

**Building Resilience:
Continuing our Journey of Moving
Forward to Meet Community Needs**



**Annual
Report**

2023-2024



**CENTRE DE SANTÉ COMMUNAUTAIRE DE NIPISSING OUEST
WEST NIPISSING COMMUNITY HEALTH CENTRE**

April 1, 2023 to March 31, 2024

Table of Content

- 3. Vision, Mission And Values
- 4. Message From Board President
- 5. Message From The Executive Director
- 6. Snapshot of 2023-2024
- 7. Community Health Program Highlights
- 18. Primary Care Highlights
- 21. Partnership Spotlight
- 23. 2023-2024 In Numbers
- 24. Community Health Programs
- 29. Financial Report
- 30. Our Volunteers
- 31. Our Team
- 32. Our Board of Directors
- 33. Model of Health and Wellbeing



Our VISION

The West Nipissing Community Health Centre strives to maintain a healthy community for a lifetime.

Our MISSION

The West Nipissing Community Health Centre will provide primary health care, illness prevention and management, and health promotion through an interprofessional team. The Centre commits to adopt a leadership role and work collaboratively with community partners to foster the social, mental and physical health of the Aboriginal, Anglophone and Francophone residents of West Nipissing and Garden Village.



Our VALUES

- Accessibility
- Empathy
- Inclusion
- Integrity
- Empowerment
- Respect

Message from Board President



Dan Roveda,
President, Board of Directors

It is with great pride that the West Nipissing Community Health Centre ends the year 2023-2024. The board of directors is proud of the way that the staff continued its work following the pandemic despite its challenging and ongoing effects in our society.

With the leadership of the Executive Director, Guy Robichaud, an extraordinary team at his side, and many dedicated volunteers, we saw this year the reintroduction of the improvement plan after a few years of being suspended for pandemic response, a clinical team that considerably surpassed performance targets, an important expansion of community health space, as well as the launch of new programs and activities.

In the name of our Board of Directors, I tip my hat to the staff who never cease to impress with their devotion, passion and creativity in meeting the needs of our community.

Dan Roveda

Message from the Executive Director



Guy Robichaud,
Executive Director

In 2023-2024, the West Nipissing Community Health Centre focused on improving access to health programs and services for our community. We achieved this by expanding our space, increasing our number of programs and activities, and establishing new agreements and collaborations with system partners, all with a health equity lens.

Some of our accomplishments include renovating nearly 5000 square feet of new space to expand community health programs, hosting and facilitating a by-appointment primary care clinic for residents who are without a provider, launching a positive space program for youth, collecting sociodemographic information from our clients and patients to make data-informed decisions, and providing training on health equity to our staff, just to name a few. The results are reflected in the numbers we proudly share on page 23 of this report.

Of course, none of this would be possible without the caring and devoted employees, the countless hours of work provided by our volunteers, the support from our community partners, as well as our Board of Directors' commitment to improving the health outcomes of residents of West Nipissing.

I hope you enjoy reading this report.

Guy Robichaud

Snapshot 2023/24

Recognizing the importance collaboration has on building community capacity and in fostering community well-being, our goal this year was to rekindle relationships with key community stakeholders. This energy enabled us to pave the way for new and innovative initiatives. By reconnecting with valued partners, we've not only strengthened our existing foundations but also laid some groundwork for new projects that will positively impact our community. This year has been an indication that strength in unity and working together can create positive change. We are enthusiastic about our renewed collaboration and what they will bring to the forefront of our community initiatives next year.



Community Health Program Highlights

Older Adults Staying in Shape (OASIS)

The OASIS program is a place of connection, learning, and healthy active aging. The goal of this program is to provide our participants with the tools they need to live a healthy life and to stay living independently at home for as long as possible. It's a place to gather and break social isolation, to meet new friends, and to gain knowledge about various resources available in our community. Offered twice a week, every Wednesday and Thursday from 10:00 a.m. to 2:00 p.m. Three staff and multiple volunteers assist with this program, from planning activities, connecting with guest speakers, and providing healthy nutritious lunches for the participants.



Community Health Program Highlights

Older Adults Staying in Shape (OASIS)

Some activities offered this year include an outing to The West Nipissing Fire Station, the Bowling alley, the Rod N Gun Club and the Parry Sound Island Queen Boat Cruise, music from Ghost Rider, digestion yoga with Roxanne Baribeau and many more.

Educational topics that were covered this year include: Grief myths from Connective Care, Tips for living with Arthritis by the Arthritis Society, a heart to heart chat with the OPP, Home and Community Care Support Services, discussions about 2SLGBTQ+ with Seth Compton from OUTLoud North Bay, participating in the Every Child Matters and the National Day for Truth and Reconciliation day with Sergent Chantal Larocque of the Anishinabek Police.



