

Annual Report

2025–2026



Belleville and Quinte West
Community
Health Centre





Our Vision, Mission & Values



Vision

Healthy
communities
where everyone
belongs.

Mission

Our mission is to improve the health of people and communities, with a focus on those who face barriers to physical, mental and social well-being. We do this by ensuring equitable access to primary health care, building community, empowering people, collaborating, and delivering evidence-informed quality programs and services.

Values

Inclusion & Respect
Integrity
Health Equity
Holistic
Strengths-Based & People-Centred
Compassion



From the Board Chair

This year, we were pleased to welcome Cathy Rushton to the Board. Cathy has brought extensive governance experience to our discussions as a former senior administrator at Loyalist College and a recent Board Chair at the United Way of Hastings-Prince Edward.

Throughout the year, the Board has had the privilege of hearing from staff across the agency about their day-to-day work, successes and challenges. Those presentations help us to better know the work of the agency, which helps us be better governors. Over the past year, the Board has updated its governance policies, reviewed the bylaws, and had a series of generative discussions about a wide range of issues impacting BQWCHC. And we've done all those things mindful of the day-to-day work, the people we serve, and our mission and vision.

Among the major decisions of the Board in the last year was the commitment to undertake Strategic Planning in 2026/27 to optimally position BQWCHC for the new challenges that are emerging. We are proud of the efforts of

staff and board members to ensure a sound financial basis that allows for program delivery and expansion.

Our staff and Board volunteers understand that BQWCHC is part of larger health, social service, and community development networks. We understand that each part needs to work well alone and in concert with each other to ensure the best health outcomes and opportunities for our communities. We participate as a member of the Alliance for Healthier Communities, championing comprehensive community-based primary health care in Ontario. We also participate as a member of the Hastings and Prince Edward Ontario Health Team, seeking to build better health within and among our communities.

More locally, BQWCHC is engaged as a partner in the local HART Hub. This year, we were thrilled to see the doors of The Bridge open at Alhambra Hall in Belleville. The Bridge is one part of the HART hub and is just that—a place to connect—where people who are unhoused can find access services and support. It has been a long road to get here, and we are pleased to have been able to work with our partners to achieve this goal.

Thank you to our clients, staff, the Board as a whole, and our communities for your ongoing support.

Bruce Maitland
Chair



Executive Director Report

This past year BQWCHC had a mix of new programs, operational challenges, and ongoing projects in addition to our day-to-day work of providing comprehensive primary health care to more than 6,000 people living in the Quinte area.

New programs included the more fulsome roll-out of Community Outreach initiatives with a focus on promoting health equity, as well as participating in the Lower Limb Preservation Project and rolling out Phase 1 of the local interprofessional primary care team expansion in collaboration with our partners on the Hastings Prince Edward Ontario Health Team. Operational challenges included us looking for ways to onboard more primary care clients and find space for more staff and programs. We continued to move forward with The Bridge and HART Hub projects and continued to work toward building out the lower level of our building in Quinte West to finally manifest the Trenton Community Health Hub. I'm delighted to say we have made significant progress on all these fronts while continuing to meet the needs of our clients and community members.

The only way we can juggle all the balls is by working as a team, and by being a team that works. Each of us has a role to play, and each of us brings something unique. Sure, there are moments when there are hard spots and static, but the team has an overarching commitment to the people we care for and

the communities we serve. That means we figure out the hard spots and carry on. It means we do our best and celebrate our colleagues. And it means keeping an eye on quality and being open to innovation.

This year we also had the hard task of saying good-bye to several folks. Babujaran Sundaram, Mandy Curry, Janine DeVries, Michelle French, Daina Greene, Linda Reid, Natalia Howard, Taylor Meech, and Stephanie Simchison left BQWCHC for bright lights and adventures elsewhere. We wish each of them the best. And we are deeply saddened to note that John Fraser passed away in the spring while on vacation. We miss you, John.

Thank you, as always, to the Board of Directors. Your steady leadership and thoughtfulness help ground the organization. Thank you, of course, to the staff and our volunteers. Finally, a special shout out to the Management Team. You are, in fact, the ones who keep the balls in the air.

Sheila Braidek
Executive Director

Healthier People & Communities

BQWCHC takes pride in working across the whole community of Quinte while focusing our efforts on those who face systemic barriers to achieving health and well-being.

