

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



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

Annual Report

2017 - 2018

Teen Health 519-253-8481

Sandwich Community Health 519-258-6002

Street Health 519-997-2824

Diabetes Wellness 519-997-2823

Pickwick 519-997-2827

Leamington 519-997-2828

www.wechc.org



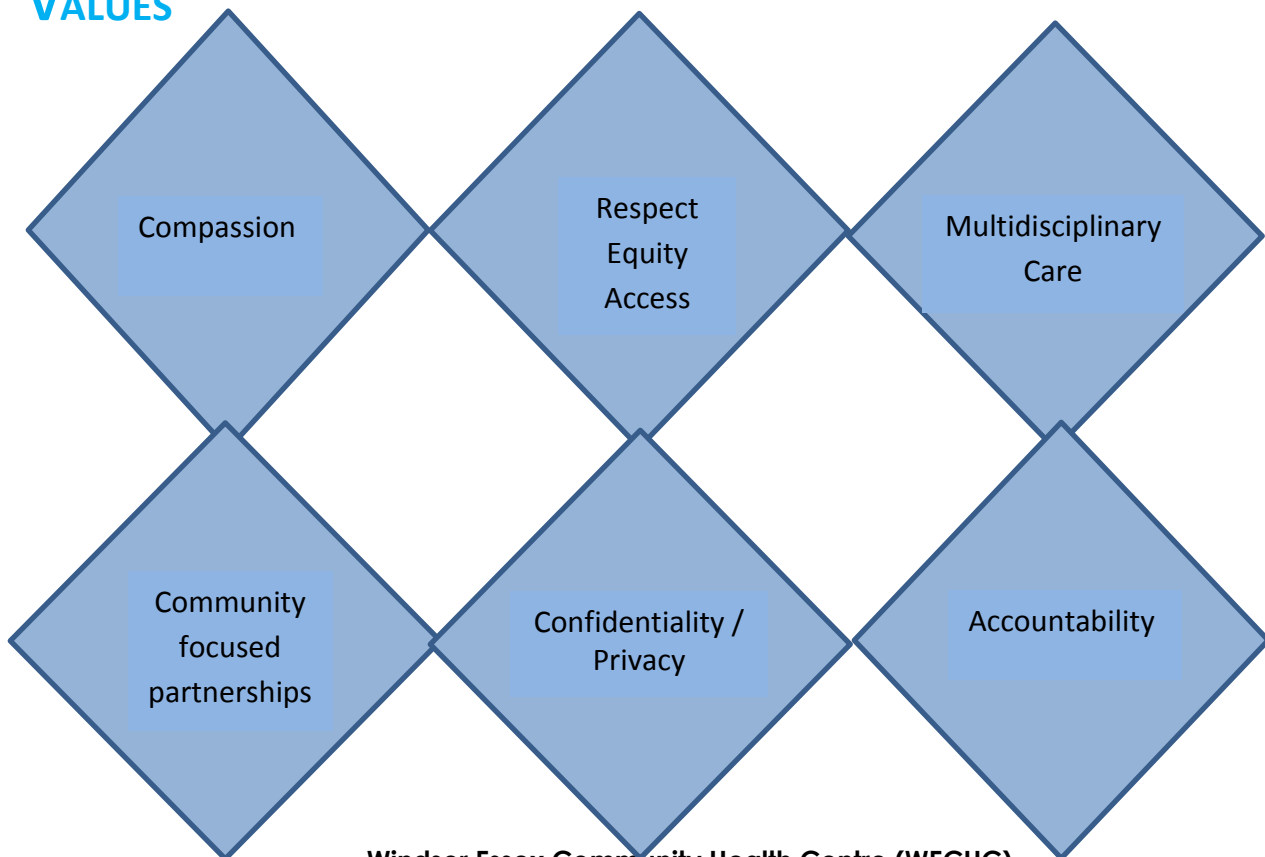
MISSION

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 8th Annual General Meeting (AGM)
June 26, 2018 6:00 pm to 7:30 pm

It is with pleasure that we invite all members in good standing to the 8th Annual General Meeting (AGM) of the Windsor Essex Community Health Centre.

