

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



10th Annual General Meeting Report

Wednesday 24 June 2020

weCHC Sites

Diabetes Wellness	519-997-2323
Leamington	519-997-2828
Pickwick	519-997-2827
Sandwich	519-258-6002
Street Health	519-997- 2824
Teen Health	519-253-8481
Mobile Clinic	519-253-8481

Strategic Plan

Vision

Optimal health and wellbeing for our community.

Mission

Designing and delivering an accessible, inclusive and collaborative approach to providing primary care, illness prevention and health promotion.

Values

Delivering a person focused experience in each interaction through the following values:

- * **Integrity**
- * **Compassion**
- * **Accountability**
- * **Respect**
- * **Equity**

Windsor Essex Community Health Centre (weCHC)
Meeting Notice and Agenda for the 10th Annual General Meeting (AGM)
June 24, 2020 6:00 pm to 7:00 pm

It is with pleasure that we invite all members in good standing to the 10th Annual General Meeting (AGM) of the Windsor Essex Community Health Centre.

DATE: Wednesday June 24, 2020

TIME: 6:00 pm to 7:00 pm

VENUE: By Teleconference 1-855-344-7755 / Conference ID 8005540

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 24, 2020.

1. Welcome and Call to Order	Kathryn Hengl, Chair
2. Approval of Agenda	Kathryn Hengl, Chair
3. Introduction of Board Members	Kathryn Hengl, Chair
4. Governance Committee Report on the Election of new Board Members	Bob Fetherston, Committee Chair
5. Notice of Meeting	Gina Graston, Secretary
6. Report on Attendance Including any Proxies received	Gina Graston, Secretary
7. Approval of June 26, 2019 AGM Meeting Minutes	Kathryn Hengl, Chair
8. Reports	
These reports are included in the AGM report	
a) WECHC Executive Director & Board Chair's Report	Kathryn Hengl, Chair
b) Auditor's Report and presentation of the Financial Statements March 31, 2020	Jackie Dent, Treasurer
9. Appointment of the Auditors and Fixing of Remuneration of Auditors	Jackie Dent, Treasurer
10. Ratification of the Board of Directors Actions for 2019-2020	Gina Graston, Secretary
11. There are no By-Law amendments or supplementary letters patent which need approval at this time.	
12. Presentation	
• Staff Recognition – Anniversary Milestones are recognized for staff at 5, 10, 15, 20, 25 years of service. The list will be read by R. Taillefer, Executive Director.	

Windsor Essex Community Health Centre (weCHC)
9TH ANNUAL GENERAL MEETING (AGM) MINUTES
Tuesday June 26, 2019 from 6:00 P. M. to 7:30 P.M.
Sandwich Site, 3325 College Avenue

Present: Kathryn Hengl (President), William McClounie (Vice President), Elaine Clark (Treasurer), Gina Graston, (Secretary), Helen Bolton, Bob Fetherston, Ken Stewart

Staff: Rita Taillefer, Executive Director, Patty Alberton, Director Corporate Services, Susan Ellis, Interim Director, Clinical Practice Diabetes/Pickwick, Sarah Sasso, Director Clinical Practice Leamington/weCHC on Wheels, Amy Palmer - Director HR & Clinical Practice

Recorder: Lynn Thomson, Executive Assistant, & Privacy Officer

Quorum was achieved. Seven (7) 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 26, 2019 Agenda

Motion: A Motion was made for approval of the agenda as presented.

Moved: W. McClounie **Seconded:** G. Graston No Discussion Carried

3. K. Hengl introduced the weCHC Board Members and the Auditor from Grant Thornton.

4. **Governance Committee Report:** Bob Fetherston, Chair Governance Committee, reported that it was with regret that Toni Scislowski had tendered her resignation from the Board of Directors effective March 2019.

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

Marla Jackson and Ken Stewart were both appointed to the Board in March 2019.

Motion: A motion was made to approve the Governance Committee's report and the election of new Board Members.

Moved: G. Graston **Seconded:** W. McClounie No Discussion Carried

5. **Notice of Meeting:** Gina Graston, Secretary, reported that the meeting notice and agenda were emailed to members on June 12, 2019 and placed in the Windsor Star on Monday June 12, 2019 in accordance with the weCHC Board bylaws.

6. Report on Attendance Including any Proxies received: Gina Graston, Secretary, reported that Seven (7) of eight (8) Board Members were in attendance. There were no proxies received.

7. Approval of June 26, 2019 AGM Meeting Minutes

Motion: A motion was made to approve the June 26, 2019 AGM Meeting Minutes.

