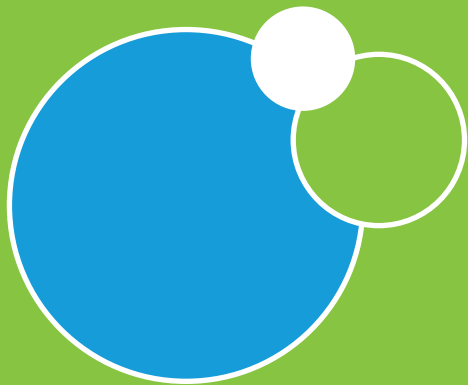




Woodstock and Area Community Health Centre



2015-16 Annual Report

Highlights 2015-2016

MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR

It's been an exciting year for our Health Centre! Between June 2015 and March 2016, we hired two new physicians, a nurse practitioner, and a physiotherapist, which raised us to full staffing levels. With so many people needing extremely complex care, opening the doors to our community was the high point of our year. We could now say to Oxford County, "We're open for Business" – and we took in more than 230 new clients.

It was difficult work for our teams, and their effort resulted in a year filled with accomplishment. Full staffing allowed us to meet all of our MSAA Indicators for the first time, and our staff satisfaction survey showed a high engagement in our teamwork approach. We integrated our back office with the London Intercommunity Health Centre, and ended the fiscal year with a balanced budget. The United Way approved our projects for both Homelessness Outreach and Oral Health Initiatives. And we worked hard to extend our support to other agencies in the community, partnering with them and modeling our values as we wrap them around with encouragement and collaboration.

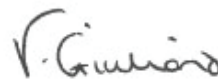
We are truly inspired by the work of our interprofessional teams. Each member puts their heart and soul into their work, and we're enthralled by the fluidity and creativity that abounds here. It's all about removing barriers, and we do it in spades. Whether walking with a client that doesn't know where to turn; improving someone's mobility so they can participate in community; or taking time to understand a client who struggles to express themselves, we're there and we strengthen their voice when others won't listen.

The WACHC is a hidden gem in the Health and Social Services system, as witnessed by a wait-listed client who recently got the call telling them they're accepted after waiting 8 years for access to care. They simply broke down, weeping tears of relief and gratitude. It's a powerful reminder that what we do is so important, and that our Health Centre is a crucial, integrated model of critical services for the marginalized members of our community.

As your Executive Director and Board Chair, we couldn't be more proud.



Randy Peltz, Executive Director



Vanessa Giuliano, Board Chair

"My life was just going down hill, I traveled Ontario for a year to see where I belonged and when my feet got back here (WACHC) everyone was there with loving arms to get me back to health and help me stay clean and sober.

I am so proud to be here today." - Client



Serving Our Community

VISION
Co-ordinated
person-centred health care,
connected to community,
creating wellness for all

MISSION
Everyone working together
to build healthy communities
throughout Oxford County
by providing health care,
support and education that
works for you.

VALUES
Relationship Based
Resilience
Respect
Excellence
Accessibility – Inclusivity
Collaboration
Holistic