DATE: Tuesday June 26, 2018

TIME: 6:00 pm to 7:30 pm

VENUE: Pickwick Plaza, 7621 Tecumseh Road East, Windsor, ON

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 26, 2018.

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| 1. Welcome and Call to Order | Kathryn Hengl, President |
| 2. Approval of Agenda | Kathryn Hengl, President |
| 3. Introduction of Eire St. Clair LHIN in Attendance | Kathryn Hengl, President |
| 4. Introduction of Board Members | Kathryn Hengl, President |
| 5. Governance Committee Report on the Election of new Board Members | Bob Fetherston, Chair |
| 6. Notice of Meeting | Toni Scislowski, Secretary |
| 7. Report on Attendance Including any Proxies received | Toni Scislowski, Secretary |
| 8. Approval of June 27, 2017 AGM Meeting Minutes | Kathryn Hengl, President |
| 9. Reports | |
| These reports are included in the AGM report | |
| a) WECHC & President's Report | Kathryn Hengl, President |
| b) Auditor's Report and presentation of the Financial Statements March 31, 2018 | Elaine Clark, Treasurer |
| 10. Appointment of the Auditors and Fixing of Remuneration of Auditors | Kathryn Hengl, President |
| 11. Ratification of the Board of Directors Actions for 2017 - 2018 | Kathryn Hengl, President |
| 12. There are no By-Law amendments or supplementary letters patent which need approval at this time. | |
| 13. Guest Speaker: Caen Suni, ESC LHIN VP Integrated Delivery Systems | Kathryn Hengl, President |
| 14. Presentations | |
| • Introduction of Directors | Kathryn Hengl, President |
| • Addiction Support Workers (New LHIN Funding) | Kevin Webb, Director
Clinical Practice |
| • Staff Recognition – Service Awards | Patty Alberton,
Director Corp. Services |
| 15. Introduction of New Executive Director, Rita Taillefer | Kathryn Hengl, President |
| 16. Adjournment and Refreshments to Follow | Kathryn Hengl, President |

WINDSOR ESSEX COMMUNITY HEALTH CENTRE

BOARD OF DIRECTORS

2017-2018

Kathryn Hengl – President

William McClounie – Vice President

Toni Scislowski – Secretary

Elaine Clark – Treasurer

Robert Fetherston– Director

Helen Bolton - Director

Gina Graston – Director

Tina Heinrichs – Director

Windsor Essex Community Health Centre (WECHC)
7TH ANNUAL GENERAL MEETING (AGM) MINUTES
Tuesday June 27, 2017 from 6:00 P. M. to 7:30 P.M.
Leamington Site – 33 Princess Street, Suite 450 - Leamington

Present: Kathryn Hengl (President), William McClounie (Vice President), Elaine Clark (Treasurer), Toni Scislowski, (Secretary), Helen Bolton, Robert Fetherston, Tina Heinrichs, John Mowat

Staff: Glenn Bartlett, Interim Executive Director, Patrick Brown, Director Corporate Services, Judy Ellis, Director Clinical Services Sandwich, Beth Kinnaird-Iler, Director, Clinical Practice Teen Health/Street Health, Lynn Thomson, Executive Assistant, Recorder.

Guest Speaker: Ms. Helen Quick, Community Health Outreach Worker, WECHC

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 6:05 pm and asked members to identify any conflict of interests at this time, none were declared.

2. Approval of the June 27, 2017 Agenda

Motion: A motion was made to approve the agenda as presented.