It's harder to be healthy if you aren't connected to community, and it's harder to be connected to community if you don't share something like a culture or similar economic resources. It's harder to be healthy if you can't access the services you need, and it's harder to access those services if you don't speak the same language or if people don't understand your concerns. At BQWCHC, our job is to help strengthen communities, work in a way that breaks down barriers, listen with humility, and help people get connected.

Primary Care

We have been able to make tremendous progress in **new client onboarding** thanks to the diligence and hard work of the whole team of nurse practitioners and physicians, nurses, reception staff, medical secretaries, the clinic managers, and all of the other staff taking on additional referrals to help folks get the care they need. Over the year we were able to onboard more than 1,100 new primary care clients. Way to go, team!

As part of our ongoing effort to improve accessibility, we continued to use an online booking portal to allow folks to book some appointments themselves. Overall, uptake has been good and feedback from clients has been generally positive—about 75% found booking an appointment online easy and 86% were satisfied with their experience of booking

an appointment online. It also helped to reduce our no-show rate! We know this type of system does not work for everyone or all the time, so please keep using however works best for you.

We provided over 5,300 people with primary care this year.



Oral Health

Oral health is so closely linked to overall health and wellbeing. Our **oral health program** has been focused on serving clients living on low incomes who do not have private health insurance but do have access to publicly funded insurance programs, as well as those without any coverage. In 2025/26, the expansion of the Canadian Dental Care Plan meant more people were eligible for dental care and our oral health program.

This year, the program saw 1,241 clients over 3,005 interactions. This is comparable to prior years, which is notable given we were without a hygienist for a time and did not have a full dentist complement for a good part of the year.

Chronic Disease Prevention & Management

We have been working to improve efficiency and access to care for our clients with diabetes. Instead of only being seen one on one, people newly diagnosed with pre-diabetes are being referred to a two-hour group appointment with a nurse and the dietitian. This appointment covers all the material typically covered in a one-to-one session, but also incorporates more learning tools such as:

- A hands-on demonstration of building balanced meals with food models;
- Distribution of resistance bands to each client, provided at no cost, and a demonstration of at-home exercise routines;
- The opportunity to build community with other people who have been recently diagnosed with pre-diabetes.

Dietitian Program

The Registered Dietitian (RD) program continues to provide one-to-one counselling services at both the Quinte West and Belleville sites. New primary care clients have led to more referrals to the dietitian for a range of nutrition-related concerns, including pre-diabetes, Type 2 diabetes, dyslipidemia (high cholesterol), irritable bowel syndrome, and weight management.

To balance the demand for more one-to-one counselling, we've had to scale back some of the other programmatic work of the RD. Key programs and partnerships have been maintained, including the Good Food Box program, Spotlight on Diabetes (with the Chronic Disease Nurse), and nutrition

education sessions with Abigail's for parents of young children. We also launched a new pre-diabetes class offered with the Chronic Disease Nurse to help streamline care for those newly diagnosed with pre-diabetes.

High-Risk Wound & Foot Care

BQWCHC operates a regional High-Risk Wound and Foot Care Program for people living with diabetes or other high-risk disorders. This is designed to reduce the complications arising from high-risk wounds through more specialized and dedicated follow-up. The High Risk Wound and Foot Care program expanded to our Trenton site this year and we enhanced programming through a partnership with the Hastings Prince Edward Ontario Health Team's Lower Limb Preservation Project.

We provided high-risk wound and foot care to over 250 people through more than 1,000 interactions in 2025/26.

Pharmacy

The pharmacy program is focused on helping clients and clinic providers understand medications and optimize their use. This year, we completed an evaluation of our pharmacy program as part of our ongoing commitment to quality improvement. The evaluation found the program is valued

by clients and providers alike. Not surprising, but gratifying, was the fact that 50% of people who accessed pharmacy services subsequently had a significant reduction in the number of visits to their primary care provider!

Mental Health

The Mental Health Team includes social workers and a psychotherapist. They provide one-to-one counselling on a variety of issues such as anxiety, depression, grief, and relationship challenges.

The team also facilitates some group activities such as a CBT skills group called Bouncing Back From Anxiety and Depression, Calm Together Mindfulness, and others. The team also collaborates with other staff and agencies as appropriate on individual supports or group activities.





