

ANNUAL REPORT

2016-2017



Centre de santé
communautaire
de l'Estrie

Another Busy Year

A year ago, we celebrated twenty-five years of commitment and pursuit of excellence. At the same time, our mission, our values and above all, the high quality of our services were recognized by the Canadian Centre for Accreditation who granted our fifth certification as an accredited organization. We would like to thank everyone who contributed in one way or another to helping the Centre de santé communautaire de l'Estrie (CSCE) achieve these two major milestones.

In the summer of 2016, our Alexandria site moved from its previous location. After many years of effort and negotiation, it is now located in the heart of the community. Enhanced visibility, increased accessibility to primary health care services, more modern facilities and better response to client needs are just some of the advantages provided by this new location.

Last October, as part of the provincial community hubs strategic framework and action plan, Premier Wynne announced a \$425,000 grant to the CSCE to operate an access point in Limoges. We hope to provide our services in the Limoges Health Hub building by summer 2017.

Since we value commitment, the CSCE Board of Directors invited a member of the Limoges community to represent this region on the board. It also looked into strategies to replace the members whose mandates will end in the near future. A special section on this subject may be found on our website.

On this note, we launched a brand new version of our website last fall. There you will find, among other things, a blog that is bursting with news and announcements on the various programs and workshops offered at the CSCE. We invite you to visit the site regularly and to follow us on Facebook and Twitter.

In addition, following the restructuring of the management team and its responsibilities in February, the CSCE welcomed Étienne Grandmaître Saint-Pierre as manager of mental health services and organizational performance. He will also oversee the Bourget and Limoges sites.

Finally, released in December 2015, Minister Hoskins' document entitled "Patients First" continued to generate much discussion. An active member of the Association of Ontario Health Centres and the French Language Health Services Advisory Council, the CSCE took a most active part in the debates on the potential impacts of these ambitious reforms. It also helped formulate the response of the Francophone community health centres concerning the bill which serves as a backdrop to this major transformation.

In conclusion, it is hard to ignore the enormous contribution of the staff and the many volunteers at the CSCE. It is they who make a difference in our lives every day and who put people first in a very real and concrete way. The CSCE Board of Directors and the executive director would like to take this opportunity to cordially thank them for their dedication and commitment to ensuring that *Every One Matters*.



Gilles Davidson, Chair of the Board of Directors



Marc Bisson, Executive Director

Board of Directors

The CSCE would like to thank Gilles Davidson (Chair), Chantal Lajoie (Vice-chair) and Ghislaine Rozon, board members who will be stepping down after completing their second term.



First row from left to right: Paulette Hébert, Hélène Racine, Martine Provost, Madeleine Major.

Upper row from left to right: Gilles Davidson, Pierre Lacroix, Jean-François Pagé, Ghislaine Rozon, Jules Bourdon, Michel Gratton.

Absent from photo: Chantal Lajoie and Claire Bruyère.

Staff

The CSCE would like to acknowledge the commitment and outstanding work of the staff members mentioned below. Congratulations on your dedication!

25 years of service: Ghislaine Blais, Francine Chénier, Louise Lapensée, Susanne Léger and Marcel Roy

20 years of service: Suzanne Daigneault

15 years of service: Rachel Sasseville

10 years of service: Chantal Dionne, Karen Gatien and Louise Viau

5 years of service: Natalie André, Martin Hébert, Emmanuelle Larocque, Mélanie Larocque and Isabelle Leclerc

Interns and Volunteers

The CSCE is proud to rely on the services of its fifty or so active volunteers who provide valuable assistance during vaccination clinics, green boxes, exercise groups and more. We tip our hats to them!

In addition, the CSCE continues to encourage ongoing learning in various health professions. To this end, students from distinct fields of study receive training in a Francophone environment thus giving them a glimpse of the work environment that awaits them.

Over the past year, twenty of so interns worked alongside CSCE professionals to enhance their knowledge and learn more about the workings of their profession. We would like to thank the doctors, nurse practitioners, mental health therapists, dietitians and the community health officer/health promoter who welcomed students this past year.

25th Anniversary Celebrations

On June 16, 2016, more than 250 guests attended the CSCE's 25th anniversary celebrations during its twenty-sixth annual general assembly held at the NAV CENTRE in Cornwall.

Staff and board members, partners and community members met during supper to recall the work accomplished by the organization since its opening in 1991.