Moved: W. McClounie **Seconded:** J. Mowat No Discussion Carried

3. Introduction of Eire St. Clair LHIN in Attendance

K. Hengl thanked the ESC LHIN for their continued support and encouragement. It was acknowledged that without their support this organization would not have been able to provide the much needed services to our Vulnerable Populations. In this past year expansion of services and office in both Leamington and Pickwick were completed to address the continuing needs of the populations in these areas. Those in attendance were introduced:

- Dr. Martin Girash – Chair of ESC LHIN Board
- Dr. Mike Hoare – Vice Chair of ESC LHIN Board
- Dawn Maziak – Health System Design Manager for Mental Health and Addictions Lead

4. K. Hengl introduced the Board Members.

5. Governance Committee Report: Bob Fetherston, Chair Governance Committee reported that it was with regret that Angie Deneweth had tendered her resignation from the Board of Directors due to work commitments effective April 7, 2017.

R. Fetherston also reported that the Board of Directors had recruited two new Board Members to bring the Board to its full complement of eight (8).

Tina Heinrichs was elected to the Board in May 2017. She provides important representation of the Low German Speaking Community. Tina is an active member of this community and brings

knowledge and insight to continue to strengthen our ties and ability to provide services to this community.

Helen Bolton was elected to the Board in June 2018. She has significant experience in project management and mitigating risk. She also serves on the LaSalle Minor Hockey Association as an Event Coordinator and will bring these skills and knowledge to the Board.

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

Moved: T. Scislowski **Seconded:** W. McClounie No Discussion Carried

6. **Notice of Meeting:** Toni Scislowski, Secretary, reported that the meeting notice and agenda were emailed to members on Monday June 12, 2018 and placed in the Windsor Star on Monday June 12, 2017 in accordance with the WE CHC Board bylaws.
7. **Report on Attendance Including any Proxies received:** Toni Scislowski, Secretary, reported that eight (8) Board members were present and no proxies were received.
8. **Approval of June 28, 2016 AGM Meeting Minutes**
Motion: A motion was made to approve the June 26, 2016 AGM Meeting Minutes.
Moved: J. Mowat **Seconded:** B. Fetherston No Discussion Carried

9. Reports

President's Report- K. Hengl reported

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

President of the Board of Directors 2016 – 2017 Annual General Meeting Report

Here we are again! Another year has been completed and in keeping with our last few years our organization continues to grow and thrive.

We are so thankful for the commitment and passion of our employees, our volunteers and the LHIN. This year we completed expansions of services and offices in both Leamington and at Pickwick Place to address the continuing needs of the vulnerable populations in those areas. With the infusions of refugees in the county our services were in high demand and we once again rose to the challenge. We continue to open our doors and welcome all who enter. We are so fortunate to have had the continued support and encouragement of the LHIN, without which neither of those expansion opportunities would have been completed.

The passion and commitment of our staff and volunteers has not gone unnoticed neither by the Board nor the public. On occasion I have had opportunity to speak with others in the community who are always quick to recognize those two qualities of passion and commitment in our organization and are quick to express their appreciation and gratitude for our work.

The Board continues to strive for efficiency and effectiveness and while we have management to achieve that to some extent our constant challenge has been change. Now the good part about constant change is that we are becoming really good at dealing with it and we no longer seem to panic, (*not so much anyway*), when the ball gets dropped. We always have a great "Plan B" waiting in the wings – actually we call it "Plan Dr. B" for Doctor Bartlett! We want to once again thank him for stepping in and guiding us through our search for an Executive Director. This time we are certain we are on track to move forward!!

We are pleased that Patrick Brown has accepted the position of Executive Director and we have every confidence that he will lead us into this next growth period and in particular the development of the College Avenue site.

Additionally we wish to welcome a new Board Member from Leamington, Mrs. Tina Heinrichs who has brought with her some fresh views and perspectives from her vast community involvement in the Leamington area.

As a Board we continue to strive for that same commitment and passion that we so admire in our employees, and we remain good stewards of your great work.

Thank you for all you do!