Community Outreach

BQWCHC was able to create a new **Mobile Community Outreach Team** to help support people and communities facing systemic barriers to accessing health services. The outreach team is made up of three community resource workers, a registered nurse and a part-time nurse practitioner. The team

We administered 200 influenza and 80 RSV vaccinations in community.

works to connect priority populations to primary health care or other health supporting services. The team also conducts health education and community-building activities, promotes access to preventive health care, and helps people navigate various services and systems. Our new outreach van helps to facilitate this work, essentially serving as an exam room on wheels that allows us to easily meet people where they are. To supplement the outreach, we have also increased our in-office medical secretary and nursing support to help with new client onboarding.

Thrive

The **Thrive program** continues to offer support to pregnant and parenting women with substance use challenges. The National Institute on Infant and Early Mental Health invited the Thrive team to present a poster at the Expanding Horizons Conference in May 2025. Daina Green and Brittany Finlayson developed the poster and highlighted the important work of the Thrive program. Congratulations on a job well done!

Community Resource

We know that sometimes it can be challenging for people to find the help they need and that they could really use some additional support to access services. Depending on client needs, our community resource workers might help someone find specific information, fill out a form, or assist with some case management. In 2025/26, this team supported ID clinics, helped people access preventive health care, linked folks to necessary services in the community, and—where appropriate—collaborated with the primary care providers to ensure wrap-around supports.

ID Clinics

People often need identification to access services and participate in programs. BQWCHC has been working with several agencies, including Hastings County, Employment Ontario, and the John Howard Society, to run periodic ID clinics. These clinics support people to get birth certificates, OHIP cards, and other identification. This year, BQWCHC supported more than 98 people to get identification.

Telemedicine

For several years, BQWCHC has operated the regional Telemedicine Program using the Ontario Telemedicine Network. In the past year, this program has regained some traction it lost due to the pandemic. Through secure internet connections and specialized equipment, the Telemedicine Program helps people access specialty services without having to travel, putting them virtually in the same room as a specialist miles away.

**BQWCHC
provided
720 people
with 1,450
telemedicine
interactions
in 2025/26.**



Health Promotion & Community Development

In 2025/26 we were able to dedicate more staff to our health promotion programming and the result has been significant. We have expanded our overall offerings and have more balanced programming between Belleville and Quinte West.

Beat the Blues Cardio Drumming has been a big hit (pun intended)! Cardio drumming exercises the body, brain, and soul. What more could you ask for?

The Rainbow Youth Drop-In and the Beyond the Binary group are focused on creating safe, inclusive spaces for 2SLGBTQIA+ youth and adults to build meaningful connections, access education, and develop a strong sense of belonging within their community. Through peer support, skill-building, and affirming environments, participants are empowered to express themselves authentically and build confidence to navigate both the health centre and the broader community with safety and pride.

We know that physical and mental well-being go hand in hand. Our Social Spot, Walking Group, Elders Support Circle, and Seated Exercise programs, to name just a few, provide opportunities for folks to build strength and connections in more ways than one. In 2025/26 we had more than 2,000 people participate in these activities.





Community Health & Wellbeing Month

In celebration of Community Health and Wellbeing Month, we hosted our *Harvesting Community Connections Open House* in Trenton on October 29, 2025. This exciting event gave staff an opportunity to highlight their programs and connect with local community members and workers. Thanks to all who participated!

Client Feedback

It is important to us that our programs and services are valuable to the people we work with and that folks have a good experience when connecting with BQWCHC. Every six months we reach out to people who have recently used our services to get a sense of their experience. This feedback helps us to improve what we are doing and how are doing it. In 2025/26, we heard from over 400 clients and overall, the feedback was positive. People generally feel we are friendly and caring, provide timely access to a wide range of quality

care, and we are efficient and well-organized. Folks also suggested we could do a better job of communication and follow-up in some cases, improve availability of appointments, expand services to include an on-site lab, and make some improvements to the space.

We appreciate the feedback. We continuously look for ways to balance access with our capacity to deliver. We will be focusing on timely access in our quality improvement work in 2026/27.

Breast Cancer Awareness Run

BQWCHC staff and friends participated in the Breast Cancer Awareness Run in memory of Meghan Rossborough. Those intrepid folks raised \$2,572! Well done!

Housing Supports

Sometimes folks need support to be able to stay housed. As part of the Home for Good program offered through Hastings County, BQWCHC has a Housing Support Worker who connects with Home for Good residents and others to help them build skills such as learning to pay rent and other bills, navigating relationships with neighbours, getting help when needed, and taking care of their home, so that they can maintain their housing.