Moved: M. Jackson **Seconded:** K. Stewart No Discussion Carried

8. Reports

WECHC & President's Report - K. Hengl reported

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

**WECHC Executive Director & Board President
2018-19 Annual General Meeting Report**

Another year has passed with more changes and a focused effort on breaking down barriers to care, stabilization and clearly focusing our work. Despite the changes in the last years, the commitment, dedication and passion of the staff and the Board at WECHC continues to guide our work.

In the last year, we have focused on re-establishing and strengthening community partnerships in an effort to provide care for the clients of Windsor Essex. We have also been a consistent presence at our health care community's work towards the establishment of an Ontario Health Team.

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

- ✓ After close to a decade, the long expected move to Sandwich occurred in August of 2018. Our new site has enabled our primary care team to see more clients. It has also provided us with the opportunity to deliver health promotion classes in our wonderful gym.
- ✓ We have actively worked with our community partners and the City of Windsor to install more sharps kiosks throughout our city. This has been very successful and there are plans to install more units in the upcoming year.
- ✓ Through the LHIN Opioid Strategy WECHC received funding for three Addiction Support Workers (ASW) (2 in Windsor, 1 in Leamington) to provide outreach counselling to those affected by substance misuse. Our ASW are based in the community as well as on in our acute care hospitals (on the mental health unit and in emergency rooms).
- ✓ The mobile unit will be delivered in the very near future. We will be providing services to clients in Windsor Essex. We will work with our community partners to enhance services that are currently being delivered by several outreach teams.
- ✓ As of the beginning of July 2019, the entire senior leadership team will be in place. Our leadership team consists of professionals with years of experience in the health care team and a passion for the vulnerable populations that we serve.
- ✓ Our focus has been on enhancing both our community partnerships as well as partnerships throughout our LHIN and our Province. Our directors and ED sit on committees at the community level, LHIN and provincial levels. This has enabled us to keep abreast of the many health care changes throughout our region and province.
- ✓ weCHC has been Windsor's best kept secret. We have worked very hard to change this in the past year. We have put many processes into place to ensure that our logo use is consistent throughout the organization. In addition, we have developed and distributed a set of weCHC videos that

speak to our services and our individual sites. We are also nearing completion of a new website and intranet that will continue our branding work.

- ✓ We are currently working with our clients, community partners and staff to revitalize our Strategic Plan. Work on this important project will be completed by the fall of 2019.

The Board welcomed two new Board Members, Mr. Ken Steward and Ms. Marla Jackson. We are thankful for the skills they bring to our Board.

Finally, one last thank you to all of you, both staff and the Board, 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.

Rita Taillefer
Executive Director

Kathryn Hengl
Board President

Motion: A motion was made to approve the weCHC and Board President's Report as presented in the Annual Report.

Moved: W. McClounie **Seconded:** E. Clark No Discussion Carried

9. Auditor's Report and the Audited Financial Statements March 31, 2019: Elaine Clark, Treasurer, reported on the Audited Financial Statements March 31, 2019. E. Clark indicated that the Auditor's Report of the Financial Statements March 31, 2019 was presented to the Finance Committee on June 19, 2019 for their review and recommendations. Their recommendation was that the Financial Statements March 31, 2019 be accepted by the Board at their June 26, 2019 Board meeting prior to this AGM.

Motion: A motion was made that the Membership accept the Audited Financial Statements March 31, 2019 and summary of Auditors report as presented.

Moved: K. Stewart **Seconded:** H. Bolton No Discussion Carried

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

E. Clark reported that the Finance & Facilities Committee previously met on June 21, 2017 and made a recommendation to the Board to reappoint Hyatt Lassaline LLP (now Grant Thornton LLP) as weCHC Auditors for a further 3 year period from March 31, 2017 to March 31, 2020. They were originally 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.

11. Ratification of the Board of Directors Actions for 2018 - 2019

G. Graston 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: G. Graston **Seconded:** W. McClounie No Discussion Carried

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

13. Presentations

Introduction of Directors

- Rita Taillefer – Executive Director
- Patty Alberton – Director Corporate Services
- Sheraz Thomas – Incoming Director Data Management & Corporate Services (July 8, 2019)
- Susan Ellis – Interim Director Clinical Practice
- Sarah Sasso – Director Clinical Practice
- Amy Palmer - Director HR & Clinical Practice
- Nadine Manroe-Wakerell - Director Clinical Practice - Regrets
- Cheryl Zaffino (Director Project Management) - Regrets

Theresa Marentette, CEO, Windsor Essex County Health Unit

- Theresa Marentette provided a Power Point presentation highlighting the services offered by WECHU and how the partnership with weCHC is serving the clients in Windsor Essex.