Community Health Program Highlights

Preventing Falls

Falls are a leading cause of injury among older adults. The physical activity programs we offer at the Centre have a focus on preventing falls with key balance and strengthening exercises. In September 2023, we offered the Stand UP! program in French, and it was offered again in February 2024 with a total of 44 sessions. The program's objective is to provide information to older adults on how to reduce their risk of a fall, improve their home environments and how to manage their health to live independently at home for as long as possible. We also offer a variety of related exercise programs such as Dynaband, Balance & Mobility, Tai Chi, Pilates, etc. to encourage our community to be more active, to socialize and to increase their overall health and wellbeing.



Community Health Program Highlights

Creating to Donate! Fulfilling Community Needs, Inspiring Future Donations and ensuring Quality

In January 2024, local organizations that received donations from the sewing and knitting group at the Centre provided feedback on the handcrafted contributions and the overall service of the program.

Donation recipients were asked about the type of items they received from the knitting and sewing groups, if the items that were donated met the immediate needs of the clients they serve within their own organization, if they would like to receive more handcrafted items from our program participants in the future, and how they rate the quality of the items and communication regarding their donation.

The feedback from recipients indicated that the donations successfully met their expectations and client needs. A majority expressed a desire to receive more donations in the future, highlighting the positive impact of the service. The quality of the items received was consistently praised, reflecting a high level of satisfaction among the recipients. The response rate for completion of the feedback form was 100%, highlighting the overall satisfaction and investment in the program by the Centre's community partners.

"A big THANK YOU! Keep up the excellent work!!" - anonymous

"It's so moving to see the great generosity your talented group shows towards our beautiful community!" anonymous

Community Health Program Highlights

Creating to Donate!

The success of the Centre’s sewing and knitting group programs is evident in the feedback, with donations meeting community clients’ needs, a strong desire for future contributions and great satisfaction with the quality of items received. Achieving a 100% completion rate further solidifies the positive impact, affirming the Centre’s mission of making a meaningful difference in the lives of those we serve within our catchment area through the art of giving.



Community Health Program Highlights

International Overdose Awareness Day

August 31st is International Overdose Awareness Day. Our team was grateful to participate in this year's annual ceremony, commemorating those affected by overdose. The ceremony was quiet and intimate, from personal testimonials and compassion with this year's theme, "Recognizing those people who go unseen" we honoured the people whose lives have been altered by overdose.

Using Red Scarves to Raise Awareness about AIDS

This year marked the 35th Anniversary of World AIDS Day. The West Nipissing Community Health Centre and West Nipissing Knitting Circle were happy to partner again with the AIDS Committee of North Bay and Area and expanding their efforts in planning the event with other local partners including: the Alliance Centre, the Lawrence Commanda Health Centre, the West Nipissing Family Health Team, College Boréal and West Nipissing Pride. Reflecting this year's theme of 'Let Communities Lead', we proudly united to tie 170 red scarves created by community members and bearing information about AIDS awareness in the downtown core of Sturgeon Falls and surrounding communities including Garden Village, Cache Bay, Verner, Lavigne, Field, River Valley. Recipients were encouraged to share the message and send a selfie wearing their red scarf on their own social media.



Community Health Program Highlights

Youth Summer Camps Make a Comeback!

In the summer of 2023, we welcomed many youths from our community in 5 different summer camps. These camps were held in Sturgeon Falls, Lavigne, River Valley and Verner, in which kids had a blast! The camps were filled with fun activities that promoted positive mental health, wellbeing and building healthy relationships. The youth engaged in creative arts and crafts, workshop presentations by social workers and a dietitian and outdoor activities where they learned to work as a team. Altogether, from tie-dye creation to artistic crafts, from physical challenges to educational workshops, the youth in the West Nipissing community were given opportunities to learn, express themselves and develop new skills.



Living with Chronic Pain

Health promotion is all about enabling our community with the tools they need to take charge of their health. This year we offered a Chronic Pain Self-Management Program in the fall of 2023 where 11 participants living with chronic conditions learned tips to better manage their health, symptoms, emotions, and daily activities. Such topics include making action plans, tips on decision making, learning how to manage negative thinking, healthy eating, incorporating safe exercise in their life and much more. The overall goal of this program is to empower its participants to become active self-managers of their health and life.