OUR BOARD OF DIRECTORS

Vanessa Giuliano

CHAIR

Ann Campbell

VICE-CHAIR

Giselle Lutfallah

SECRETARY/TREASURER

Jason Smith

Alisha Stubbs

Donna Lee Grills

Jodi Helps

Kyle Free

Mia Gallo

Ray Gauthier

Sarbjit Rai

OUR CARING TEAM OF STAFF

Abbie Boesterd, Community Health Outreach Worker

Amy Farrell, Human Resources

Angela Rizzo, Physiotherapist

Angie Cornwell, Registered Dietitian

Anna Boutillier, Physician

Carly Ann Matos, Registered Social Worker

Carolin Riberdy, Medical Secretary

Carrie Innes Olah, Office Administrator

Christina Smits, Director Primary Care & Community Health

David Grand, Registered Social Worker

Emily Keegan, Registered Nurse

Erin Williams, Project and Communications Coordinator

Gulin Aydin, Registered Social Worker

Jason Pinylo, Information Technology Specialist

Jenilee Cook, Community Outreach Social Worker

Joel Hamilton, Physician

Jordan Miller, Physiotherapist

Kendra Wassink, Community Health Outreach Worker

Kathy Nyman, Registered Psychotherapist

Kerry McLean, Medical Secretary

Kristy Lightfoot, Registered Practical Nurse

Libby Harmer, Registered Practical Nurse

Linda Dimock, Health Promoter

Linda Morrissey, Nurse Practitioner

Linda Sparks, Office Administrator

Liz Vander Horst, Data Management Coordinator

Melissa Mosterd, Nurse Practitioner

Nancy Martin, Registered Social Worker

Ramen Chahal, Psychiatrist

Randy Peltz, Executive Director

Rasa Roberts, Bookkeeper and Payroll

Reeshad Buhariwalla, Physician

Sarah Irwin, Registered Nurse

Susan Smith, Nurse Practitioner

Teresa Sheehan, Medical Secretary

Tim Firth, Director of Operations and Finances

Tom McDonagh, Physician

Trevor McLellan, Community Health Outreach Worker

Zach Hollingham, Physiotherapist

OUR DEDICATED VOLUNTEERS

Abimbola Ogunmodede, Communications/Office volunteer

Larry Woodhouse, Bus driver/Peer support

Lisa Rivers, Kitchen volunteer

Ramona Halls, Group Facilitator

Rebecca Moore, Youth programs

Phil Churchill, Bus driver

Taylor McLaren, Youth programs

Wayne Murray, Garden Fresh Box/Office volunteer

Winter Smith, Artist



You Belong.



When our community faced a crisis of teen suicide this past spring, the young people of Woodstock took action. A student-led walkout galvanized the town and riveted the country. The voice of our young people got very loud as they described the lack of social support and expressed their desire for change.

Working with other social agencies, community members and local youth, the Health Centre turned to the strengths of the community as they connected with youth, listened to their feedback and engaged them in a process of building new opportunities.

The result is an expansion and strengthening of our youth resiliency programs. The Health Centre partners with education leaders to support high school completion and college transition programs. Youth are also invited to drop in for activities they identified as important to them – everything from day camps, cooking classes, art groups and more.

The Health Centre believes that youth know what they need and has created a space to explore their own initiatives. The team finds the most empowering approach is simply to listen, walk with the young person and support them in their own decision-making process.

WACHC works from a holistic model of care with everyone we serve. It's what we do. Grounded in a community development approach and based on the social determinants of health, we support clients when they become overwhelmed, help them navigate the complex systems and advocate for social justice as they face health inequities.

Whether it's a nurse advising on treatment options, a dietitian teaching a family to cook on a dime, a physiotherapist helping someone regain mobility, or a social worker supporting someone through difficult emotions, our inter-professional teams eliminate the barriers and help clients thrive. We know that strong

individuals create healthy communities and we create programs that reflect people's strengths by developing new life skills, promoting self-care management techniques and building capacity to support one another. The result of our effort is resilient families and vibrant communities.



As we grow and learn from the pain of our youth suicides, we will continue to listen to the voices of our community. Our health and social programs will always respond, and our wraparound approach will ensure each client feels the words that every teen – and everyone who was once a teen – longs to hear:

You matter,
you belong,
you are never alone...
Every One Matters.

Strategic Directions 2016–2019

Together with our Partners, improve both Access and Health & Well-Being Outcomes for people and communities in Oxford County

- Work with a chronic disease, rehabilitative, and outreach approach
- In both rural and urban settings, advance our approach to address the needs of our priority populations using a Social Determinants of Health framework. Priority populations are:
 - People without a primary care provider (Physician or Nurse Practitioner)
 - People with addictions / substance use
 - People with mental health challenges
 - Youth experiencing challenges
 - Families with low income
 - Isolated seniors
- Co-lead the Canadian Index of Well-Being baseline survey in Oxford County
- Move the Capital Redevelopment Plan to next stages of reality

Take a leadership role in guiding Health System transformation, and integrating Oxford County's primary health care system

- Build capacity, internally & alongside partners, to improve health outcomes, including the use of technology to improve performance
- Actively engage in primary health care reform at the sub-region level (Oxford County)
- Implement Oxford Health Links and Coordinated Care Planning processes

Advance organizational health to continue to foster a Knowledgeable, Equitable and Creative community health centre

- Evaluate the effectiveness of our current programs, considering outcomes, quality, effectiveness, data management, performance measures, and process improvement
- Foster staff team health & well-being
- Demonstrate best practice in Governance
- Achieve Accredited status
- Rebrand WACHC to tell our story

In alignment with the priorities and initiatives of the FutureOxford Community Sustainability Plan; South West Local Health Integration Network (LHIN) Integrated Health Services Plan 2016-19; and Provincial Health System Transformation Agenda/Patients First – A Proposal to Strengthen Patient-Centred Care in Ontario.

