

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



11th Annual General Meeting Report

Wednesday 23 June 2021

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
- * **C**ompassion
- * **A**ccountability
- * **R**espect
- * **E**quity

**Windsor Essex Community Health Centre (weCHC)
Meeting Notice and Agenda for the 11th Annual General Meeting (AGM)
June 23, 2021 6:30 pm to 8:00 pm**

It is with pleasure that we invite all members in good standing to the 11th Annual General Meeting (AGM) of the Windsor Essex Community Health Centre.

DATE: Wednesday June 23, 2021

TIME: 6:30 pm to 8:00 pm

VENUE: By Zoom

<https://us02web.zoom.us/j/86417844762?pwd=TzFNbDZmZHVVSzZQZQW42STA1WmEzZz09>

Meeting ID: 864 1784 4762 / Passcode: 056032

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 23, 2021.

- | | |
|---|------------------------------------|
| 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 | Clara Howitt, Secretary |
| 6. Report on Attendance Including any Proxies received | Clara Howitt, Secretary |
| 7. Approval of June 24, 2020 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, 2021 | 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 2020-2021 | Clara Howitt, 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, 30 years of service. The list will be read by R. Taillefer, Executive Director. | |

Windsor Essex Community Health Centre (weCHC)
10TH ANNUAL GENERAL MEETING (AGM) MINUTES
Wednesday June 24, 2020 from 6:00 P. M. to 7:30 P.M.
By Teleconference

Present: Kathryn Hengl (Chair), William McClounie (Vice Chair), Jackie Dent (Treasurer), Gina Graston, (Secretary), Helen Bolton, Bob Fetherston, Ken Stewart, Clara Howitt

Staff: Rita Taillefer, Executive Director, Sheraz Thomas, Director Data Management & Corporate Services

Guest: John Blanken, Grant Thornton

Recorder: Lynn Thomson, Executive Assistant, & Privacy Officer

Quorum was achieved. Eight (8) 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, Chair, called the meeting to order at 6:02 pm and asked members to identify any conflict of interests at this time, none were declared.

2. Approval of the June 24, 2020 Agenda

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

Moved: W. McClounie **Seconded:** C. Howitt 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 Elaine Clark and Marla Jackson had tendered their resignations from the Board of Directors effective June 2019 and August 2019 respectively. Both were thanked for their service on the Board.

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.

Jackie Dent was appointed to the Board as Treasurer in August 2019 and Clara Howitt was appointed to the Board in March 2020.

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

Moved: B. Fetherston **Seconded:** Ken Stewart No Discussion Carried

5. Notice of Meeting: Gina Graston, Secretary, reported that the meeting notice and agenda were emailed to members on June 11, 2020 in accordance with the weCHC Board bylaws.

6. **Report on Attendance Including any Proxies received:** Gina Graston, Secretary, reported that Eight (8) 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: W. McClounie **Seconded:** H. Bolton No Discussion Carried

8. **Reports**

weCHC Executive Director & Board Chair's Report - K. Hengl reported

The joint Report was included in the AGM Report and was previously distributed.

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 includes 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 Chair

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

Moved: C. Howitt **Seconded:** G. Graston No Discussion Carried

9. **Auditor's Report and the Audited Financial Statements March 31, 2020:** Jackie Dent, Treasurer, reported on the Audited Financial Statements March 31, 2020. J. Dent indicated that the

Auditor's Report of the Financial Statements March 31, 2020 were presented to the Finance Committee on June 17, 2020 for their review and recommendations. Their recommendation was that the Financial Statements at March 31, 2020 be accepted by the Board at their June 24, 2020 Board meeting prior to this AGM.

Motion: A motion was made that the Membership accept the Audited Financial Statements of March 31, 2020 and summary of Auditors report as presented.

Moved: G. Graston **Seconded:** H. Bolton No Discussion Carried

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

J. Dent reported that a Motion was passed at the June 24, 2020 Board Meeting for reappointment of the firm Grant Thornton LLP as weCHC Auditors for a further 3-year period from April 1, 2020 to March 31, 2023. The remuneration was fixed as per the agreement for the 2020-2023 period.

11. Ratification of the Board of Directors Actions for 2019 - 2020

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: K. Stewart **Seconded:** G. Graston 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
- Sheraz Thomas – Director Data Management & Corporate Services
- Sarah Sasso – Director Clinical Practice - Regrets
- Amy Palmer - Director HR & Clinical Practice - Regrets
- Nadine Manroe-Wakerell - Director Clinical Practice - Regrets
- Cheryl Zaffino - Director Clinical Practice - Regrets

Staff Recognition – Rita Taillefer offered a few words of gratitude to the staff who celebrated milestone anniversaries in this past year. Staff recognition awards were provided to the staff directly at their sites.

