

2020 2021 BQWCHC ANNUAL REPORT



Belleville and Quinte West
Community
Health Centre



Vision

Together achieving health and wellness

Mission To partner with clients, staff and community in providing quality care

Values

Client Self Determination

Compassion

Respect

Equity

Integrity



2017-21 Strategic Directions

Engage

BQWCHC will work with our clients, community members, and staff to strengthen the organization and the work we do

Influence

BQWCHC will work on social issues that impact the health of our clients and communities

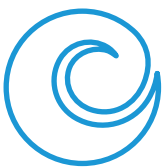
Innovate

BQWCHC will explore different ways of doing things better

Integrate

BQWCHC will work with others to ensure people get the care they need, on time, and in ways that make sense

BQWCHC at a Glance



66 Staff



Annualized budget
\$7,592,464



38,379 Encounters
with clients



137 New primary
care clients taken in



40 Volunteers
contributing over
1522 hours



1015 Number
of bears

President's Report

It has been an extraordinary year as the world around us changed at an enormous pace as a result of the Pandemic. BQWCHC responded by transforming our operations to ensure we would meet the expectations of our communities. Going forward we know the need for our services now will grow in a post pandemic world. During the next year, the Board's focus will be to develop a new strategic plan for 2022 and beyond that will ensure we are able to meet our mandate in what we all know will be a new normal.

This year the Board focused on ensuring both our management and staff had any necessary supports required to meet the many challenges of the Pandemic. The Board also continued to redevelop how we work; by complementing our more traditional fiduciary and strategic work with generative discussions focused on understanding the communities we serve better and what their needs will be in a post Pandemic world.

The Board also set a goal of reviewing and improving our processes for Board and subcommittee recruitment. Additionally, the Board was very active in analyzing the impact of provincial health reforms on BQWCHC, our clients, and our community partners. We are pleased that BQWCHC is working with other organizations on the implementation of the Quinte Ontario Health Team.

This year the Board continued to advocate concerning the very significant and growing unmet demand in the Quinte region for services to address low, moderate and severe mental health needs. During the pandemic, the need for mental health supports has grown exponentially and we can anticipate a post-pandemic surge in demand for mental health and addictions services.

Finally, I'm very excited to share with everyone that our new building is on time and on budget. Substantial completion is fast approaching and BQWCHC plans to take occupancy of our new premises in September 2021. Our new building in Quinte West will provide us with state of the art facilities to meet our mandate in comprehensive primary health care and community engagement.

On behalf of the Board thank you to our funders, our clients, and our staff for supporting us through such a challenging year.



Brad Harrington, President,
BQWCHC Board of Directors

Executive Director Report

Well – that was a heck of a year.

The Covid-19 pandemic showed us how fragile and resilient we are. Like other organizations BQWCHC had to move our operations on-line and find ways to safely see clients in-person. It was like running two organizations. Our management team worked twice as hard as usual and our staff and clients showed tremendous flexibility and patience in order to make it all happen. Thank you. Thank you to our clients for your patience with all the changes and the questions and for being understanding about getting what you needed rather than what you wanted at times. Thank you to our staff for your ability to learn new tools and processes and tasks while still ensuring high quality care and managing your own concerns at the same time. And thank you to our Management Team - you've managed to help navigate this agency through unprecedented times with a lot of grace and laughter and again while managing your own concerns. Thank you.

Our experience through the Covid-19 pandemic will change us as an organization. For example, we will have more rigid infection control practices going forward and will continue to offer phone and video appointments and virtual groups as appropriate. Other changes will become evident over time.

The year also reinforced some hard social lessons. Through the pandemic we saw the differential impacts on lower-income people and the BIPOC communities and the reliance of our society on essential workers. And we saw the gaps in supporting them. We also saw the impact of racism and the profound need for change and reconciliation in our relationships with indigenous, black and people of colour. As an organization BQWCHC has a mandate to advance health equity – equity in access and in outcomes. We continue to learn and deepen how we do our work. The process of being anti-racist and anti-oppressive has many starting points and is continuous; it is actions, not just ideas.