Being Yourself.

Sometimes you just have to dance!

Rebecca first came to the Health Centre through a youth art program in Tillsonburg called Youth Creations at the Station. Her experience through this program combined with her strong artistic talents and her compassion for others inspired her to volunteer at Mount Elgin day camps. “Even when dance wasn’t on the agenda at camp or other programs, there always seems to be some dancing going on! The campers adore her!” recalls Trevor, Outreach Worker.

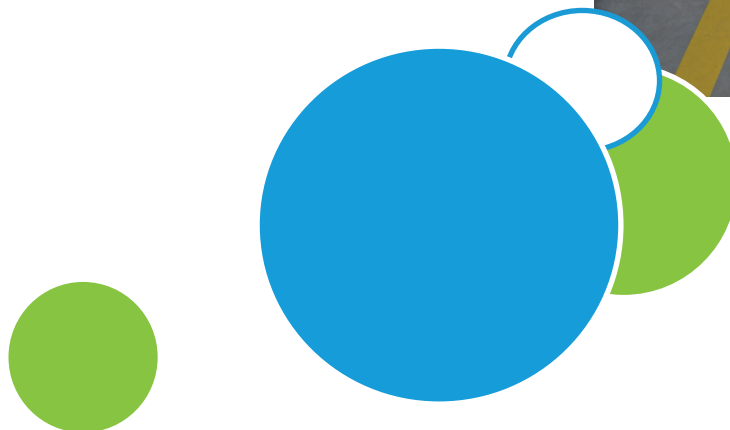
The following year after getting a job with Dynamic Dozen, a summer dance team, she brought in her good friend Taylor to take her place. Most volunteers don’t find someone to take their place when they move on but Rebecca’s valuable volunteer experience was something she wanted to share. She recognized the impact of helping others, being involved, giving back to the community and learning from new people.

She continues to bring her leadership skills and enthusiasm to others around the world. In the fall, Rebecca competed in two world dance championships in Italy for hip hop dance and in Poland for jazz ballet and modern dance. Her dreams had become a reality and all her hard work had paid off.

Looking into the future she sees herself as a Child and Youth Worker and as well as a dance teacher, passing her love of dance to others while creating hope and inspiration for others to follow their dreams.

**Be yourself and
don’t change because
different is better!**

-Rebecca, grade 12



Being Yourself.



“I am taking driver’s education classes!” announces Taylor excitedly as she walks into the room. For a teenager growing up in the small town of Tillsonburg, a driver’s license represents freedom, adventure and opportunities for her future.

Taylor first met Trevor, Outreach Worker, when her friend recruited her to volunteer with the Health Centre. Three years later they reflect on how this has changed her life.

“When I first met Taylor she used to be quiet and shy, now during programs she is the one who keeps me on track and tells me what to do.” jokes Trevor. Her confidence, independence, sense of community pride and leadership capacities have blossomed.

Today Taylor plays high school varsity soccer and junior girl’s volleyball, she volunteers with Mount Elgin summer camps, Stage for Change (Oxford County Drug Awareness campaign), Family Adventures, and PD Day programs. Children love playing with Taylor and parents often comment on her gifts and strengths as she works with children of all ages. Taylor’s volunteer experience has given her future a new direction and as she hopes to pursue a career in early childhood development.

“Don’t change so people like you. Be yourself and the right people will love the real you”

- Taylor, grade 11

Working with Community

Our mission is significantly strengthened through a wide range of partnerships, including:

Addiction Services of Thames Valley; Community Employment Services; Children's Aid Society; City of Woodstock; County of Oxford; Canadian Mental Health Association Oxford Branch; HealthForce Ontario; Fusion Centre; Ingersoll Nurse Practitioner Led Clinic; Livingston Centre, Tillsonburg; Oxford-Elgin Child and Youth Centre; OPP; Oxford Workforce Development Partnership; Public Health; Salvation Army; Schulich School of Medicine & Dentistry; Southwest CCAC; Social Planning Council; The Healthline; Tillsonburg District Memorial Hospital; Indwell Blossom Park and Harvey Woods Lofts; United Way Oxford; Victim Assistance Services of Oxford County; Woodstock General Hospital; Woodstock Police Services; to name a few!