- **20 Years:** Ann Conrad - Diabetes Wellness, Sandi Dennison - Diabetes Wellness
- **15 Years:** Shelley Fazekas - Diabetes Wellness, Vera Rozenbojm – Sandwich
- **10 Years:** Carol Diemer – Sandwich, Dina Ozols – Sandwich, Vanessa Ryan - Street Health, Trisha Wilson – Teen
- **5 Years:** Svetlana Asseva - Corporate Services, Mary Broderick- Active Aging, Liz Magro - Corporate Services, Gail Maples - Pickwick/Teen, Melany Marcinkowski – Teen, Tom Murtagh- Diabetes Wellness, Nikosey Nadia - Active Aging, Carrie Pare – Leamington, Alicia Peltier – Sandwich, James Stainer - Diabetes Wellness, Trepanier Lindsay – Leamington

14. Adjournment

K. Hengl called for a motion to adjourn the meeting at 6:30 pm and was seconded by C. Howitt.

**weCHC Executive Director & Board Chair
2020-2021 Annual General Meeting Report**

Another year has passed, and this year promises to be one we will never forget.... I wrote those words at this time last year and little did I know how true they would be. We will refer to the 2020-2021 year as one "that will go down in the history books".

Last year's AGM report spoke of a year of growth, stabilization and partnerships, this past year was one of innovation, creativity, partnership and one where we saw community/client needs and quickly responded to those needs. weCHC has lived the essence of what makes a CHC a CHC: advocacy, meeting our clients where they're at, quickly shifting to meet our client's needs, and continuing to provide quality equitable care. Throughout the past 15 months, the staff at weCHC have worked tirelessly within our organization and with our partners to overcome the obstacles that we have been presented with throughout the year.

Despite the pandemic, this year brought some significant changes and successes.

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

- ✓ **Accreditation** our organization received full accreditation. The reviewers spoke of how impressed they were by the passion and advocacy and caring that they witness across the organization. Although there were some small suggestions for improvement, most of the review focused on the significant strengths that were evident across all of our sites. We will continue to improve client services and continue to prepare for the next review in December of 2024.
- ✓ **New Electronic Medical Records (Telus PS Suites)**
Our organization moved to a new EMR in the virtual world. Although we had hoped to have onsite education and support prior to and during go live, the pandemic made this impossible. weCHC staff and IT department completed all our preparation, education and "go live" virtually. Once again, the weCHC staff rose to a challenging situation and made the best of it. A benefit that comes with PS Suites is the ability to complete virtual (video) visits with clients. This is part of a suite of tools that will remain with us for years to come.
- ✓ **Meeting community needs**
This past year has come with many needs. From COVID19 swabbing, to care for the homeless, to mobile outreach swabbing teams to vaccination. weCHC staff have worked with our partners to address all the above. We have worked very closely with our Public Health Unit throughout the pandemic: we provided support for drive through and outreach swabbing. We worked with the City of Windsor, HDGH, the Health Unit to provide medical care and support for the homeless populations that were confined to the IRCs in downtown Windsor. Several staff members were seconded to Leamington Hospital and Ontario Health to be part of a "mobile outreach swabbing team" (this team went out to nursing homes, retirement homes and farms to provide swabbing, assessment and medical care). Our teams supported Windsor Regional Hospital's vaccination sites. Lastly, every staff member across the organizations has continued to provide support in a variety of methods to both our clients, our volunteers and our staff. We have provided vaccination for our clients in addition to three pop-up clinical that were supported by our Street Health and Sandwich locations. We are now shifting into working with clients who require cancer screening, who require education related to vaccine and shifting into gradually re-opening our locations and resuming "non urgent" client care.

✓ **Board Changes**

I would like to take this opportunity to extend a very sincere thank you to Kathryn Hengl and Robert Fetherston for their many years of service on our Board. Kathryn and Bob, you will both be missed... and thank you for all your years of hard work.

I would like to take this opportunity to welcome our new Board members Justine Taylor and Alex Khanfer. I would also like to welcome two new members to our Quality Utilization and Risk Committee, Nicole Dziamarski and Christian Janisse.

In ending, I would like to thank our staff, volunteers, and the Board, for their continued loyalty and contribution to the organization and our clients. Thank you....

Rita Taillefer

Rita Taillefer
Executive Director

Kathryn Hengl

Kathryn Hengl
Board Chair

Our Year by the Numbers

Primary Care Clients

59% of clients were offered flu shots

64% of clients were offered colon cancer screening

64% of female clients were offered cervical cancer screening

65% of female clients were offered breast cancer screening

90% of clients received inter professional diabetes care

**Meeting our
preventative
health goals**

**Being
accessible
to our
community**

55% of clients were provided primary care

15% of clients received care from registered social workers

22% of clients received care from registered dietitians

92,409 client appointments were provided

83% of clients reported being able to get an appointment when they wanted

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

65% of clients felt they were involved as much as they wanted to be in decisions about their care

26,892 active clients in our care

Supporting Our Community During COVID-19

4,383 contactless deliveries of food, hygiene products & harm reduction supplies to community members and **620** Virtual Visits were conducted.

Health promotion programs held over **102** sessions and had a total attendance of **1,021** clients

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

We trained **18** students from **10** professional programs to learn from our staff

We worked with **45** volunteers who contributed cover **1712** 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 ➤ Former 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>Clara Howitt - Secretary</p> <ul style="list-style-type: none"> ➤ Appointed to the Board April 1, 2020 ➤ Superintendent of Education-GECD SB ➤ 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, Landscape Effects / The Drive Magazine ➤ Member, Finance Committee ➤ Member, Governance Committee 		<p>Camille Armour</p> <ul style="list-style-type: none"> ➤ Appointed to the Board November 2020 ➤ Fund Development Coordinator, VON Canada ➤ Member, QUR Committee