Community Health Program Highlights

Promoting Growth

The demand in exercise programs is increasing, and so are our volunteers! With over 25 volunteers at the WNCHC, we are now able to offer programs in surrounding communities such as Lavigne, Field, River Valley and Cache Bay! From yoga, to Dynaband to a variety of exercises, our whole community is getting the benefits of accessible physical activity in their own neighborhoods!

Canvas Connections

Painting has been known to have many benefits, from developing one's creative side to stress relief. Our Canvas Connections group is a new program that began in January 2024 and is a place where participants can explore and develop their painting and creative talents. Some participants work on their own projects, while others learn painting techniques with the help of our volunteers. What a great way to socialize and gather in a relaxed setting while expressing their creativity!



Community Health Program Highlights

Pickleball - Learning to Play

With increasing interest in Pickleball in our community, we started to offer Pickleball teaching lessons thanks to four dedicated volunteers. The groups are held on Mondays from 3:00 p.m. to 5:00 p.m. and Fridays from 1:00 p.m. to 4:00 p.m. The main objective of this group is for interested participants to learn the rules of the game, how to play and to love the game. It's a great opportunity to develop their skills before hitting the court! Everyone is welcome.



Youth Positive Space Program

In June 2023, we launched the Youth Positive Space Program. This program welcomes all youth between the ages of 12 and 18. The program allows youth to express their authentic self and explore their identity without fear by interacting with peers and mentors. Thank you to our local partners: The Municipality of West Nipissing, West Nipissing Pride, École secondaire catholique Franco-Cité, École secondaire publique Nipissing Ouest, West Nipissing Family Health Team, OUTloud North Bay & many local volunteers for their ongoing contributions in planning and investing their time and energy in the youth positive space in our community. The youth have time to socialize, play games and be creative, followed by a nutritious meal and organized activity or discussion with guest speakers. The space welcomes all youth from different walks of life.



Community Health Program Highlights

Nutrition Programs

Craving changes

The Craving Change workshop series offered participants a how-to guide for changing their relationship with food. Over the course of the series, participants engaged in discussions and activities to understand WHY they eat the way they do. This provided them with the tools and knowledge to be empowered to make changes in the way they think about food and the way they eat. This allowed them to address problematic eating behaviours and take control of their nutrition related health.

Adventures in Cooking

Kids aged 8-12 participated in a cooking program to build their food literacy skills and gain confidence in the kitchen! The kids were exposed to a variety of healthy meals and snacks and tried new foods. The Adventures in Cooking program was supported by the North Bay Parry Sound District Health Unit.



Community Health Program Highlights

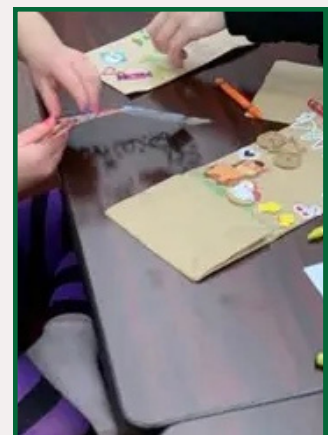
March Break Nutrition Activities at the West Nipissing Public Library

A variety of activities were hosted in collaboration with the West Nipissing Public Library.

The Little Foodies event offered a variety of food and nutrition related games and activities for children to explore. They learned about where food comes from, why nutrition is important, what impact nutrition has on our bodies and the different types of food on Canada's Food Guide.

The Build Your Own Bento Box was a family workshop where children learned about creating balanced lunches in accordance with Canada's Food Guide. The workshop offered families the opportunity to create weekly menu plans and discuss strategies to navigate increasing food prices while prioritizing nutrient dense meals and snacks.

The Case of the Missing Cookbook was a family friendly mystery game where families had to learn and apply nutrition knowledge and food literacy skills to find the location of the missing cookbook! The activities and the location of the cookbook were also strategically placed around the library to increase knowledge to families about community resources.



Primary Care Highlights

Carole's Retirement



We said our farewells to a pioneer Nurse Practitioner, Carole Gilchrist, as she embarked on a new chapter of her life: retirement! Carole was with our Centre since the beginning and will be deeply missed by all of us at the WNCHC, including staff, volunteers and clients.

Congratulations to Carole on her well-deserved retirement and achieving this fantastic milestone!

Primary Care Highlights

Involvement with the Nipissing Wellness Ontario Health Team

The West Nipissing Community Health Centre is an important member of the Nipissing Wellness Ontario Health Team (NWOHT). Over the course of this fiscal year, the team was involved in navigation sessions that were organized by NWOHT for health care workers. We were also actively involved in rolling out the Seniors Managing Independent Living Easily (SMILE) program. This program connects older adults at risk of losing their independence with local services, helping them remain in their own homes. Our agency has played a vital role in facilitating access to these services in our community, while participating in collective efforts with other members to secure over \$500,000 in permanent funding.