Several speeches, inspired by the evening's theme "Let's celebrate who we were, who we are and who we will become together", were given by the former and current executive directors and the chair of the board of directors. In addition, a moment was dedicated to reading letters received honoring, recognizing and congratulating the CSCE for the work done over the past 25 years. Noteworthy here is the official attestation issued by Canada's Prime Minister, Justin Trudeau, supplemented by a message from Ontario's Minister of Health and Long-Term Care, Dr. Eric Hoskins, as well as a letter from the Honorable Marie-France Lalonde, the Minister Responsible for Francophone Affairs. Finally, the Francophone Relations Representative of the Association of Ontario Health Centres (AOHC) was on hand to award a certificate to commemorate the CSCE for 25 years of excellence.

"In the past, we have successfully adapted to growth and change. Thanks to a board of directors that is directly connected to the community's needs, our many volunteers and our extraordinary staff, the CSCE is facing the next 25 years with optimism and great confidence! We'll meet again to celebrate our 50th anniversary", declared Mr. Marc Bisson in closing the evening.



Front left to right: AOHC's Francophone Relations Representative, Gilles Davidson, Chair of the CSCE Board of Directors and Marc Bisson, CSCE Executive Director upon receiving the certificate commemorating the CSCE for 25 years of excellence from the AOHC.



Front left to right: Roland Beaulieu, former Executive Director of the CSCE, Marc Bisson, CSCE Executive Director and Gilles Davidson, Chair of the CSCE Board of Directors during the CSCE's 25th anniversary celebration.

Alexandria CSCE Moves to New Location

On October 20, 2016, the CSCE officially inaugurated its new premises located at 5 Main Street South in Alexandria. Partners, clients and community members were invited to celebrate.

This move gives the CSCE greater visibility within the community of Alexandria since the site is located right on Main Street, in the very heart of the village. Moreover, this new location significantly increases access since many people can now walk to the CSCE to take advantage of its programs and services.

Furthermore, since the offices are all located on the same floor, it facilitates discussions among professionals thus enhancing teamwork and collaboration. After all, the interprofessional approach is the foundation of the model of care advocated by community health centres.

Since its opening on Main Street, a marked increase in the number of requests for services has been observed. Two hundred and fifty new clients have been served at the CSCE in Alexandria since September 2016.



From left to right: Jean Vaillancourt, Vaella Consulting Inc. and building owner, Jacques Massie, Councillor for the Township of North Glengarry, Annie Lafortune, Executive Assistant for Grant Crack (MPP for Glengarry-Prescott-Russell), Gilles Davidson, Chair of the CSCE Board of Directors, Marc Bisson, CSCE Executive Director and Guy Laflèche, CSCE Alexandria Site Manager.

Premier Announces Opening of a CSCE Access Point in Limoges

On October 13, 2016, the chair of the board of directors and the executive director took part in a press conference held in Limoges with Premier Kathleen Wynne. Ms. Wynne came to announce \$ 450,000 in funding to create a CSCE access point in Limoges. This access point will be located in the Limoges Health Hub building and will open its doors in the summer of 2017.

“[...] Every community has its own needs and this new satellite location will be part of a community hub that will help people in their everyday lives by ensuring they have access to high-quality services near their homes designed to meet their needs.”, stated Premier Wynne.

This access point, which will be open three days a week, will have a team consisting of a doctor, a nurse practitioner, a nurse, a secretary, a health promoter and a mental health therapist.



From left to right: Francis Drouin, Liberal MP for Glengarry-Prescott-Russell, Francis Brière, Councillor for the Nation Municipality, Grant Crack, MPP for Glengarry-Prescott-Russell, Shirley Racine, Chair of the Limoges Citizens Committee of the Health Hub, Kathleen Wynne, Premier of Ontario, Marc Bisson, CSCE Executive Director, François St-Amour, Mayor of the Nation Municipality, Gilles Davidson, Chair of the CSCE Board of Directors, Chantale LeClerc, Chief Executive Officer at the Champlain Local Health Integration Network (LHIN).

