

2021-2022

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



2017-22 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



62 Staff



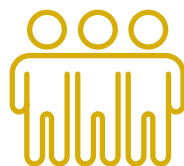
Annualized budget
\$7,728,946



43,519 Encounters
with clients



142,000 fewer
pieces of paper than
previous year



84 New primary care
clients taken in



28 Volunteers
contributing over
1437 hours



1015 Covid-19
vaccinations given

From the President

It's often been said good things take time! 2022 concluded a long journey marking the grand opening of our new building in Quinte West. Our beautiful new building represents our ongoing commitment to serving both Belleville and Quinte West and to the health aspirations of our community.

This year, the Board's attention continued to be held by the Covid-19 pandemic and ensuring our organization had the support and resources to meet our community's needs. In addition to this focus, the Board reflected on the profound impact of the pandemic and the realization that demand for our services and need in our communities is going to dramatically increase going forward.

As such, the Board was hard at work on a new Strategic Plan and directions that will guide the organization to meet the ever increasing demand going forward. The insights provided by clients, partner organizations, staff, and volunteers have shaped our new directions. The new Strategic Plan, just approved by the Board in June 2022, and its new directions will ensure we meet our communities expectations in a post-pandemic world. The plan will be shared extensively in the Fall of 2022.

As we look toward emerging from the Covid-19 pandemic and as I reflect on my tenure with the organization which is now coming to an end, BQWCHC is well positioned to look forward with renewed enthusiasm for the work, dedication to our communities, and affirmation of shared purpose with our partners, and commitment to ensuring health for all.



Brad Harrington, President,
BQWCHC Board of Directors

From the Executive Director

While the first year of the pandemic in some ways felt like a wild high speed race without knowing the rules, this past year has felt more like being trapped in a circular corn maze in the dark – things looked vaguely familiar but they kept changing and the light at the end of the tunnel was just someone else’s flashlight.

Everyone rode the waves of the pandemic – sometimes struggling, sometimes ok, and always trying to do their best for our clients and colleagues. Looking back from the vantage point of a sunny day in spring, I’m very proud of what we managed to accomplish over the past two years: we built a new building; we started new programs; we developed new partnerships, we kept faith with people who were struggling, we found ways to push aside some barriers, we upheld our values, and we came back from adversity. Now is a great time to catch our breath, inhale deeply, and...jump into the future.

This year we said goodbye to Bobbi Jo Quigley, Christina (Moore) Quinn, Derk Damron, Fran Schmidt, Jackie Dillon, Mary Green, Nicole Coaker, Shannon Wall, Stacey Powell, Sydney Akey and Veneda Murtha. Thanks too to Jennifer Hough, Meghan Mandville, Patti Asselstine, Joanne McLatchie, Shari Kelly for helping out during the year. We wish each of you the best.

All that we do relies on each of us contributing our unique piece. Thank you to staff for your hard work, our clients and community for your trust, our partners for your dedication, and the Board for your leadership.



Sheila Braidek,
Executive Director

Program & Services Highlights



Thrive

The Trive program continued to support pregnant and parenting women in Hastings and Prince Edward who face substance use challenges. The team continued to implement the Circle of Security program, an evidence-based program designed to foster secure attachment between parents and children in caregiving relationships. We entered into a partnership with McMaster University to evaluate the feasibility of the Parenting Under Pressure program for at risk women. And we organized our first Overdose Awareness Day event at Market Square in Belleville calling for "Support Not Stigma".



Dietitian

The Dietitian provides education, outreach and counselling to support food security and dietary health. Focus this year was on the Learn to Grow gardening program at Quinte West Gardens; providing a Festive Hot Meal to 223 people, and supporting our volunteers to reboot the Breakfast of Champions and Hot Meal programs on a take-out basis. We also established 'Community Cupboards' in both Belleville and Quinte West making some non-perishables, fresh fruit, and frozen meals available to folks in need.