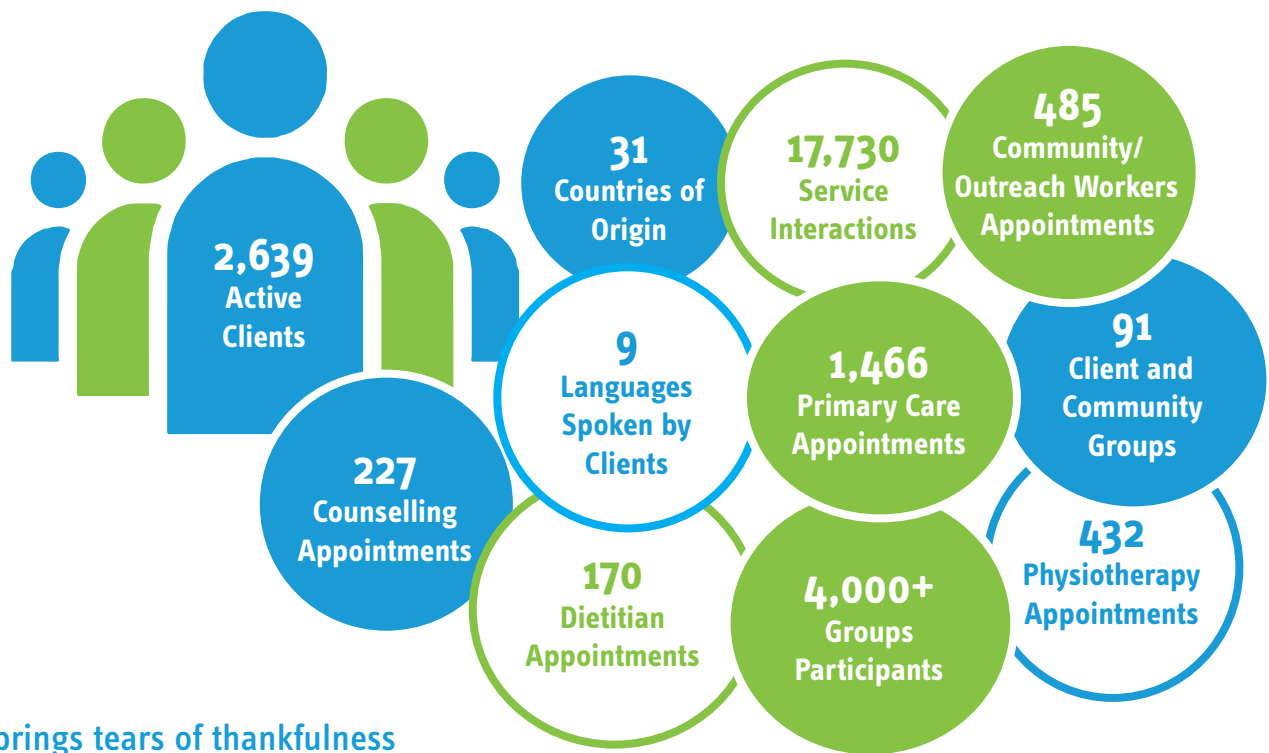
And our work continues to build as we play an active role on committees, including:

Campus of Care Committee – Tillsonburg
CATER: Community Action Tragic Event Response
Community Oxford (Canadian Index of Well-Being project)
Diabetes Coalition
Future Oxford Sustainability Partnership
Oxford Addictions and Mental Health Network
Oxford Addictions Treatment Strategy
Oxford Area Providers Table
Oxford Child and Youth Network (under development)
Oxford Community of Practice Smoking Cessation
Oxford Drug Awareness Committee
Oxford Health Links Steering Committee
Oxford Hospice Palliative Care Collaborative
Oxford Local Immigration Partnership
Oxford Situation Table Steering and Working Committee
International Women's Day Committee
Summer Wellness BBQ (partnership with CMHA Oxford, Woodstock General Hospital, Oxford Self Help Network, Assertive Community Treatment Team St. Joseph's Health Care, London: Oxford Team)