Focus on Accessibility

The CSCE has continued to implement several initiatives aimed at improving access to services. Achievements noted in 2016-2017 include:

- The ongoing admission of new clients at the five CSCE sites with priority access for the most vulnerable clientele meeting health link criteria.
- A target exceeded by 10% for access to primary care.
- A 4% increase in the number of uterus cancer screening tests and 3% for colon cancer screening tests.
- Continued progress towards adapted access with the number of appointments requested by clients increasing by 32% versus regular appointments requested by the doctor or nurse practitioner.
- A reduction in the number of appointments left free in doctors' and nurse practitioners' schedules.
- More home and senior citizen residence visits by doctors.
- An increase in clinical consultations via the Ontario Telemedicine Network, thus avoiding long and costly trips for clients.
- An expansion of nurse practitioner services for Eastern Ontario Health Unit needs: now available in Rockland, Cornwall and Hawkesbury, as well as at the Vankleek Hill and Alexandria high schools.

Health Links Progress and Implementation of *Coordinated Care Plan*

CSCE registered nurses have continued to enhance their knowledge of the role of care coordinators for the Stormont, Glengarry, Cornwall & Akwesasne and Upper Canada health links. They have begun registering clients and developing individualized care plans for them. The role of care coordinator involves meeting clients to learn about their health care goals, arranging meetings with clients, their families and care providers, monitoring client progress, making the necessary changes to their care, promoting their autonomy and improving their experiences within the health system. In addition, care coordinators facilitate collaboration with community partners to ensure that clients receive the best possible care.

Carrying out this project aimed at better meeting the needs of vulnerable people who use many hospital services requires reorganizing clinical operations and nursing care duties. Clients aged 65 and over make up between 17 and 30% of those served, depending on the site.

Community-Based Rehabilitation

The CSCE took part in an exercise which consisted of creating an inventory of existing community programs that meet various levels of rehabilitation needs. This exercise was initiated by the LHIN via a working group called the Rehabilitative Care Alliance following the anticipated closure of community care access centres. The CSCE has three programs which meet the project's objectives: the fall prevention program, the Stanford chronic disease self-management program and the Diabetes Education Program. These programs are offered at all of its sites.

Results of the Low Back Pain Pilot Project After One Year

Set up by the government, this project aims to improve access to and the availability of health services for people suffering from low back pain and to reduce costs related to examinations and treatment. In 2016-2017, the two chiropractors working at the CSCE saw 285 clients and had 2,026 consultations with people who would otherwise not have the financial means to seek help. By collaborating with other CSCE professionals, the chiropractors were able to create treatment plans aimed at reducing and better managing clients' pain. Due to strong demand and good results, this initiative was renewed for another year.

Dietitians in the Community

In addition to meeting client requests for individual consultations on nutrition, clinical dietitians find time to get out of their offices to meet other needs within the community. These include, for example, the following activities:

- Presentations or educational games in various elementary and secondary schools.
- Cooking workshops in early childhood centres, in daycare centres and at summer camps.
- Weight management program “Équilibre pour un poids sensé”.
- Culinary program “Escouade culinaire” in various elementary schools.
- Individual nutritional consultations for community partners.
- Presentations to the participants of the anxiety management and relaxation group in Bourget.
- Hypertension self-management program established by the dietitian in Crysler, in collaboration with the nurse practitioner.
- Manning CSCE booths at senior fairs.
- Appearing on the community Francophone talk show “Franco Hebdo” as part of Nutrition Month (Cornwall dietitian).



Cooking workshop with the students of l'École élémentaire catholique Elda-Rouleau in Alexandria.



CSCE booth at the senior fair in Cornwall with a quiz on food myths.



Cooking workshop with the students of l'École élémentaire catholique Notre-Dame-du-Rosaire in Crysler.

Statistics

2 641
new
clients

3 408 clients seen for a
nutritional consultation

5 435 people immunized
against seasonal influenza

10 453 clients met for a primary care consultation

Advantages of Group Intervention Programs

A group intervention program allows service efficiency to be improved at two levels. On the one hand, unlike individual consultations, more clients can be seen in an hour since they can benefit from knowledge and learning on common problems. On the other hand, it favours the admission of new clients within shorter wait times. A client registered in a group will generally complete his/her therapy more rapidly due to new tools acquired during the sessions.

To ensure that a group intervention program is worthwhile, an information session is given to:

- Clarify therapeutic goals
- Explain requirements and the issue of commitment to participation
- Explain the concept of learning communities and emphasize its importance

In an increasingly complex world where constant change creates uncertainty, many people have difficulty adapting, leading to anxiety and depression. The various groups and programs offered at the CSCE demonstrate the mental health team's readiness to help reduce anxiety and depression levels, particularly since these two problems are major causes of burnout in our society.