Staff Recognition – Patty Alberton offered a few words and presented staff recognition awards.

- **15 Years:** Nicole Demant, Denise McCann
- **10 Years:** Dee Chooti, Karen Harrop, Kelly Humphrey, Laura King, Dennis McLeod, Danielle Sabelli, Kristina Tocco
- **5 Years:** Jennifer Allton, Jennifer Badaoui, Jennifer Chene, Sandra Demirovic, Jessica Mazzara, Nouhad Mokdad

14. Adjournment and Refreshments followed

K. Hengl called for a motion to adjourn the meeting at 7:10 pm and was moved by W. McClounie.

weCHC Executive Director & Board Chair
2019-2020 Annual General Meeting Report

Another year has passed, and this year promises to be one we will never forget.... It went out in a way that we will never forget!!! The old saying "hindsight is 20/20" should perhaps be changed to "blind sighted by 2020".

This past year has been a year of growth, stabilization and partnerships. The year ended with the COVID19 pandemic which allowed our organization to do what "we do best", support those who face inequities in health care. This past year has enabled our organization to address inequities, to develop programs and partnerships aimed at addressing the care of the most vulnerable in our region. The staff at weCHC have tirelessly continued to overcome obstacles and remain committed, passionate and innovative in their delivery of patient care.

This year has brought strength and stability not only in our region, but in our organization. We have developed and strengthened many partnerships that allow us to meet the priorities in our strategic plan. We have worked with our partners to develop and deliver programs for those who face health challenges such as Hepatitis C, substance misuse, those who are homeless, those with multiple co-morbidities and those in Greenhouses. We continue to ensure that all residents of Windsor-Essex have access to quality health care "close to where they live". We are also at the Ontario Health Team table as a representative of primary care.

We highlighted many achievements last year, and have many more to highlight this year:

✓ **weCHC on Wheels**

We were able to operationalize weCHC on Wheels. This 29 foot mobile clinic has enabled us to bring healthcare to those who cannot come to us. The unit ran two days/week with plans to expand to four days/week. Our mobile unit was a welcome site in the Windsor downtown core. We worked with the City of Windsor to secure a parking space at Water World to provide primary care, system navigation, harm reduction and social work, all delivered from this mobile clinic. Additionally, the unit provided healthcare, system navigation and social work to greenhouse/guest workers in the Leamington area. This service was very well utilized and will be operational two days/week when the COVID pandemic allows us to do so. Our mobile clinic was a great success and we look forward to "taking it out to the streets" when this becomes possible again.

✓ **New and Strengthened Partnerships in our Community**

Our numerous community partners have worked with us to identify health disparities and needs in the community (pre and post COVID19). We continue to work with these partners to address and support these needs in addition to facing the challenges presented by COVID19. A small list of these partnerships include the Windsor Essex County Health Unit, City of Windsor, City of Leamington, Ontario Greenhouse and Vegetable Growers, all three local hospitals, EMS in addition to many other community partners.

✓ **New Electronic Medical Record (EMR)**

We are ready to implement our new electronic medical record. This new EMR will enable us to provide "video visits" for our clients which is something that has been identified as a gap towards the end of the year. Our "go live" date of March 31st, has been postponed, but work has been ongoing and we are "ready to go".

✓ **Accreditation**

The past year has also involved an incredible amount of work towards preparing for accreditation. Once again, this has been delayed because of COVID-19 but the organization is primed for this process.

✓ **Refreshed Strategic Plan (2020-2023)**

We worked with our community partners, our staff and our Board members to renew our Mission, Vision and Values which guided our new strategic plan. This plan informs our work, although we did not include COVID when it was written! ☺

✓ **Leadership Team**

Our leadership team is now at full complement with the addition of two staff members in the last year.

✓ **weCHC Board**

We added two new Board members which brings us up to a full membership. Our new members, Clara Howitt and Jackie Dent (Treasurer), are both great assets to our existing Board.

✓ **Branding**

The branding work that was part of our operational plan continues. All of our sites will have the same branding and new logo, which are also reflective on our mobile unit.

Finally, one last thank you to all of you, both staff and the Board, 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.