Brenda & Wendy come every Friday for the Hot Meal Program

Social Work

One to one and group-based work focused on improving social, emotional and mental wellbeing continued. Managing Power Emotions, Bouncing Back from Anxiety and Depression, and the peer support group Bouncing Beyond Anxiety and Depression were relaunched in virtual or hybrid formats.

We had the pleasure of working with Youthab to co-facilitate two sessions of 'Calming the Emotional Rollercoaster' – a multi-week skills based group for youth ages 12-24, based on material from Managing Powerful Emotions Dialectical Behaviour Therapy group. This material focuses on understanding emotions, behaviours and thinking, distress tolerance skills and emotion regulation strategies.

The team made available a Grief Support Toolkit – a collection of resources and local supports for individuals experiencing grief (available on website and as a 'grief support bag'). And one member of the Social Work team supervised a social work student from Lakehead University.



ETC-Encompassing Team Care

This eclectic team provides a range of supports including resource navigation, care coordination and outreach to improve access to, and coordination of, services.

The team worked with the Home for Good building in Belleville and Community Partners for Success in Quinte West to enable some community clinics for Covid-19 vaccination.

Project funding from Hastings County was used to start an outreach program to the homeless/at-risk community in Quinte West. This program includes 1 FTE Community Support Worker and a 0.2 NP to provide harm reduction, food security, episodic primary care and connection to community resources. From September to March the team connected with 83 people over 465 interactions.



Housing Support

Funded by Hastings County, the Home for Good program provides housing and housing support to improve housing security.

Over the past year we provided ongoing 1-to-1 support to five individuals in the Home For Good supportive housing building. We established and coordinated social and skill development programming available to all Home for Good residents.

And the team partnered with All-Together Housing to house and provide support to two individuals at the Great St. James building (expected occupancy June 2022).



Health Promotion

Our health promotion program supports volunteer management and delivery of programming to promote physical, social, and emotional wellbeing. It has been hard on our volunteers throughout the pandemic. They miss being in the office and contributing to the work of the Centre. We so look forward to getting folks back in and making things happen as the pandemic wanes.

In spite of limitations we continued to offer a range of programs on a range of platforms including:

- Virtual e.g. Mindfulness & Meditation, Gentle Yoga, Chronic Pain & Chronic Conditions Support Group
- Telephone - Fun on the Phone in partnership with QW Public Library, City of Belleville Recreation, Culture and Community Services, and Gateway Community Health Centre
- Modified in person groups - outdoors walking groups, Qigong



Volunteer Appreciation Week

Clinical

Many of our primary care clients are dealing with multiple health issues and social issues that result in poor health outcomes. Our interdisciplinary approach is important to successfully managing and supporting those with multiple complex issues. At BQWCHC about 25% of our clients have 3 or more health issues. Of these 75% are supported by interdisciplinary care.

The team has learned to be creative and nimble in response to the needs of clients during the pandemic – offering both in person and virtual appointments. Throughout the pandemic, our clients were always able to access clinical care. The team has worked hard to support those affected by Covid through assessments, treatments and recommendations. Many team members went above and beyond to support the community's Covid 19 vaccination efforts by staffing clinics on-site and in the community.

The team has been very conscious of the need to resume and recover precious primary care services that were impacted by Covid 19 – in particular for chronic disease and cancer screening visits.

High Risk Wound and Foot Care

A mighty team of one, our High risk Foot and Wound Care program continued to provide the same treatments for clients at risk of amputation and other complications throughout the pandemic. Quietly serving clients with complex wounds across the region, the program has completed another successful year.

Telemedicine (Virtual Care)

21/22 continued to provide challenges for clients requiring specialist appointments. Many specialists have connected with clients by phone but others have required support through various virtual platforms. The Telemedicine (Virtual) Team supports clients requiring video appointments. Mental health and dermatology continue to be the most frequently accessed services. We have accessed an endocrinologist to support clients and are working with Kingston Health Sciences Centre to initiate a collaborative virtual Chronic Kidney Disease clinic. We continue to support varied clinical specialties and anticipate an increase in appointments once specialists start requesting more on site nurse supported appointments.