Anxiety Management and Relaxation Group in Bourget

Mélanie Stewart implemented this program, created by Laurraine Brabant, in Bourget. Contributions by community health professionals, the registered nurse and the dietitian at the Bourget site enrich this program, the goal of which is to help participants better understand anxiety. In addition, they learn about stress and anxiety reducing tools to better manage their daily lives. Finally, an exercise and relaxation program reinforces the concepts taught.



Mindfulness Group in Cornwall

Laurraine Brabant and Robert Ménard developed this group intervention program after receiving training on this approach. The training workshop was offered by the Institute of Cognitive Behavioural Therapy and consisted of an intensive training retreat with interventions based on mindfulness led by Dr. Pierre Philippot. This approach is part of a so-called third wave cognitive behavioral therapy. It is important to note that full mindfulness meditation is not a relaxation practice. Rather, it is aimed at helping participants experience their personal lives differently, by consciously directing their attention towards the present. Clients learn to develop attention directed towards their breathing and physical sensations in order to control the flood of anxiety-producing and depressive thoughts. Eight topics are dealt with in this group: the automatic pilot, managing obstacles, breathing consciousness, remaining present, letting go, thoughts are not facts, how to take care of oneself and managing my future moods through what I have learned.

Therapeutic Yoga Group in Embrun and Crysler

Emmanuelle Larocque in Embrun and Jean-Sébastien Larocque in Crysler offer this workshop to people seeking to improve their ability to self-manage their depression and anxiety symptoms. The best ways to allow people to get in contact with their inner resources and promote their overall well-being are relaxation, breathing, meditation, music and movement.

Family Caregiver Support Group in Embrun

Gaétane Gagnon developed this group intervention program after taking preparatory training at the Maison des Aidants located in Granby, Quebec. This is an open, continuous admission group. Gaétane adds her own touch to this program by ending each meeting with a hypnosis session.

Other Groups Available

- Anxiety management and relaxation group, by Laurraine Brabant in Cornwall
- Group for parents with children diagnosed with attention deficit hyperactivity disorder (ADHD), by Dr. Marcel Roy in Cornwall
- Parkinson group, in collaboration with the Parkinson Society, by Suzanne Deutsch in Embrun
- Mental health component in Diabetes Education Program information sessions, by Josée Taillefer in Alexandria
- Mental health component in the weight management program “Équilibre pour un poids sensé”, by mental health workers in Alexandria, Bourget, Crysler and Embrun

727
clients
benefited from
mental health
services

41
groups
offered

8 206
individual
appointments offered

309 group participants
for a total of 1 395 attendances

Healthy Kids Community Challenge

The Healthy Kids Community Challenge (HKCC) is an initiative of the Ontario Government. The Alfred-Plantagenet and Bourget regions were chosen, along with 44 other municipalities, to take part in this project aimed at helping children be more active and to eat well.

The CSCE is proud to have been a partner from the beginning of this initiative and to have continued to play a leadership role as project officer within a group comprising over 30 multisectoral partners and community champions. The CSCE is also involved as a member of the executive committee. In addition, it is an active partner in carrying out activities intended for families in the community.

The year 2016 was devoted to the theme “Run. Jump. Play. Every day.” and a total of seven actions were developed. Their goal was to encourage people to get moving through play and active transportation, sports and structured physical activities.

HKCC of Alfred-Plantagenet and Bourget has acquired several types of sports equipment in order to set up a network of sports libraries. At all of Alfred-Plantagenet County’s libraries, as well as at the library in Bourget, sports equipment suitable for all seasons (snowshoes in winter, tennis racquets in summer, etc.) has been made available to citizens completely free of charge. All that is needed is a library card.

Through the HKCC website (www.apbhealthykids.ca) and their Facebook page, people can find information on the various sports leagues available and the many ways of getting active in their area.

On May 5, 2016, a major event for the launch of the HKCC initiative took place. At three places on the Prescott-Russell Recreational Trail, more than 1,000 young people took to the road, exploring nature and enjoying themselves under the bright spring sun. Of course, the involvement of a number of CSCE community health team members and partners was needed for this memorable event to succeed.




HEALTHY KIDS
COMMUNITY CHALLENGE
ALFRED-PLANTAGENET & BOURGET

Photo taken with the partners and participants of the major event held in Plantagenet on May 5.

Crysler CSCE Sponsors a Family of Syrian Refugees

In the fall of 2015, several members of the Chrysler community discussed their interest and desire to take concrete action to remedy the situation of war refugees who were in the news at that time.