Building a Stronger System

BQWCHC understands that we have a role to play in connecting our clients and communities with other services across the health and social care systems.

Connecting people is just one part; another part is working with those services to better respond to the needs of communities that face systemic barriers to health and access. If we work to get people to the right door, we must ensure that door is open.



The Bridge / HART Hub

BQWCHC has been involved for years in the development of The Bridge—a program to provide instrumental support and care connections to people who are unhoused. That program has evolved to include the renovation of Alhambra Hall as the site of The Bridge and the integration of The Bridge into the broader HART (Homelessness, Addiction, Recovery, Treatment) Hub. All this work is in partnership with the Canadian Mental Health Association HPE, John Howard Society, United Way HPE, Enrichment Centre for Mental Health, Hastings Quinte Paramedic Services, and others. BQWCHC provides outreach nursing and primary care at The Bridge.

Hastings Prince Edward Ontario Health Team (HPE OHT)

HPE OHT is a voluntary coalition of health-promoting organizations who are committed to working together to improve health within and across our communities. Together we are taking steps to improve access to primary health care through the Primary Care Network and its expansion. We are contributing to those discussions in a variety of ways, including speaking about health equity challenges.

Primary Health Care Expansion

Over the past several years, primary care providers across Hastings and Prince Edward, including BQWCHC, have worked together to develop a broad primary care strategy. We secured \$4.5M in 2025/26 and an additional \$2.6M for 2026/27 to put that strategy into action. As a result of this work and investment, over 70,000 people were attached to a primary care provider across HPE in 2025/26 and a further 7,500 people are anticipated to be attached in 2026/27!

As part of this expansion, BQWCHC will be setting up a stand-alone satellite clinic: The Belleville Neighbourhood Clinic. This clinic will be focused on providing primary care to the general population.

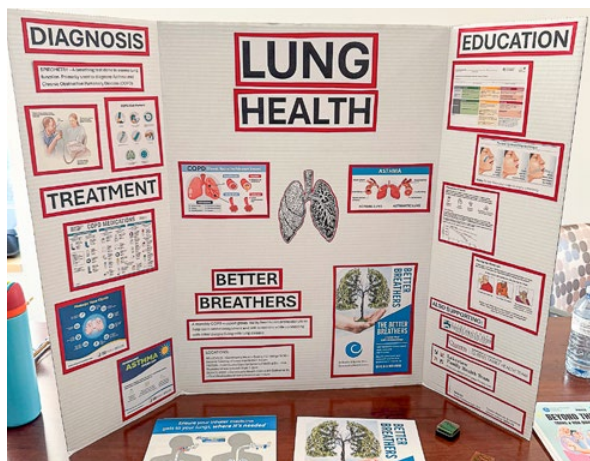


Lower Limb Preservation

BQWCHC is also working with the HPE OHT Lower Limb Preservation Project to improve access to screening and care for people at high risk for diabetes and cardiovascular-related amputations. This has allowed us to expand our High-Risk Wound and Foot Care program to Trenton and to include a part-time Chiropodist and Integrated Care Coordinator to help people navigate referrals.

Lung Health

In partnership with other team-based primary care organizations in the Quinte area, BQWCHC operates the regional Lung Health Program. Respiratory Therapists work to provide spirometry (diagnostic testing), education and support for people at risk for or living with Chronic Obstructive Pulmonary Disease (COPD) or asthma.



Trenton Community Health Hub

Thanks to funding that was approved in 2025/26, the empty lower level of our new(ish) building in Trenton is now slated to become the new Trenton home of the Canadian Mental Health Agency HPE, the Adult Day Program of the VON, and offices for Southeast Public Health. We are excited to announce that construction and co-location will take place through 2026/27.



A Strong & Resilient Organization

This year felt incredibly busy in the back office. We transitioned to a new document management system, installed a new phone system, completed some minor renovations and repairs in both Belleville and Quinte West, and hired a new Human Resources Manager and a new Financial Analyst.

All of this on top of keeping the lights on and the bills paid. Oh right...it was incredibly busy!

We also spent time refreshing several of our operational policies, including Client Services and Occupational Health and Safety. Doing this type of work on an ongoing basis helps us keep key documents current without getting overwhelmed in any one year and is good practice.

Volunteer Appreciation

BQWCHC continues to rely on the goodwill and skills of over 40 volunteers. These folks help run programs like Good Food Box, facilitate workshops such as Bouncing Beyond, and help things run smoothly in the office. Thank you for the more than 1,400 hours of effort you contributed and the incalculable difference you make.