Kathryn Hengl, President, Board of Directors

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

Moved: W. McClounie **Seconded:** J. Mowat No Discussion Carried

10. Executive Director's Report- G. Bartlett reported

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

Executive Director's 2016 - 2017 Annual General Meeting Report

It has been said that the only thing constant is change. Certainly, this has been true in the life of WECHC in the past year.

- ✓ Pickwick has expanded to accommodate the Active Aging Team along with primary care.
- ✓ The freed up space at Lauzon site will be repurposed for clinic rooms.
- ✓ The ambulatory insulin pump program has migrated from Windsor Regional Hospital to the Lauzon site.
- ✓ We have approval to soon go to tender for the College Street renovations.
- ✓ Hardeep Sadra resigned during the year to accept a position in London where she lives.
- ✓ After a wide search, Patrick Brown has been selected as the Executive Director effective July 1, 2017.
- ✓ Judy Ellis, Clinical Director of Sandwich Community Health retired on March 31, 2017 after nearly 8 years of dedicated service. Kevin Webb was appointed as Clinical Director over this site in addition to the Leamington site.
- ✓ Neelu Sehgal recently joined our team as the Clinical Director for the Chronic Disease Management Teams (Diabetes Wellness, Active Aging and Self-Management) in addition to the Pickwick site.
- ✓ I have enjoyed my brief return to WECHC. The organization, with its laser focus on the Vulnerable Populations, is a gold standard for others to emulate.

Wishing you and yours only the best.

Glenn

Glenn Bartlett
Interim Executive Director

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

Moved: T. Scislowski **Seconded:** B. Fetherston No Discussion Carried

11. Auditor's Report and the Audited Financial Statements March 31, 2017: Elaine Clark, Treasurer, reported on the Audited Financial Statements March 31, 2017. E. Clark indicated that the Auditor's

Report of the Financial Statements March 31, 2017 was presented to the Finance Committee on June 21, 2017 for their review and recommendations. Their recommendation was that the Financial Statements March 31, 2017 be accepted by the Board at their June 27, 2017 Board meeting prior to this AGM.

Motion: A motion was made that the Membership accept the Audited Financial Statements March 31, 2017 and summary of Auditors report as presented.

Moved: B. Fetherston **Seconded:** T. Scislowski No Discussion Carried

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

K. Hengl reported that the Finance & Facilities Committee met on June 21, 2017 and made a recommendation to the Board to reappoint Hyatt Lassaline LLP as WECHC Auditors for a further 3 year period from March 31, 2018 to March 31, 2020. They were original appointed following an RFP process from March 31, 2015 to March 31, 2017. The remuneration will be fixed by a recommendation from the Finance Committee to the Board.

Motion: A motion was made to reappoint Hyatt Lassaline LLP as WECHC Auditors for a further 3 year period from March 31, 2018 to March 31, 2020. The remuneration will be fixed by a recommendation from the Finance Committee to the Board.

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

13. Ratification of the Board of Directors Actions for 2016 - 2017

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:** T. Scislowski No Discussion Carried

14. There were no by-law amendments or supplementary letters patent which need approval at this time.

15. Invitation for Comments from ESC LHIN – M. Girash

Dr. Girash thanked WECHC for the invitation to the AGM. He reported an expert panel was formed to examine gaps in services in Leamington area. The recommendations from the panel were put into action by WECHC with the opening of the Leamington site. Gratitude on behalf of the LHIN was extended in that WECHC will meet the needs of the population in this area.

16. Guest Speaker, Ms. Helen Quick, Community Health Outreach Worker, WECHC facilitated a presentation no a personal life story growing up in the Low German Speaking Community.

17. Presentations

Staff Recognition – Patrick Brown offered a few words and presented staff recognition awards.