Lung Health

The Regional Lung Health program has experienced a staffing change. Derk Damron left and we welcomed Eric Kruger as one of our Respiratory Therapists (RTs). RTs have been on site for lung health assessments throughout the pandemic and demand has increased since January. With restrictions easing, spirometry testing has restarted on site and in the region. RTs were involved in a trial of remote patient monitoring for COPD clients. Patients appreciate access to RTs assessments to improve breathing and quality of life. We look forward to growing the “Better Breathers” program as a support for clients and caregivers living with lung disease.

Dental

After a short ‘shut down’ last year, the dental team adapted to strict infection control precautions including pre-screening, wearing full PPE (including face shields, N95 masks, gowns and gloves) and continued to serve the uninsured and underinsured in our area. Though fewer clients could be seen in a day, due to some of the infection control precautions that need to be honoured to keep everyone safe, the team continued to provide basic emergency dental care to those in need.



“Coming to see Gretchen is the best thing that has happened to me - I consider her a good friend.”

Joanne – seen here with Wound and Foot Care Nurse, Gretchen Grenke

OMP - Opioid Management Program

BQWCHC continues to partner with Addictions and Mental Health Services HPE to deliver a wrap-around program of addictions counselling, case management, and primary care managed opioid agonist therapy.

Pharmacy

Our pharmacist has been busier than ever supporting the clinical team and our clients with multiple medications throughout the last year – all the while learning to support clients virtually. Joint appointments - where the pharmacist, primary care physician or NP and client meet together to discuss medications has become more commonplace with the needs of clients growing more and more complex. We are also fortunate to have had the expert contribution of a pharmacist about medication practices as our continuous quality improvement work continues each year.

Responding to Covid-19

As we settled into the second year of the pandemic we continued to respond to the unique challenges it presented while maintaining and recovering regular services and settling into a 'new normal'. Our Covid response continued throughout year. Among other things our response included delivery of Wellness Boxes and Bear Hugs, wellness checks, covid-19 immunizations, answering questions, supporting clients with Covid-19, and riding the waves.

Throughout the year we heard stories from clients and community members of the ways in which Covid was impacting them: not able to grieve losses; feeling more and more isolated; feelings of frustration and hopelessness; economically stretched; uncertain about the future.

"I was ecstatic to have received a Christmas Cheer gift bag – and I emphasize ecstatic because that's even better than wonderful!"

BQWCHC CLIENT



Nuts & Bolts & Ones & Zeros

We made it through a pandemic and a move with only a few headaches! Really, a shout out is due to the operational support team who kept the lights on, the data flowing, and the pay cheques coming even when things felt pretty hairy. Thank you.

And in the midst of the special projects – just like everyone else – were the day to day things that just kept moving.

We received 77,767 emails last year from outside sources and our spam filter caught 28,676 (27%) of them as spam. Those emails were equal to just over 17GB of data or listening to 18 straight days of music on Spotify or binge watching about 65 episodes of your favourite sitcom. Wow.

And the team managed the additional invoicing and payments on the \$14M new facility!

Hastings Prince Edward Ontario Health Team

BQWCHC had the privilege of being engaged in the work and continued evolution of the Hasting and Prince Edward Ontario Health Team. Funding for the OHT was announced by the Ministry of Health and Long Term Care in September 2021. Since that time the collaborative has been working to hire backbone staff, contribute to the development of a Health Care Navigation System, strengthen our Primary Care Council and our Patient/Client/Partner/Caregiver Council, and revamp our governance structure. Whew! BQWCHC is co-lead with Gateway Community Health Centre and actively involved in the Governance Action Team. We are excited by the possibilities the OHT is presenting.



