



1. Leadership and Governance

Executive Leadership: Retirement of Marc Bisson after 23 years of service. Appointment of Lyne Martineau as Executive Director and Lynne Giroux as Associate Executive Director.

Board of Directors: Appointment of Frédérique Théoret as Chair of the Board, succeeding François Bazinet.

2. Results for some of the client satisfaction survey indicators

97 %

Treating people with dignity
and respect

92 %

Delivery of services in the
preferred language

95 %

Satisfied with access to virtual
encounters

70 %

Perception of a tangible
improvement in physical
health

3. Primary Care

12 447

Patients followed by
physician or NP

7 417

Francophone clients

56 435

Encounters and services
provided

**+749 patients
followed**

Year-over-year change

Clinical complexity: 44% higher than the provincial average.

Access to care: Registration of 1,000 individuals from the Health Care Connect waitlist.

Innovation: Launch of the Prescott and Russell Virtual Triage and Assessment Centre, operated in partnership with community paramedics to provide same-day visits and care.

New services: support to private-practice physicians for diabetes follow-up, and in-house expertise in youth mental health and addiction treatment.

4. Mental Health

6 302

Encounters and services
provided

898

Clients followed

94

Group participants

51*

Waitlist

* Lowest level recorded in two years; 175 individuals from the waitlist began receiving support.

Anti-racist care: Staff completed training accredited by the Canadian Psychological Association.

Community of practice: Launch of a knowledge-exchange forum to strengthen equitable access to care for equity-seeking groups (2SLGBTQIA+ individuals, Indigenous peoples, neurodivergent individuals, racialized minorities, and newcomers).

Triage optimization: Implementation of a matching system and introduction of psychotherapy services in Creole.

5. Youth Wellness Hub

756

Individuals served

2 955

Encounters and services provided

473

New clients

+3 500 jeunes

Cumulative since 2020

Rapid intake: Half of clients are seen within 3 days. Mental health remains the primary reason for consultation.

New projects: Integration of animal-assisted therapy, creation of a group for neurodivergent youth, expanded use of interpretation services, and development of a new site in Iroquois (underway).

International reach: Hosted a delegation from Taiwan's Ministry of Health and Welfare, who came to learn from this innovative model.

6. Health and Wellness

Nutrition: 3,037 encounters and services provided (1,367 clients followed, 249 group participants). Active response to requests related to cardiac health and infant nutrition. Strengthened cultural competencies to better meet client needs.

Diabetes Education Program (DEP): 6,283 encounters and services provided for 1,740 individuals. An average of 75 new service requests per month. A survey of group session participants showed that 87% reported being motivated to change their lifestyle habits, and 91% would recommend these sessions.

Low back pain: 1,290 encounters and services provided for 206 individuals;

Tobacco cessation: 55 individuals received counselling, of whom 33 had free access to nicotine replacement products through the STOP program.

7. Community Health

Senior Wellness: 52 exercise workshops held, totalling 688 sessions across 11 sites, bringing together 491 participants under the supervision of 15 volunteers.

Green Food Box (access to fresh fruits and vegetables): Involvement of 25 volunteers across 2 packing centres and 9 monthly distribution points throughout Prescott-Russell.

Social support and navigation: 673 encounters and services provided for health care system navigation and emergency financial assistance, supporting 326 individuals.

Community inclusion and governance: Incorporation of the Prescott-Russell LGBTQ + Allies Group. United Way and Women and Gender Equality Canada provided funding with CSCE as a key partner in this initiative.

8. Corporate Services and Recognition

Technological modernization: Website redesign and integration of Ocean eReferral.

Training and mentorship: Supervision of 29 students in clinical placements (medicine, nursing, and mental health).

Staff recognition: Years of service — 5 years (D. Swabey, R. Leblanc, É. Marcotte, S. Fox), 10 years (V.-A. Ladouceur) and 15 years (P. Antunes, T. Sveistrup). Retirement: L. Brabant and M. Bisson.

**The full report is available on the CSCE website
(French only) :**