- **25 Years:** Marion Purcell
- **20 Years:** Michelle Pittao-Meloche

- **15 Years:** Alistair Dwyer, Dawn Johnston, Shelby Warwaruk -

- **10 Years:** Julie Clark, Tania Colle, Liz Dorego-Paton, Laurie McQueen, Ellen Prestia, Jane Ray, Charlene Salmon, Dodie Wilson

- **5 Years:** Pamela Baker, Mark Halonen, Erica Lee, Stacey MacKinnon, Pat St. Pierre, Denise Vriesacker

14. Adjournment and Refreshments followed

K. Hengl called for a motion to adjourn the meeting at 6:30 P.M. and was moved by J. Mowat.

Respectfully Submitted by Lynn Thomson

WECHC & Board President 2017-18 Annual General Meeting Report

Another year has passed with changes, expansion and growth within the organization. The one thing that remains a constant year over year is the commitment, dedication and passion of the staff and the Board at WECHC in supporting our vulnerable populations.

Our organization continues to establish and strengthen community partnerships to better serve our mutual clients.

While there have been numerous achievements over the past year this is the ideal time to highlight a few memorable ones:

- ✓ The long awaited ground breaking for the permanent Sandwich site took place in October 2017 with an expected move in date of August 2018. A communication plan for residents of West Windsor is being developed to increase awareness and access for clients to many community programs and primary care needs.
- ✓ The first Sharps Kiosk in Windsor and the county was installed in September 2017 which is taking 1000 needles a week off the streets. Five more kiosks have been ordered for installation in Windsor and Leamington over the coming months.
- ✓ Through the LHIN Opioid Strategy WECHC received funding for hiring of three Harm Reduction Workers (2 in Windsor, 1 in Leamington) to provide outreach counselling to those affected by substance use.
- ✓ A mobile unit was purchased to provide medical and counselling services in Windsor and the County (expected to be operational in the fall of 2018).

The Board welcomed a new member, Ms. Gina Graston, bringing the Board up to full complement.

Acknowledgement and thanks go to our Foundation who have been actively fundraising over the past year through the '*Neighbors We Can Count On*' campaign to support the capital project at our Sandwich site to build and equip an additional four exam rooms.

We are pleased to welcome a new Executive Director, Rita Taillefer, who will start with the organization in July 2018. Rita is a strong motivated leader who has worked in middle and senior leadership for a variety of hospital and community healthcare organizations. With experience in working with local hospitals, community health providers and organizations, the LHIN and the CHC, this background suits the WECHC well. It has allowed Rita to develop a solid understanding of the health care gaps in our community. During her earlier time at WECHC, Rita has witnessed firsthand the passion that staff possess for the vulnerable populations they serve. Rita is passionate about WECHC and desires to work as a strong advocate for the staff and the clients we serve.

Finally, one last thank you to all of you, both staff and the Boards, for your continued loyalty and contribution to the organization and the people we serve. Your efforts make a world of difference in the lives of many.

Kathryn Hengl
WECHC Board President

Our Year by the Numbers

Meeting our preventative health goals

59% of clients were offered flu shots

58% of clients were offered colon cancer screening

59% of female clients were offered cervical cancer screening

56% of female clients were offered breast cancer screening

Health promotion programs held over 918 sessions and had a total attendance of 16,894 clients

91.3% of clients receive inter professional diabetes wellness

84% were provided primary care

Being accessible to our community 71,401 client appointments were given

94% of clients reported having enough time to speak with their health provider

98% opportunities to ask questions about recommended treatment

98% involve clients as much as they want to be in decisions about their care

24,447 active clients in our care

We work with approximately 70 partner agencies to enhance programs and services

We trained 149 students from 10 professional programs to learn from our staff

We worked with 121 volunteers who contributed over 3320 hours

630 Community members attended "Not my Kid" community events

3 new Addiction Support Workers were added to the WECHC team

Commitments to interprofessional care and community Partnerships

How Our Clients Feel About Their Care



WECHC Client Satisfaction Survey 2017-18