The capital project – finally approved and underway – has moved along. We are so excited to be able to plan for a broader range of on-site services in-house and functioning as more of a community hub.



Sheila Braidek,
Executive Director

This year we said goodbye to retiring staff Jose Gomide, Lois Stather, and Karen White. Thank you each for your leadership, your caring, your commitment, and your humour. Congratulations and enjoy!! We also said goodbye to Amy Parks, Chanse Holder, Sue English, Terri Cadeau, and Robyn Watson. Thank you all and we wish you the very best!"

Thank you again to our clients, volunteers, staff, and funders for all your support and to the Board for their ongoing leadership.

Programs & Services

Throughout the past year BQWCHC continued to provide our range of programs and services to support the health and wellbeing of individuals and families within a community context. While all programs and services were somehow impacted by the evolving Covid 19 pandemic we worked hard to continue to respond to the needs of our clients and communities through:

Comprehensive primary health care including:

- Family medical care with a doctor or nurse practitioner
- Counselling and health education for mental health, chronic diseases, nutrition, and medications
- Chronic disease prevention and management—focused on diabetes and COPD
- Dental – basic dental care for people living on low-incomes
- High risk wound and foot care
- Opioid Management Program (in partnership with Addictions and Mental Health Services HPE)

Health promotion programs including:

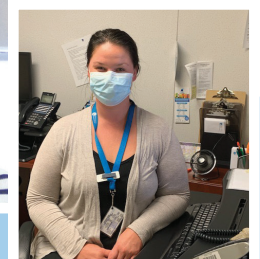
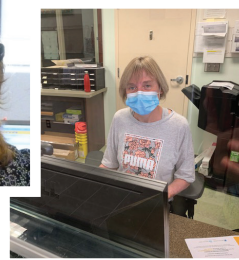
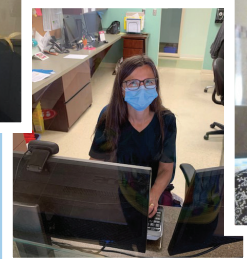
- Registered and drop-in groups focused on exercise, learning new skills, building social support and networks
- Volunteering
- Smoking cessation

Community supports & advocacy including:

- Help finding community resources
- Navigating the health and others systems
- Supporting people to get and stay housed
- Complex case management

Regional Programs:

- Telemedicine —linking people to care providers.
- Thrive—supporting pregnant and parenting women with a history of substance use
- Regional Lung Health – Respiratory therapy integrated with primary health care and focused on COPD prevention, diagnosis and community rehabilitation.



Responding to Covid-19

This year has obviously been a challenging complicated year due to the Covid-19 pandemic. Continuing to provide primary health care services throughout the pandemic was important to us and our community. People still needed their basic care needs addressed.

All of our services, except dental and high risk wound and foot care, switched to a 'virtual first' model. This meant that anything that could be done virtually would be either on telephone or video. Things that could not be done virtually and were necessary would continue to be offered in person. Throughout the pandemic BQWCHC continued to see clients in-person when necessary using distance and personal protective equipment to keep both clients and staff safe. Thank you to staff for accommodating these changes, and other changes, and more changes as the pandemic evolved while continuing to provide high quality care. And thanks to our clients for your patience as we adjusted to new ways of working and you adjusted to new ways of getting the care you need.

Unfortunately our in-person health promotion and community were suspended essentially for the year. Staff worked hard to create on-line programs such as the virtual Chronic Pain Support Group; the Eat, Sweep and Be Savvy video series; virtual Mindfulness & Meditation; virtual Seated Yoga; virtual Crafts for Adults; and a telephone based program in partnership with Quinte Sports and Wellness Centre and Quinte West Library.

Many of our clients already experienced systemic barriers in accessing services or navigating systems and were already socially isolated or marginalized because of their economic, social or health issues. Covid-19 didn't really change things for them, it just made hard situations even harder. For people living on limited incomes the ability to get groceries, go to school, get information, or access services became much more challenging when everything went on-line and you needed a computer and internet to manage.