Rita Taillefer

Rita Taillefer
Executive Director

Kathryn Hengl

Kathryn Hengl
Board President

Our Year by the Numbers

Primary Care Clients

65% of clients were offered flu shots **↑ 9%**

71% of clients were offered colon cancer screening **↑ 15%**

70% of female clients were offered cervical cancer screening **↑ 11%**

74% of female clients were offered breast cancer screening **↑ 15%**

92% of clients received inter professional diabetes care =

Meeting our preventative health goals

Being accessible to our community

53% of clients were provided primary care

14% of clients received care from registered social workers

20% of clients received care from registered dietitians

114,487 client appointments were provided

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

98% of clients reported opportunities to ask questions about recommended treatment

98% of clients felt they were involved as much as they wanted to be in decisions about their care

28,950 active clients in our care

Health promotion programs held over **465** sessions and had a total attendance of **13,161** clients

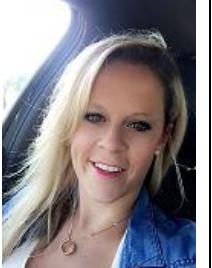
We work with approximately **70** partner agencies to enhance programs and services

We trained **103** students from **8** educational fields to learn from our staff

We worked with **113** volunteers who contributed over **3750** hours

Commitment to Community Partnerships

weCHC BOARD OF DIRECTORS 2020-21

	<p>Kathryn Hengl, Chair</p> <ul style="list-style-type: none">➤ Appointed to the Board April 2011➤ Lawyer, Rosati Construction Inc.➤ Member, Finance Committee➤ Ex officio, Governance Committee		<p>William McClounie, Vice Chair</p> <ul style="list-style-type: none">➤ Appointed to the Board March 3, 2016➤ Chief Operating Officer of AgriFood Capital Corp.➤ Member, Governance Committee
	<p>Gina Graston, Secretary</p> <ul style="list-style-type: none">➤ Appointed to the Board November 2017➤ Director of Operations, Workplace Safety and Insurance Board➤ Member, Finance Committee➤ Member, QUR Committee		<p>Jackie Dent - Treasurer</p> <ul style="list-style-type: none">➤ Appointed to the Board August 2019➤ Controller, Flex-N-Gate➤ Chair, Finance Committee
	<p>Bob Fetherston</p> <ul style="list-style-type: none">➤ Appointed to the Board April 2013➤ Veterinarian, Town and Country Animal Clinic➤ Chair, Governance Committee		<p>Helen Bolton</p> <ul style="list-style-type: none">➤ Appointed to the Board June 2017➤ Project Manager & Risk Management at Schneider Electric Systems➤ Chair, QUR Committee
	<p>Ken Stewart</p> <ul style="list-style-type: none">➤ Appointed to the Board March 2019➤ Managing Director, Ground Effects / The Drive Magazine➤ Member, Finance Committee➤ Member, Governance Committee		<p>Clara Howitt</p> <ul style="list-style-type: none">➤ Appointed to the Board April 1, 2020➤ Superintendent of Education-GECDSB

weCHC LEADERSHIP TEAM

	Rita Taillefer <ul style="list-style-type: none">➤ Executive Director➤ Tel: 519-253-8481 Ext. 253➤ Email: rtaillefer@wechc.org		Sheraz Thomas <ul style="list-style-type: none">➤ Director, Data Management & Corporate Services➤ Tel: 519-253-8481 Ext. 227➤ Email: sthomas@wechc.org
	Nadine Manroe-Wakerell <ul style="list-style-type: none">➤ Director, Clinical Practice➤ Tel: 519-258-8481 Ext. 200➤ Email: nmanroe-wakerell@wechc.org <p>Teen Health & Street Health sites</p>		Amy Palmer <ul style="list-style-type: none">➤ Director, HR/Clinical Practice➤ Tel: 519-258-6002 Ext. 707➤ Email: apalmer@wechc.org <p>Human Resources & Sandwich site</p>
	Sarah Sasso <ul style="list-style-type: none">➤ Director, Clinical Practice➤ Tel: 519-997-2828 Ext. 804➤ Email: ssasso@wechc.org <p>Leamington site & Quality</p>		Cheryl Zaffino <ul style="list-style-type: none">➤ Director, Clinical Practice➤ Tel: 519-997-2823 Ext. 300➤ Email: czaffino@wechc.org <p>Diabetes Wellness & Pickwick sites</p>
	Lynn Thomson <ul style="list-style-type: none">➤ Executive Assistant & Privacy Officer➤ Tel: 519-253-8481 Ext 246➤ Email: lthomson@wechc.org		