention groups.

Primary Care Services: Total medical visits were 1614

- Medical services were available from a physician or nurse practitioner for those in need of a primary care provider.
- The care team will support children, teens, young adults, adults and seniors
- Available services included: general health exams, immunizations, pre/postnatal, smoking cessation, STI testing, birth control, mental health concerns.

Groups Taking Place at Pickwick Location

- Master Your Health
- Meals, Meds, Monitoring
- Tai Chi
- Active Aging Exercise Group
- weMove

Community Partnerships

We continued to develop and strengthen our partnerships with: the Multicultural Council, Windsor Women Working with Immigrant Women, Windsor Regional Hospital.

Respectfully Submitted by: Beth Kinnaird-Iler, Clinical Director

Sandwich Community Health 2015-2016 Annual General Meeting Report

Sandwich Community Health located in west Windsor offers primary care, counselling, onsite lab and is home base to the Health Promotion team.

Primary Care

- The primary care team supported 29,323 an increase of 11,397 visits from the previous year.
- Walk ins accounted for 2098 and 1399 were same day appointments
- Clients are complex with 3 or more issues identified
- We also welcomed 928 new clients.

Counseling Services

- Social Work services has significantly increased as well from 308 visits in 2014 to 561 visits in 2015
- A change in practice in 2012 occurred to allow for the increase
- Sessions are based on the social work assessment and client needs.

Health Promotion

The rebranded WECHC Health Promotion (HP) Team strives to support **all** WECHC clients on their journey to wellness through innovative program design and implementation, community collaboration, and outreach. Health Fairs, presentations, workshops on our services and health related topics are offered year round. Programming and groups include:

- Food, Exercise, Education, & Diversity (FEED) (2,934 clients supported)
- Fit Kids Summer Program
- Seniors' Soup Socials
- Weight Loss Wednesdays
- Mindful Eating
- weMOVE exercise
- Trekking Tuesdays
- Junior Wellness drop-in group
- Mindful Mondays
- Ubuntu (I am, because we are) social engagement group
- Postnatal Program (772 client visits between 2 locations)
- Smoking Cessation

Of note this year was facilitating a group of art students at Catholic Central Secondary School to revamp the park bench at Teen Health; and an art initiative with local teens where the art is displayed at Teen Health.

Future plans are underway to offer Syrian parents parenting classes through a partnership with the Multicultural Council.

Respectfully submitted by Judy Ellis, Director, Clinical Services, Sandwich Community Health.

Leamington Site
Annual General Meeting Report 2015-2016

The WECHC **Leamington Clinic** which was located at the Leamington District Memorial Hospital was relocated at Central 33 on Princess Avenue in September 2015. Work is underway to relocate to an expanded space within Central 33. WECHC continues to meet the needs of the vulnerable at this location by providing:

- primary care
- diabetes counseling and education
- hepatitis c treatment and support
- teen counselling

A full time physician joined the team in December 2015 and allowed for an increase in the volume of clients. This clinic continues to support the Low-German speaking Mennonites, migrant workers and other vulnerable groups.

Leamington Area Mothers and Babies (LAMB) program

This fiscal year we received approval and funding to move forward with the LAMB program; offering pre and post natal support to mothers and families. We are focusing our attention on four vulnerable populations (Low German Speaking Mennonite, Migrant Workers, First Nations / Aboriginal community and the working poor). We were fortunate to bring on board an outreach worker who speaks Low-German.

Several groups were facilitated based on the participants' needs which included:

- 12 week parenting group
- Healthy Self Esteem
- Infant sign language
- Emergency CPR/ First Aid
- Healthy diets and exercise

Continued outreach is happening with the Low German families in the Windsor, Essex and Leamington areas. At the same time, partnerships with local agencies and churches continue to be strengthened.

Along with expanding the LAMB program, we are planning on adding a respiratory therapist and smoking cessation support during fiscal 16/17.

Respectfully submitted by Judy Ellis, Director, Clinical Services, Sandwich Community Health.

**Corporate Services
2015 - 2016 Annual General Meeting Report**

Corporate Services offers the non-clinical support to the staff of WECHC.

It encompasses finance and accounting, purchasing, information technology, data management, human resources, facilities and volunteer services. The following highlights a few of our key activities during the fiscal year:

- Continuation of a collaborative, integrative partnership with the Chatham-Kent CHC providing human resources, finance, accounting and leadership and support. New opportunities to partner with other community agencies are also in development
- Relocation of Leamington clinic from Leamington District Memorial Hospital to a new downtown Leamington location which will incorporate the Leamington Area Mother and Babies program.
- We provided 121 students with placements and learning opportunities. In addition we had 115 Volunteers contribute just over 3,000 hours to our programs and services demonstrating a continued passion and commitment to being a learning centre and providing additional services to our clients.
- Enhancement to our data management team to further support the reporting needs of our clinical programs and our funders
- New staff and board portal launched to provide resources, information sharing, improved efficient workflows and a collaborative work space.
- Increased physician hours to fully utilize Ministry of Health funding for these positions which has allowed us to increase the number of clients served.
- Supported Stage III of our capital project with the MOHLTC, a step closer to the final destination of Sandwich Community Health site
- Financial situation remains strong for WECHC with total revenue increasing by 6%.
- We had a successful audit of our financial statements.

Respectfully submitted by Patrick Brown, Director Corporate Services