- ✓ BQWCHC provided some of our clients with access to devices and access to the internet.

For people who were socially isolated with few local family or friends, having to stay at home meant even less social contact than usual and were less able to get goods delivered to their homes from informal support networks.

- ✓ BQWCHC completed over 1600 'comfort calls'. We reached out to our more isolated clients just to check in and see if they needed help accessing any services or supports.
- ✓ This outreach led to over 500 "doorstep" deliveries of food, prescriptions, household supplies, and other items.



People's emotional and social sense of wellbeing was challenged by the increased isolation due to Covid-19. Given the close connection between physical and mental wellbeing, BQWCHC initiated:

- ✓ Wellness boxes – BQWCHC put together and delivered over 710 Wellness Boxes to CHC clients and tenants from Hastings County Housing. These boxes included activities, treats and a personalized note letting people know that they were being thought of. Funding for this program was provided by Hastings County and the United Way.
- ✓ Bear Hugs & Hearts - BQWCHC coordinated and delivered of 1,015 knitted bear hugs & hearts in individualized care bags for local Long Term Care and Retirement Home residents. This initiative was made possible by donations from volunteers, community members, the Quinte Community Sewing for Covid19 Group!
- ✓ Seeds of Hope – in partnership with Susanna Moodie Public School, BQWCHC delivered 75 Seeds of Hope kits which included student-decorated planters, flower seeds, and a mental wellness tips sheet created by our social work team.
- ✓ Partnership with the Enrichment Centre for Mental Health for increased access to counselling services.



BQWCHC:

- In addition to food, people living on low-incomes had an even harder time paying for medications, bandages, and other medical-related supplies.

- BQWCHC worked hard to support our clients in accessing Covid vaccination by:

- And everybody on staff helped to do what needed to be done:

- ✓ Everyone made wellness calls
- ✓ Telemedicine staff helped support clinical programs and vaccination clinics
- ✓ Many staff helped out with screening and cleaning
- ✓ A variety of staff helped out deliveries, cooking and a variety of other tasks to support our clients.



Other Highlights

Throughout the year our teams continued to support our clients and communities.

Clinical teams – nurses practitioners and other nurses, doctors, medical secretaries, and receptionists - worked to ensure clients were able to access preventative care as well as responding to chronic and episodic health needs. Learning about and helping clients navigate the often confusing information about Covid 19 and vaccinations and providing reassurance was a big part of the work.

The **Social Work team** navigated several staffing changes and continued to provide 1:1 counselling throughout the pandemic.

The **Nutrition and Food Security** program was largely focused on Covid response, and provided some 1:1 counselling.

Pharmacy counselling and consultation was focused on working with new providers and supporting clients transitioning to new providers, and to refining client pathways.

Chronic Disease Prevention and Management program continued to provide smoking cessation, 1:1 counselling, worked to clarify pathways of care for people with diabetes and to integrate with the new Lung Health Program.

Dental was suspending during Covid wave 1 but was able to resume in-person services with infection control adjustments. And the **High Risk Wound and Foot Care** program operated throughout the year focusing on seeing clients at highest risk.

Health Promotion and Volunteer programs really had to restructure itself – shifting to online and redesigning its offerings. Our volunteers continued to be active contributing 1084 hours toward knitting bears, helping with Good Food Box, virtual groups, and related activities. Not the usual year for sure, but so important. Thank you! We also worked through a volunteer program redesign merging our volunteer program with our social prescribing efforts. We've missed having you in the office and look forward to seeing you soon!



Thrive

Our Thrive program provides support and case management to pregnant and parenting women with a history of opioid use. In addition to regular activities and enhanced outreach in response to Covid, the team has been focused on ways to enhance the program. They started a weekly drop in group in December (virtual) in partnership with Abigail's Learning Centre. This project was supported by a small grant from the United Way. And the team spent time in the year focused on enhancing the quality of the program: reviewed and refined the program's focus to women with substance use issues with children 6 years and under; joined with other Thrive programs in SE Ontario to create a regional Community of Practice; and completed training in Circle of Security to now offer parenting support.