In November 2015, a small group of citizens joined forces with the CSCE and the SD&G Coalition for Refugee Support, a group of rural communities wishing to sponsor families. The CSCE was identified as well equipped to help a small community like Chrysler host a family. When the project was presented to them, the community and partners were immediately excited by it and everyone rallied enthusiastically to the cause.



From left to right: Kohu Dabay, Juliette Labossière, CSCE Community Health Worker, Amy Dan and Sinny Voka.

During the following months, the CSCE played a consulting role on the executive committee. It helped out at various levels, but mainly by arranging health care for the family and registering and preparing the children for the new school year. On September 13, 2016, the family, consisting of a mother and her two daughters, got off the plane at the Ottawa Airport. Welcomed by weeping volunteers brandishing welcome signs and Canadian flags, the family began their new lives, quickly integrating into the community. It was with much enthusiasm that the citizens of Chrysler introduced them to the region's attractions, typical foods and local traditions.



Integration is going very well and is due to, among other things, the superb interprofessional work of the CSCE team in Chrysler. Each team member has been involved in their own way, offering their expertise to assist the family. Examples are cooking and nutrition classes, cultural differences discussion sessions and medical visits with the primary health team. These follow-ups are done in a coordinated and cooperative manner, a true example of the potential of community health centres! Still today, the CSCE is continuing this effort with generous gifts of food, clothing and time.

Kohu's birthday celebration at the CSCE.
From left to right: Margaret Benke, Michael Lapp, Kohu Dabay, Amy Dan, Sinny Voka, Bianca Zinatelli, Roger Villeneuve and Diane Blais.

Statistics

2 397 green food boxes distributed

5 391 attendances to exercise groups

2 828 attendances to fall prevention or chronic diseases groups

Services for Diabetics

The CSCE's Diabetes Education Program (DEP) allows people living with prediabetes and diabetes to acquire the skills needed to actively participate in the daily management of their diabetes.

In addition to individual appointments and group sessions, the DEP provides the following free services:

- Foot examinations
- Diabetes management
- Initiation to insulin
- Education and dispensing of a glucometer
- Grocery shopping
- Cooking classes
- Screening of people at risk of developing diabetes with the CANRISK tool



New Support Group

Café D is a group promoting peer support allowing people to share experiences and discuss the challenges faced by diabetics in their daily lives. It also aims to teach coping strategies and provides new practical information on diabetes in a relaxed environment.

“Sometimes, people feel alone and defenceless against diabetes. Support groups can help because they give them an opportunity to meet others facing the same challenges and concerns. Participants can share and obtain information to which some would not otherwise have access”, stated a staff member.

In Cornwall, the group was established when a client expressed a desire to discuss living with a chronic disease with other diabetics. In collaboration with the DEP dietitian and the Canadian Diabetes Association, the group was created in April 2015 and has been in operation since then. Each month, a topic is chosen and a speaker is invited to discuss that topic. Medication, eye care, diet and physical activity are some examples of the subjects discussed.

In Embrun, this support group is coordinated by the Aging at Home Program's mental health therapist, with the support of a volunteer. It was started in February 2017 following an information meeting held in January to define the group's goals and priorities, select topics and identify speakers to invite. There is an average of eight attendees per meeting. The topics addressed to date have been good diabetes management, nutrition, depression and physical activities.

Statistics

**2 461 DEP
registered clients**

**7 252 interactions
with clients**

**Target set by LHIN
exceeded by
more than 60 clients**

Keeping Seniors in Their Homes as Long as Possible

The goal of the Aging at Home (AAH) Program is to provide seniors and their family caregivers with a range of harmonized and integrated community services intended to help them remain healthy and live independently in their own homes as long as possible. This program is currently in place at the Embrun site to meet the needs of senior clients in the municipality of Russell.