South West CHC Executive Directors Network
South West Local Health Integration Network – Health Links Leadership Collaborative
South West Local Health Integration Network – Quality Advisory Committee
Tillsonbury Resource Network
United Way Oxford Board of Directors
United Way Oxford Community of Practice and Strong Communities Impact Council
Youth Suicide Prevention Committee
Woodstock Youth Advisory Committee



Connecting with Clients



“It brings tears of thankfulness to our eyes to think that (staff name) has added one more crucial area to (client name)’s life here in Woodstock—a doctor. We are thankful for all WACHC does!”
- Client



Financial Statements



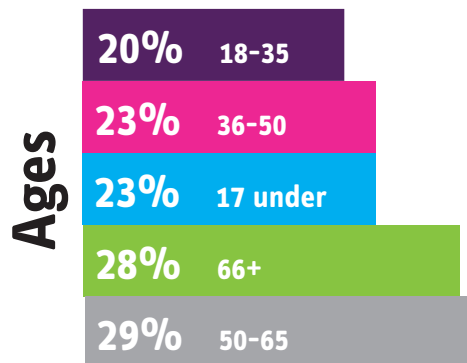
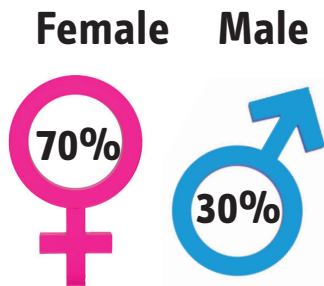
WOODSTOCK AND AREA COMMUNITY HEALTH CENTRE Statement of Financial Position

March 31	2016	2015
Assets		
Current		
Cash	\$ 511,976	\$ 486,308
Short-term investments (Note 2)	1,125,638	1,116,289
Accounts receivable	21,107	8,402
HST recoverable	81,445	29,960
Prepaid expenses	17,452	17,830
	<u>1,757,618</u>	<u>1,658,789</u>
Capital assets (Note 3)	<u>670,433</u>	<u>677,328</u>
	<u>\$ 2,428,051</u>	<u>\$ 2,336,117</u>
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities (Note 4)	\$ 252,812	\$ 265,287
Payable to South-West LHIN (Note 5)	383,227	272,316
Current portion of long-term debt (Note 6)	12,408	32,764
	<u>648,447</u>	<u>570,367</u>
Long-term debt (Note 6)	-	113,496
Deferred capital contributions (Note 7)	648,856	531,069
Deferred restricted contributions for capital project (Note 8)	1,125,638	1,116,289
	<u>2,422,941</u>	<u>2,331,221</u>
Net Assets		
Unrestricted surplus	<u>5,110</u>	<u>4,896</u>
	<u>\$ 2,428,051</u>	<u>\$ 2,336,117</u>

WOODSTOCK AND AREA COMMUNITY HEALTH CENTRE Statement of Operations

For the year ended March 31	2016	2015
Revenue		
South-West LHIN (Note 9)	\$ 3,021,146	\$ 2,813,238
Amortization of deferred revenue relating to capital assets	124,892	146,496
Other	55,722	26,650
	<u>3,201,760</u>	<u>2,986,384</u>
Expenses		
Staff wages and benefits (Note 11)	2,265,268	2,118,589
Occupancy cost	325,075	266,019
Contracted services	200,908	125,804
Administration expense	178,340	229,619
Amortization of capital assets	124,892	146,496
Medical and program supplies	39,771	40,235
Other expense	38,600	11,554
Staff recruitment and training	19,176	44,792
Professional development	9,516	-
	<u>3,201,546</u>	<u>2,983,108</u>
Excess of revenues over expenses	<u>\$ 214</u>	<u>\$ 3,276</u>

Client Satisfaction Survey



163
Clients Surveyed

96%
of clients are satisfied with the services/programs



96%
of clients find the Health Centre accessible

How can we improve?

- Extended hours
- More doctors and nurses
- Same day appointments
- More teen and family programs
- Dental health program
- Appointment booking process

88%
of clients felt their physician or nurse practitioner spend enough time with them

87%
of clients are involved as much as they want in the decisions about their care

87%
of clients felt they are given the opportunity to ask questions about treatment

What do we do well?

- "I am made to feel like a person, not a time slot."
- Fast, reliable, friendly service
- The calendar is a great resource
- Access to many services in one place

Ask for our program calendar. All groups are free and open to anyone living in Oxford County!