Housing

In the midst of wave 2 our Housing program supported clients moving into new housing at the Home For Good Building on Sidney Street. During the year BQWCHC also took on supporting one additional unit. The lack of affordable housing in the Quinte area has deepened over the past year.



Telemedicine

The Telemedicine program – a virtual appointment platform in place before the pandemic to link clients with providers remotely – maintained a 91% volume compared to last year in spite of being shut down in wave 1 of the pandemic. The bulk of appointments were related to mental health and dermatology and provided access to over 70 specialties for clients who would otherwise have had to travel to access those services.

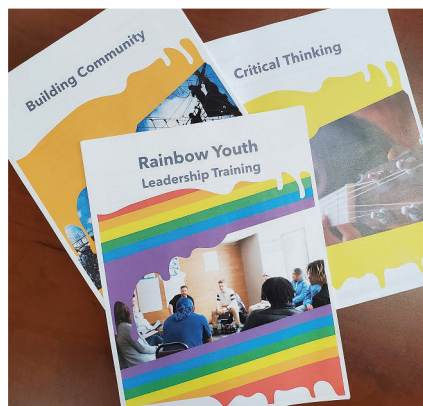


Rainbow Youth Outreach

The Rainbow Youth Outreach Project, funded by the Ontario Trillium Foundation, was launched in 2019 and continued through 2020/21. Originally the project was designed to engage youth in 1) learn about and implementing a participatory action research (PAR) project to understand what should be included in a curriculum to train LGBTQ2S+ youth in leadership 2) develop that curriculum 3) train 30 youth with that curriculum and 4) support those 30 youth in undertaking leadership activities in their own communities. However, with the challenges of Covid, the current project was narrowed in scope to finish with the writing of the curriculum. In early 2020 the youth completed the data collection to inform the curriculum. This past year the Students Commission of Ontario was contracted to complete the data analysis and write the curriculum. The youth were engaged throughout the process. The curriculum was finalized and released in April 2021. Despite Covid challenges this has been an important project. We are looking forward to seek new funding for implementation in the coming months. For copies of the curriculum please contact info@bqwchc.com. Thank you to our youth and Steering Committee for all your hard work and leadership!

Community Needs Assessment

BQWCHC wanted to better understand the needs facing some of our priorities communities. In particular we reached out to: the lesbian/gay/bisexual/transgender/queer (LGBTQ) communities; people who were homeless or at risk of homelessness; people with disabilities; black/indigenous/people of colour (BIPOC) communities; and people living with mental health and/or addictions. We know that many people have multiple intersecting identities so these groupings are a starting point for outreach and reporting only. Even though Covid would complicate the process we decided to conduct a survey and focus groups during the winter 2020/21. Despite challenges and limitations the feedback was extremely informative – pointing out not just gaps in services but gaps in our knowledge and understanding. Several recommendations emerged including three overarching focused on the importance of partnerships, the need to work from a trauma-informed approach, and centering people with lived experience from the communities we are prioritizing. BQWCHC will be using this report – and what we learned through the process - to inform our planning and action going forward. The report was written in such a way as to be of relevance to any agency working in Belleville and Quinte West. To request a copy of the report contact info@bqwchc.com.



**Rainbow Youth Leadership
Training Curriculum**

HPE Ontario Health Team

BQWCHC worked closely with others to continue to develop a local Ontario Health Team (OHT). Quinte and Rural Hastings teams came together to form the Hastings Prince Edward (HPE) OHT. Through this partnership, organizations across the region – hospital, primary health care, rehabilitative services, community support services, mental health and addictions agencies, community safety and development agencies, and others – and the clients/people we serve, agree on a common focus and shared strategies to address the health needs of our communities. The HPE OHT is still in development. We're submitting an application for recognition and funding to the Ministry of Health in April 2021. We are looking forward to continuing to build the partnerships, engaging more clients/community members in the process, and the changes that such broad collaboration can bring.