Programs and services offered under the AAH Program:

- Assessment of physical, mental and community health needs
- Navigating the health system
- Answers to health questions
- Individual, couple and family therapy
- Support for family caregivers
- Information and education on aging
- Monthly lectures on various topics
- Health prevention and promotion activities



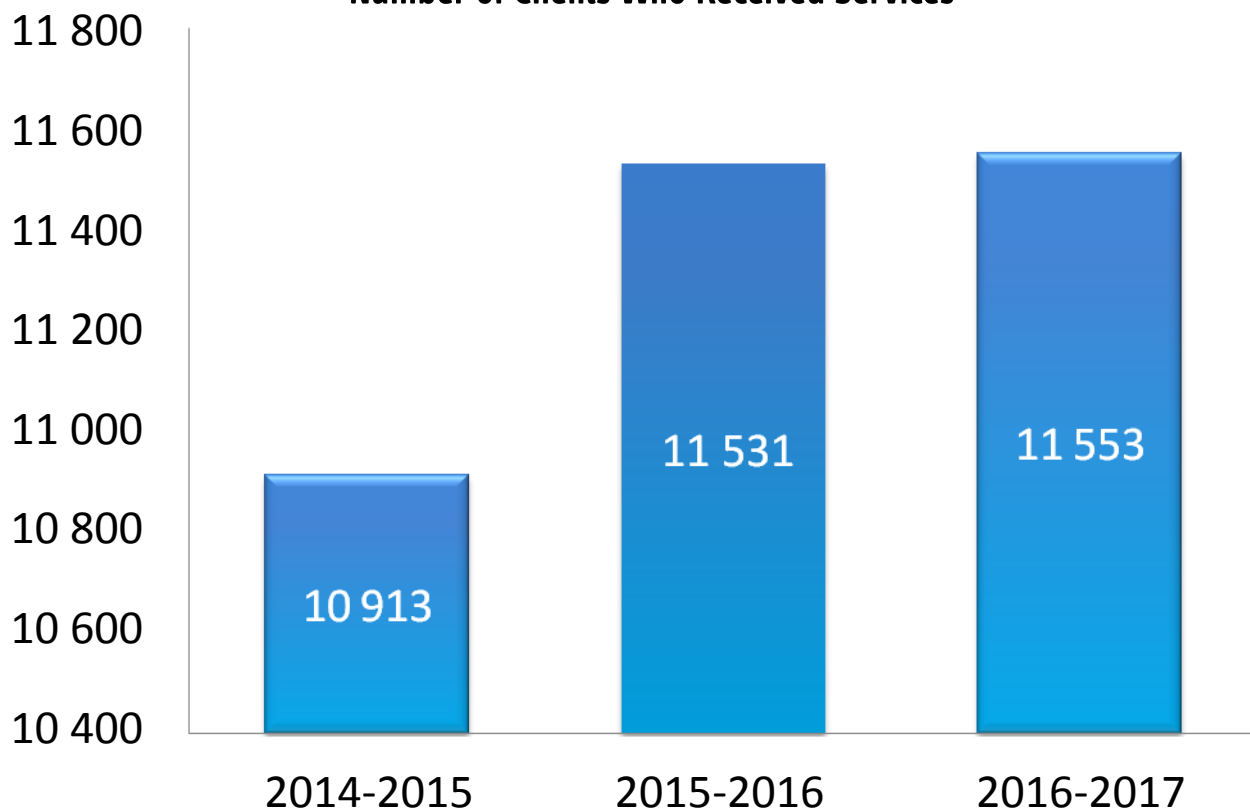
To provide services that meet seniors’ needs, the CSCE has developed a number of partnerships with organizations in the region:

- A Community Services of Prescott and Russell day program for seniors
- A support group for family caregivers
- A support group for people diagnosed with Parkinson and their family caregivers (Parkinson Society)
- Exercise groups recognized by the University of Ottawa’s Heart Institute
- A fall prevention program
- A free physiotherapy service for people suffering from arthritis-related diseases (Canadian Arthritis Society)
- A free physiotherapy service for people aged 65 and over (Winchester District Memorial Hospital)