Representatives of the Centre also participated in the information session on the active offer of health services in French, organized by the NWOHT and the Réseau des soins de santé du Moyen-Nord.



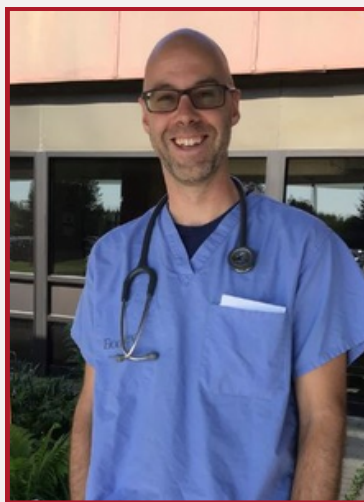
Primary Care Highlights

Introducing Secure Messaging with Enhanced Features

As our Centre continues to strive for excellence with the care we deliver, this year we announced the launch of our enhanced secure messaging through our Ocean platform. We've made it easier for clients to cancel appointments with their physician or nurse practitioner or send them a private document with just a few clicks. In addition to ensuring the ultimate security for our communications with our clients, we've also introduced an additional feature for collecting socio-demographic data through the same platform. This new feature will help us tailor our services to meet the needs of our community more effectively.

Expanding Access to Care: Dr. Vaillancourt's By-Appointment Clinic Offers Services to Unattached Patients

This year, the Centre partnered with Dr. Vaillancourt to offer a by-appointment clinic, helping address community needs for unattached patients. With the clinic running each Tuesday from 9:00 to 12:00 p.m., residents can attend the clinic by booking their appointment online through our website.



Partnership Spotlight

New Collaboration with EarlyON

In January 2024, we developed a partnership with EarlyON by providing them with a space to offer their family activities. This space will encourage families to socialize, be active and play indoors during the winter months.

Run4Health

This summer we partnered with the West Nipissing General Hospital and the Municipality in the planning of the Run4Health event that was held on June 18th, 2023. Participants had a choice to walk/run 10K, 5K, 2K starting at the Sturgeon River House Museum and a variety of wellness related activities were offered for all ages! All proceeds of this event went towards the Alliance Centre to help support mental health in our community. Thank you to the amazing team of organizers, volunteers, sponsors and the 130 participants.




Partnership Spotlight

Key Partnerships

The Centre continues to partner with the Alzheimer's Society to offer a day program for older adults who live with Alzheimer's and have been offering respite services. 66 sessions were offered throughout the course of this fiscal year.

We have also maintained long-standing partnerships with the North Bay Parry Sound Naloxone Harm Reduction Program to distribute Naloxone at our Centre, as well as the Parent-Child Development Services, and the Arthritis Society.





2023/24 In Numbers



Community Health Programs

Nutrition and Family Health:

- Adventures in Cooking
- Craving Change
- Grocery Tours
- Little Foodies at the West Nipissing Public Library
- Learn to Build a Bento Box at the West Nipissing Public Library
- Case of missing cookbook at the West Nipissing Public Library

Holistic Health for Older Adults:

- OASIS Day Program
- Alzheimer's Support Group in collaboration with the Alzheimer's Society



Community Health Programs

Physical Activity:

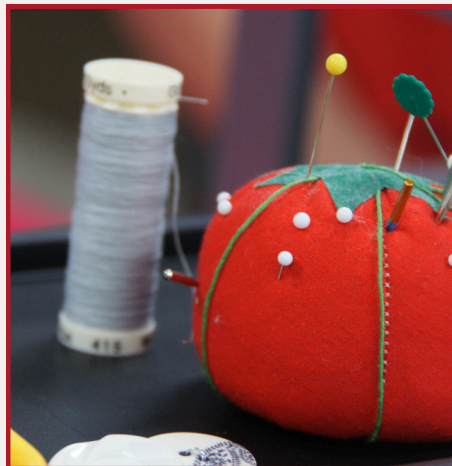
- Stand UP!
- Dynaband
- Balance and Mobility
- Tai Chi
- Yoga
- Pilates
- Pickleball
- Early-ON program
- Steady Moves
- Dance Older Adults



Community Health Programs

Social Inclusion:

- Crafter's Corner
- Knitting Circle
- Scrapbooking
- Sewing
- Canvas Connection
- Drumming Circle



Community Health Programs

One-Time Activities:

- International Women's Day
- Red Scarf Campaign Day
- International Overdose Awareness Day (collaboration with the Alliance Centre)
- Nutrition Month
- Safe Food Handling Training
- Aging with Confidence Symposium (June 2023)
- Tipi Teachings: A Traditional Teaching Workshop (collaboration with the Alliance Centre)
- Community Health and Wellbeing Week
- Run4Health
- Journée bien-être Jeunesse Active
- Bienvenue à la maternelle Jeunesse Active
- Community Service Carousel



Community Health Programs

Workshops:

- Chronic Pain

Youth Programs:

- Youth Positive Space
- Jeunes en Action (Summer day camps: Verner, River Valley, Lavigne and Sturgeon Falls)



Financial Report

Centre de Santé Communautaire du Nipissing Ouest / West Nipissing Community Health Centre

Statement of Financial Position

March 31, 2024

	<u>2024</u>	<u>2023</u>
Assets		
Current Assets		
Cash (note 3)	\$ 160,837	\$ 321,481
Accounts receivable	112,496	65,214
Prepaid expenses	<u>81,899</u>	<u>37,897</u>
	355,232	424,592
 Tangible Capital Assets (note 4)	 <u>2,666,897</u>	 <u>2,726,009</u>
	<u>\$ 3,022,129</u>	<u>\$ 3,150,601</u>
Liabilities		
Current Liabilities		
Accounts payable and accrued charges	\$ 240,279	\$ 215,424
Accounts payable - Ontario Health	2,545	140
Government remittances	<u>45,603</u>	<u>59,513</u>
	288,427	275,077
 Deferred Contributions (note 5)	 53,335	 136,267
Deferred Contributions Related to Tangible Capital Assets (note 6)	 <u>2,666,897</u>	 <u>2,726,009</u>
	3,008,659	3,137,353
 Unrestricted Net Assets	 <u>13,470</u>	 <u>13,248</u>
	<u>\$ 3,022,129</u>	<u>\$ 3,150,601</u>
 Contingency (note 7)		
Commitments (note 8)		

Vouluuteers

André Poirier
Annette Lachance
Bonnie McCann
Carlie Ferguson
Chantal Brassard
Denise Paquette-Ferguson
Diane Nicholson
Diane Tremblay
Evelyne Knupfer
Evelyne St-Denis
Jamie Thompson
Jeanette Sylvestre
Jocelyne Labelle
Luce Lafontaine
Marie Gonnella
Marie-Josée Sylvestre
Marieanne Van Beek
Marita Roffey
Michel Collin
Nicole Collin
Rose Ranson
Simone Dumont
Susane Leblanc
Suzanne Louiseize
Valerie Geoffrey
Valerie Short
Wendy Walker
Yvon Brais



Our Team

Guy Robichaud, *Executive Director*

Bonita Séguin, *Executive Assistant*

Lise Savard, *Director of Primary Care*

Renée Vaillancourt, *Director of Community Health Program*

Sylvie Labelle, *Receptionist*

Émilie Bellefeuille, *Receptionist*

Michelle-Andrée Giguère, *Receptionist*

Dr. Janique Vandal, *Physician*

Dr. Julie Breton-Fortin, *Physician*

Heather James, *Nurse Practitioner*

Lexie Bélisle, *Nurse Practitioner*

Nicole Ouellette, *Nurse Practitioner*

Brooklyne Buckley, *Registered Dietitian*

Francine Guenette, *Finance and Data Management Assistant*

Stéphanie Giguère, *Registered Nurse, Telemedecine (OTN)*

Anick Génier, *Registered Nurse*

Michelle Guenette-Leblanc, *Registered Practical Nurse*

Roxanne Desbois, *Registered Practical Nurse*

Désirée Jackson, *Community Programs Coordinator*

Anik St-Aubin, *Community Health Promotion Worker*

Justine Desbiens, *Community Program Assistant*

Mélanie Rancourt-Desbois, *Programs and Services Assistant*

Carmen McCann, *Senior Day Program Cook*

Deana Stephen, *Case Manager*

Dan Morin, *Custodian*

Pierre Benoit, *Custodian*

Board of Directors

Dan Roveda, *President*
Andrée Tomkins, *Vice-President*
Linda Lafantaisie-Renaud, *Treasurer*
Christine Allard, *Secretary*
Dr. Jean Anawati, *Director*
Susie Michaud, *Director*
Jacqueline Gallant, *Director*
Suzanne Louiseize, *Director*
Rolland Larabie, *Director*



Model of Health and Wellbeing



Funded by:



www.wnchc-wnchc.org
 68 Michaud St.
 Sturgeon Falls, ON P2B 1B8
 705-753-0151