QW Capital Project

Construction on our new facility in Trenton started in February 2020 and has been ongoing throughout this year. We have been extremely fortunate to have no shutdowns and minimal delays due to Covid. This new space will finally – after 10 years in QW - give BQWCHC the ability to offer our wide range of services on-site. In addition to offices and clinical rooms, the space will have 3 small meeting rooms, one large meeting room that can be sub-divided, and a community kitchen. The new space will also set BQWCHC up as the anchor tenant in what will be the new Trenton Health Hub once we are able to secure funds to develop space on the ground floor to accommodate the VON Adult Day Program, Home and Community Care, Addictions and Mental Health Services HPE and Public Health as planned. Sadly we have not yet been able to secure capital investment for the Hub portion of the build.

The new building is on track to be opened in early fall of 2021. Thank you to our new neighbours at 69 Catherine Street, Quinte Health Care, our partners, clients and staff for your hard work and patience over the years and through construction.



Nuts and Bolts

The shift to remote work due to the pandemic was enabled by our outstanding – extremely large IT team...thank you Jason! At the same time he replaced services, enhanced system security, contributed to capital planning, and did the usual business of keeping the systems running.

Our accounting, HR, and facilities folks also had to adjust to working from home, supporting the capital project, and making sure the all the usual work was completed and the lights stayed on.

Thank you.

Marsha Stephen Community Health Leadership Award

Steve Van de Hoef is this year's Marsha Stephen Community Health Leadership Award recipient! This Award is given by the BQWCHC Board to recognize people in our community who understand that health starts where we live, learn, work and play and the importance of collaboration. Steve is one such leader.

Steve is the Program Manager at Bridge Street United Church Food Ministry. Among other initiatives he has been instrumental in ensuring food and other essential services are available to the homeless/under-housed – before and during the pandemic, and he has worked with others to design the Integrated Coordinated Access System to improve access to services for the homeless. Steve demonstrates true leadership in how he works – listening to others, building partnerships, exploring opportunities.

Congratulations and thank you Steve!

The Marsha Stephen Award was established to recognize leaders in the Quinte area who understand that health starts where we live, learn, work and play: in our community.



Steve Van de Hoef, Program Manager at Bridge Street United Church Food Ministry

Finance Committee Report 2020-2021

On behalf of the Finance Committee and the entire Board of the Belleville and Quinte West Community Health Centre, I am pleased to present the highlights from our financial statements for the twelve months ending March 31, 2021. The notable change in 2020/21 is due to the Capital Project. Copies of the complete audit, conducted by Welch LLP, can be obtained from info@bqwchc.com.

Wendy Osborne,
Treasurer

Statement of Revenue, Expenditure and Net Assets (As excerpted from the Audited Financial Statements)

	2020/21	2019/20
CURRENT ASSETS		
Cash	\$ 5,776,584	\$ 3,333,839
Accounts receivable	116,569	110,714
Government rebate recoverable	453,236	182,085
Prepaid expenses	57,772	71,027
	6,404,161	3,697,665
Tangible Capital Assets	9,473,505	2,364,516
Intangible Capital Assets	5,916	7,394
	\$ 15,883,582	\$ 6,069,575
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	\$1,837,853	\$715,500
Government remittances payable	18,899	80,626
Deferred revenue	1,253,782	727,817
Subsidies repayable	3,293,627	2,173,722
	6,404,161	3,697,665
Deferred Contributions	8,962,370	1,851,678
Net Assets	517,051	520,232
Invested in tangible and intangible capital assets - internally restricted	-	-
Unrestricted	517,051	520,232
	\$ 15,883,582	\$ 6,069,575
	2020/21	2019/20
Revenue	\$ 8,012,776	\$ 8,168,517
Expenditures	6,864,899	7,015,040
Excess/(Deficiency) of Revenue over Expenditure, before under noted item	1,147,877	1,153,477
Less: Subsidies repayable	(1,151,058)	(1,159,100)
Less: Loss on disposal of Capital assets	(3,181)	(5,623)
Net Assets, beginning of the year	520,232	525,855
Net Assets, end of the year	\$ 517,051	\$ 520,232