Grand Opening – Quinte West Site

After many years, BQWCHC was thrilled to celebrate the grand opening of our new Quinte West site on March 25, 2022. We moved into this purpose-built facility in December 2021.

The building is at 69 Catherine Street, Trenton and is approximately 2864 sq m (approx 30,000 sq ft) and the CHC portion is 1729 sq m (approx 18,000 sq ft). It allows BQWCHC to consolidate our Quinte West services in one facility, to bring existing group-based activities in-house, allows for expansion of those programs, and provides some desperately needed meeting rooms.

We were pleased to have MPP Todd Smith, Quinte West Mayor Jim Harrison and the rest of City Council, Belleville Mayor Mitch Panciuk, and a variety of representatives from partner organizations, clients and volunteers joining the BQWCHC Board of Directors and Staff in marking the grand opening. Speakers included MPP Smith, Mayor Harrison, VON Executive Director and Hub partner Lori Cooper, Christine Chomyn – client, volunteer, QW resident, and former member of the Board of Directors, BQWCHC President Brad Harrington, and Executive Director Sheila Braidek.

Thank you, thank you, thank you to our clients, community and staff for your patience and ongoing support! Thank you to the Ministry of Health and Long Term Care Capital Branch and the City of Quinte West for the funding and support. Congratulations to our architect Kasian Architecture, general contractor Harbridge and Cross, and project manager Colliers for a beautiful design and job well done. And thank you to Hollandale Landscaping and Garden Centre for the generous gift of interior plants!

We are so excited to be able to live into this beautiful facility.

Official Key Handover

**Sheila Braidek &
Brad Teasdale,
Harbridge & Cross**



After the long wait and the challenges of Covid, Christine Chomyn summed it up best by saying

“...we are excited with hope and joy and relief to be able to meet again, face-to-face here in this lovely space, to rekindle our friendships, make new ones, and support each other”.

Christine Chomyn

Marsha Stephen Community Health Leadership Award

We are delighted to announce that Karen Clayton-Babb, RN(EC) 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. Karen is one such leader.

Karen is the Chief Nurse Practitioner/Clinic Director at the Belleville Nurse Practitioner-Led Clinic. She provides strong organizational and system leadership while maintaining an active primary care practice. Karen has led the NPLC as a partner in several initiatives over the years to improve access to primary care for unattached moms and newborns with Quinte Health Care, people coping with substance use withdrawal with the Addictions and Mental Health Services Mobile Community Withdrawal Services program, and women without a primary care provider through a community pap smear program, among others. Karen has also contributed to the local Covid-19 pandemic response and the development of the Ontario Health Team.

Thank you for your leadership Karen.
Congratulations!

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.



Karen Clayton-Babb,
Chief Nurse Practitioner/Clinic
Director at the Belleville
Nurse Practitioner-Led Clinic.

Finance Committee Report 2021-2022

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, 2022. The notable change in 2021/22 is due to nearing completion of the Capital Project. Copies of the complete audit, conducted by Welch LLP, can be obtained from info@bqwchc.com.

Wendy Osborne, Treasurer

Statement of Financial Position and Statement of Revenue, Expenses and Change in Net Assets (As excerpted from the Audited Financial Statements)

	2021/22	2020/21
CURRENT ASSETS		
Cash	\$5,824,274	\$5,776,584
Accounts receivable	198,739	116,569
Government rebate recoverable	350,418	453,236
Prepaid expenses	74,305	57,772
	<u>6,447,736</u>	<u>6,404,161</u>
TANGIBLE CAPITAL ASSETS	13,392,902	9,473,505
INTANGIBLE CAPITAL ASSETS	4,734	5,916
	<u>\$19,845,372</u>	<u>\$15,883,582</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts payable and accrued liabilities	\$370,449	\$1,837,853
Government remittances payable	22,305	18,899
Deferred revenue	749,057	1,253,782
Subsidies repayable	4,679,397	3,293,627
Line of credit	300,000	-
	<u>6,121,208</u>	<u>6,404,161</u>