Staff Development

BQWCHC has grown a lot in the past couple of years. In 2025/26 alone we added eight new positions, and planned for the primary care expansion.

Staff participated in training on non-violent crisis intervention, working with victims of human trafficking, psychological safety in the workplace, and understanding the Indigenous Healing Wheel model. Ongoing training helps improve our skills and keep current with evolving issues.



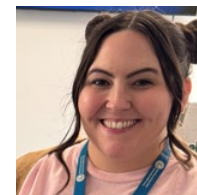
This year we lost a friend. **John Fraser** was a former employee and an IT consultant who worked with us for almost three years. He passed away in Spring 2026, while on vacation in the Caribbean doing something he loved. We'll miss John's helpfulness, good humour, easy manner, and many stories. Our condolences to John's wife Dianne and son Matt.

Years of Service Awards

Thank you to Health Promoter Elaine Radway for 15 years of service! Elaine was one of the first people hired at BQWCHC and we appreciate her contributions and organizational memory! Thank you to Kim Boyle (MSW), Holly Johnson (RPN), Anna Sherlock (NP), and Tash Theocharides (Medical Secretary) for their 10-year contributions. And finally, our thanks to Kira Abelsohn (MD), Elizabeth Cole (Manager - Decision Support & Quality Improvement), Amy Devonshire (RPN), and Leigh-Ann Townsend (NP) for five years of service at BQWCHC.

Congratulations!

Alyssa Ross, BQWCHC Health and Wellness Promoter, received the Connie Carson Community Championship Award this year from the Enrichment Centre for Mental Health. This award celebrates individuals who demonstrate exceptional dedication and impact supporting our community. Congratulations Alyssa!



Looking forward

In 2026/27 we hope to expand our Belleville site. In the past 10 years, BQWCHC has grown from about 68 to over 80 staff. This expansion of our location in Belleville will allow us to better accommodate our growing team, programs and services.

Finance Committee Report 2025–26

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 12 months ending March 31, 2026. Copies of the complete audit, conducted by Welch LLP, can be obtained from info@bqwhc.com.

—Mary Lynne Forestell,
Treasurer

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

ASSETS

Current Assets

	2025–26	2024–25
Cash	\$10,294,308	7,300,631
Accounts receivable	177,264	444,669
Government rebate recoverable	146,659	141,647
Prepaid expenses	122,992	106,367
	10,741,223	7,993,314

Tangible Capital Assets

	12,039,028	12,442,263
Intangible Capital Assets	2,239	3,358
	\$22,782,490	\$20,438,935

Liabilities, Deferred Contributions and Net Assets

Current Liabilities

Accounts payable and accrued liabilities	\$840,928	\$717,291
Government remittances payable	62,558	39,659
Subsidies repayable	7,516,958	5,260,979
Deferred revenue	1,929,027	1,583,633
	10,349,471	7,601,562

Deferred Contributions

	11,861,449	12,265,530
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Net Assets

Invested in tangible and intangible capital assets - internally restricted	571,570	571,843
Unrestricted	—	—
	571,570	571,843
	\$22,782,490	\$20,438,935

	2025–26	2024–25
Revenue	\$15,201,195	\$9,905,783
Expenses	12,926,243	9,037,441
Excess (Deficiency) of Revenue over Expenses	2,274,952	868,342
Less: Subsidies repayable	(2,275,225)	(868,830)
Excess (Deficiency) of Revenue over Expenses	(273)	(488)
Net Assets, beginning of the year	571,843	572,331
Net Assets, end of the year	\$571,570	\$571,843

Thank You

Board of Directors 2025–2026

Bruce Maitland, *Chair*
Lisa Turik, *Vice-Chair*
Mike Slatter, *Secretary*
Mary Lynne Forestell, *Treasurer*
Frank Hiebert
Spencer Hutchison
Jen Keilty
Victoria Law
Cathy Rushton
Patricia Sukha

**Indicates staff or contractors who
left during the year*

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Sydney Akey
Nicole Attenborough
Shelyn Aubertin
Jena Bailey
Vikie Bedard
Brittany Bergs
Cassidy Boivin
Kimberley Boyle
Sheila Braidek
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Roger Snow

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Cheryl Swallow

BQWCHC appreciates
the support of our
funders and donors.

The views expressed in
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Community
Health Centre

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