Board of Directors 2020-2021

Brad Harrington,
President

James Huff,
Vice-President

Wendy Osborne,
Treasurer

Dawne Brown, Secretary
Kathy Baker

Kim Egan

Jae-Marie Ferdinand

Lorrie Heffernan

Deborah Hierlihy

Scott Robertson

Gerry Watts

Our Staff 2019-2020

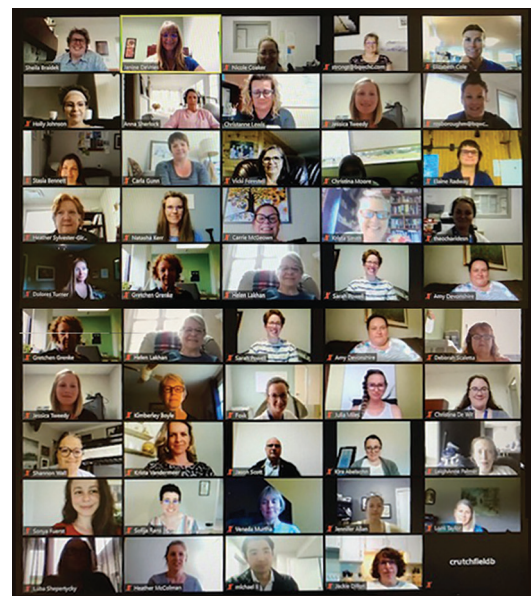
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Amy Devonshire
Amy Parks*
Anastasia Bennett
Anna Sherlock
Bobbi Jo Quigley
Brittany Papke
Carla Gunn
Carrie McGeown
Chanse Holder*
Cheryl Swallow
Christanne Lewis
Christina Moore
Daina Green
Deborah Scaletta
Derk Damron
Dolores Turner
Elaine Radway
Elizabeth Cole
Fran Schmidt
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Heather McColman
Heather Sylvester-Giroux
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Sofija Rans
Sonya Fuerst
Stacey Powell
Stephanie Collins*
Stephanie Nickerson
Susan English*
Sydney Akey
Tania Strong
Terri Cadeau*
Valerie Robbins
Veneda Murtha
Vicki Forestell

*Indicates people who left
BQWCHC during the year



Board Meeting



Staff Meeting



Karen White



Lois Stather

Our Donors:

Benevity Giving Platform, James Huff, Sandra Campbell, Quinte Community Sewing for Covid 19 Group, Knitters United, Helping Hands of St. Andrews Church, Stirling and members of our communities who donated masks. We thank you all.

Our Funders:

South East Local Health Integration Network, United Way; County of Hastings; Ontario Health; Canadian Association of CHCs; Trillium Foundation

From Drawings To Reality

The NEW Belleville and Quinte West Community Health Centre is under construction!



Construction

We are happy to share with you the progress of our new facility at 69 Catherine Street in Trenton and to report that the project is well on its way to completion.

Construction began last spring after we received approval from the Ministry of Health and Long Term Care in February 2020.

The project is scheduled for completion at the end of September 2021 and we look forward to finally opening the doors to our clients and the community!

We want to thank the Ministry of Health, the City of Quinte West, our Board of Directors and Staff, the Community, and our Clients for your patients and support – we look forward to seeing you soon at our new and permanent Centre in Quinte West.



Belleville and Quinte West
Community
Health Centre



**Alliance for
Healthier Communities**
Alliance pour des
communautés en santé



Ontario

South East Local Health
Integration Network
Réseau local d'intégration
des services de santé
du Sud-Est



**Belleville and Quinte West
Community
Health Centre**