Statistics



Number of Clients Who Received Services



MOST COMMON REASONS FOR CONSULTATION

Nutrition

- Diabetes
- Education and counselling on healthy eating
- Weight management

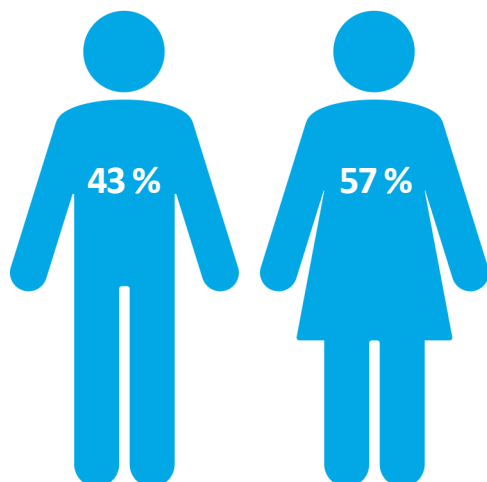
Mental Health

- Therapeutic listening
- Anxiety
- Emotional confusion
- Depression

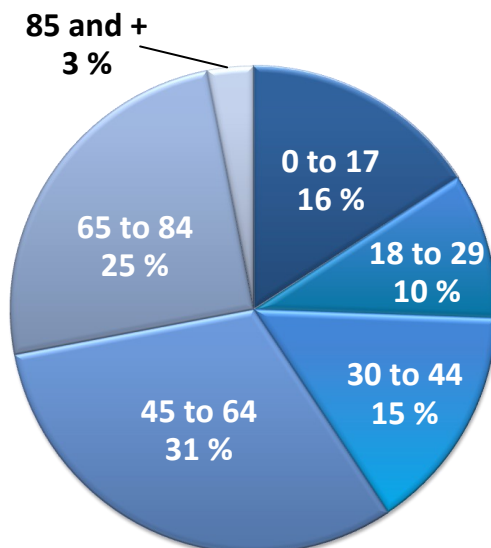
Primary care

- Prescription renewals
- Diabetes
- Filling out medical forms

Gender



Age



**STATEMENT OF FINANCIAL POSITION
AS OF MARCH 31, 2017**

ASSETS

Current

Cash	\$ 976,942
Accounts receivable	\$ 158,627
Prepaid expenses	<u>\$ 167,498</u>
	\$ 1,303,067

Tangible capital assets	<u>\$ 494,580</u>
	<u>\$ 1,797,647</u>

LIABILITIES AND NET ASSETS

Current

Payable / accrued liabilities	\$ 1,020,302
Due to LHIN	\$ 272,887
Due to MOHLTC	\$ 6,110
Deferred revenues	<u>\$ 1,559</u>
	\$ 1,300,858

Deferred contributions related to tangible capital assets	<u>\$ 494,580</u>
	\$ 1,795,438

Net assets

Unrestricted	<u>\$ 2,209</u>
	<u>\$ 1,797,647</u>

**STATEMENT OF OPERATIONS AND CHANGES IN NET
ASSETS FOR THE YEAR ENDING MARCH 31, 2017**

REVENUES

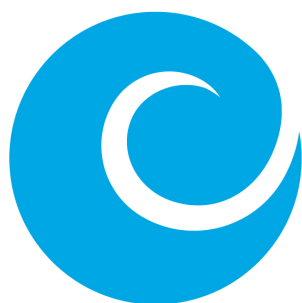
Contributions from MOHLTC and LHIN	
Base funding	\$ 7,934,285
Non-recurring funding	\$ 311,761
Diabetes Education Program funding	\$ 886,401
Aging at Home Program funding	\$ 260,015
Low Back Pain Project funding	\$ 90,549
Other funding	\$ 308
Amortization of deferred contributions related to tangible capital assets	\$ (51,033)
Amortization of deferred revenues	\$ 156,056
Interest and other income	\$ 15,466
Donation – net	<u>\$ 399</u>
	<u>\$ 9,604,207</u>

EXPENSES

Salaries and benefits	\$ 6,317,048
Equipment, supplies and services	\$ 1,892,718
Non-recurring expenses	\$ 260,728
Diabetes Education Program expenses	\$ 886,401
Low Back Pain Project expenses	\$ 90,549
Program expenses non-funded by the MOHLTC	<u>\$ 308</u>
	<u>\$ 9,447,752</u>
Excess of revenues over expenses before other expenses	\$ 156,455
Amortization of tangible capital assets	<u>\$ (156,056)</u>
Excess of revenues over expenses	\$ 399
Net assets, balance beginning of the year	<u>\$ 1,810</u>
Net assets, balance end of the year	<u>\$2,209</u>

Copies of our detailed financial report, audited by BDO Canada LLP, are available for consultation upon request.

Focused on your health, at every stage of your life.



**Centre de santé
communautaire
de l'Estrie**

Every One Matters.



Alexandria
5 Main St. South
613-525-5544

Bourget
2081 Laval St.
613-487-1802

Cornwall
6-841 Sydney St.
613-937-2683

Crysler
1 Nation St.
613-987-2683

Embrun
738 Notre-Dame St.
613-443-3888

Limoges
601 Limoges Rd.
Summer 2017

Une version française est disponible sur notre site Web.
www.cscestrie.on.ca