DEFERRED CONTRIBUTIONS

	<u>13,147,164</u>	<u>8,962,370</u>
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NET ASSETS

Invested in tangible and intangible capital assets - internally restricted	577,000	517,051
Unrestricted	-	-
	<u>577,000</u>	<u>517,051</u>
	<u>\$19,845,372</u>	<u>\$15,883,582</u>

	2021/22	2020/21
REVENUE	\$8,388,149	\$8,012,776
EXPENSES	<u>6,996,056</u>	<u>6,864,899</u>
Excess (Deficiency) of Revenue over Expenses, before under noted item	1,392,093	1,147,877
Gain on Sale of Capital Assets	62,198	-
Less: Subsidies repayable	<u>(1,394,342)</u>	<u>(1,151,058)</u>
Excess (Deficiency) of Revenue over Expenses	<u>59,949</u>	<u>(3,181)</u>
Net Assets, beginning of the year	517,051	520,232
Net Assets, end of the year	<u>\$577,000</u>	<u>\$517,051</u>

Board of Directors 2021-2022

Brad Harrington,
President

James Huff,
Vice-President

Wendy Osborne,
Treasurer

Scott Robertson,
Secretary

Kim Egan

Kathy Baker

Lorrie Heffernan

Patricia Sukha

Jae-Marie Ferdinand

Frank Hiebert

Dawne Brown

*Deborah Hierlihy

***Indicates members who
resigned during the year**

Our Staff 2021-2022

Adam Hambly

Amy Devonshire

Anastasia Bennett

Angela Jones

Anna Sherlock

Bobbi Jo Quigley *

Carla Gunn

Carrie McGeown

Cheryl Swallow

Christanne Lewis

Christina De Wit

Christina Quinn *

Daina Greene

Deborah Scaletta

Derk Damron *

Dolores Turner

Elaine Radway

Elizabeth Cole

Eric Kruger

Eva Chen

Fran Schmidt *

Genevieve MacDonald

Gretchen Grenke

Heather McColman

Heather Sylvester-Giroux

Helen Lakhan

Holly Johnson

Jacqueline Dillon *

Janet Szabo

Janine DeVries

Jason Scott

Jennifer Allan

Jennifer Hough *

Jessica Stevenson

Jessica Tweedy

Joanne McLatchie *

Julia Miles

Karen White *

Karine Winchester

Kimberley Boyle

Kira Abelsohn

Kira Fox

Krista Smith

Krista Vandermeer

Kristina Salomon

Laura Wattie

Leigh-Anne Townsend

Lorri Taylor

Luba Shepetycky

Mary Green *

Meghan Mandville *

Meghan Rosborough

Melissa Airhart

Michael Li

Michelle Leegsma *

Natasha Kerr

Natasha Theocharides

Nicole Coaker *

Pamela Garrison

Patti Asselstine *

Rachel O'Sullivan

Roger Snow

RoseMary Baldini

Samantha McCrum

Sarah Graham

Sarah Powell

Shannon Wall *

Shari Kelly *

Shawn Murphy *

Sheila Braidek

Sofija Rans

Sonya Fuerst

Stacey Powell *

Stephanie Lawrence

Stephanie Nickerson

Sydney Akey *

Tania Strong

Valerie Robbins

Veneda Murtha *

Vicki Forestell

***Indicates people who left
BQWCHC during the year**



Every Child Matters



Staff Retiring



Fran Schmidt

Our Donors:

Gerald Watts, Trenton Golf Club, City of Quinte West

Our Funders:

South East LHIN/Ontario Health, Hastings County

BQWCHC appreciates the financial support of all our funders. The views expressed in this report are those of BQWCHC only.

Grand opening of the BQWCHC Quinte West Forever Home



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**