

Annual Report 2017-2018



Centre de santé
communautaire
de l'Estrie



A Word From the Chairman and Executive Director

A Centre Where *Every One Matters*.








Madeleine Major
Chairman of the Board

This year, the Centre de santé communautaire de l'Estrie (CSCE) launched its new strategic plan for 2018-2021. In order to fully grasp the current situation, the CSCE had to assess and, to use a term frequently used in the health sector, “diagnose” the internal and external factors that could influence or affect its optimal operation.

As a starting point for effective strategic thinking, this diagnosis served as a tool to raise awareness about current and future changes in the health system. It also allowed us to develop a work plan to address such changes. To achieve this, the CSCE consulted the six communities we serve, our key partners, our various teams as well as the Board of Directors.

Five major strategies were identified and will contribute to the CSCE's operational dashboard for the next three years:

-  **Acquire a position as leader in community health and population health in the eastern Champlain region**
-  **Equip clients to take charge of their health and chronic disease**
-  **Foster the mental health and well-being of individuals, families and communities**
-  **Raise awareness of the CSCE and nurture community engagement**
-  **Consolidate the resources and tools necessary for success**



Marc Bisson
Executive Director

We are confidently and enthusiastically approaching the work that awaits us, always with the goal of serving you better.

We take this opportunity to sincerely thank the staff and many CSCE volunteers. Their dedication and commitment contributes every day to ensuring that *Every One Matters*.

An Active and Dynamic Board of Directors!

The Board of Directors is composed of 12 members from the communities served by the CSCE. Regular monthly meetings are held in rotation at its different sites (Alexandria, Bourget, Cornwall, Crysler, Embrun and Limoges).

This principle of alternating meeting places was established in recognition of the local dynamics and in a constant concern for active representation. Each meeting becomes a good opportunity to learn more about the program and services offered by the host site. A report of these meetings is available on our website:

www.cscestrie.on.ca

Recognition of Board Members

The CSCE would like to extend its heartfelt thanks to the following Board members who will be stepping down from the Board of Directors this year:

- Jules Bourdon has completed his second term (he served a total of six years on the Board)
- Pierre Lacroix had to withdraw before the end of his first term after serving over two years on the Board
- Martine Provost has completed her second term (she served a total of six years of the Board)

Congratulations to all!

It All Begins With a Warm Welcome

We would like to commend all the secretaries who work at the various CSCE locations. Every day they give their very best to our clients – their smile, their discretion and their professionalism. At the CSCE, it all begins with a warm welcome from our friendly secretaries who value their clients above all else.



Diane Ricard Gaunce, part-time medical secretary, and Nathalie Vendette, medical secretary at the Alexandria site

Employee Recognition

The CSCE wishes to highlight the hard work and dedication of several staff members. Congratulations on achieving this milestone!

- ➡ **25 years of service:** Marc Bisson and Marie Viau
- ➡ **20 years of service:** Gaétan Martel
- ➡ **15 years of service:** Laurraine Brabant, Mireille Marineau and Robert Ménard
- ➡ **10 years of service:** Louise Denison, Annie Deschênes, Jean-Sébastien Larocque and Micheline Samson
- ➡ **5 years of service:** Charlotte de Neeve, Brigitte Fournier, Joanne Latour, Jamie Lauzon and Catherine Mimeault

Volunteers and Interns

Our many volunteers provide us with valuable assistance. They drive clients to appointments, help out during vaccination clinics, pack green food boxes and more. We would like to express our gratitude to them all!

The CSCE also continues to foster learning in various health professions by hosting a number of students and trainees in a francophone setting. Over the last year, five trainees in medicine, two in nutrition, one in mental health, one in community health and seven nurse practitioner students had the opportunity to work alongside CSCE professionals to perfect their training.

What's New at the CSCE?



Lung Health

The Lung Health Program has been offered in French at the Bourget, Crysler, Embrun and Limoges sites since January 2018. It is intended for people with a COPD (chronic obstructive pulmonary disease) diagnosis or who suffer from COPD symptoms to help them better manage their condition. Its goal is to improve the client's quality of life and promote self-management of the disease. The program includes an assessment, recommendations based on the Canadian Thoracic Society's guidelines, education, a devised action plan and follow-up care.

Clients are monitored by a respiratory therapist who helps them identify the symptoms, use respiratory medications (inhalers or pumps) and master the breathing techniques taught during the program.

The action plan allows the client to recognize the early warning signs of COPD exacerbations (acute aggravation of symptoms) and know the actions required to avoid hospitalization and further loss of pulmonary function. Education is tailored to the client's abilities and needs and can also be offered to family members, a spouse or a close friend, as needed.

This program is offered through the Ottawa Community Lung Health Program of the Somerset West Community Health Centre. The services of a registered respiratory therapist/certified respiratory educator are provided in four of the CSCE locations. We wish to thank Mélanie Coderre for her significant contribution to our services.



Cardiac Rehabilitation

Established in 2017-2018, the Cardiac Rehabilitation Program welcomed its first clients at the Bourget site in April 2018. The program is available thanks to a partnership with the University of Ottawa Heart Institute. Admissible clients were generally hospitalized for one of the following cardiac problems and were referred by a physician:

- ➡ Heart attack or infarction
- ➡ Bypass or other heart surgery
- ➡ Heart failure
- ➡ Heart transplant
- ➡ Angioplasty or pacemaker implantation

The Cardiac Rehabilitation Program lasts three to six months. It includes education, follow-ups by a kinesiologist (a specialist in physical activity) and the services of a nurse specializing in cardiac rehabilitation.

The kinesiologist develops a program tailored to the specific needs of the client which consists of supervised exercise sessions, education and advice intended to promote recovery. Participants acquire the necessary skills to adopt and maintain a healthy lifestyle for heart health so that they can gradually resume their daily activities.

This program was made possible thanks to the determination of François Cholette, kinesiologist, and Ariane Gratton, nurse.



The CSCE in Limoges: The Beginning of a Beautiful and Wonderful Adventure!



The CSCE access point in Limoges welcomed its first clients on October 23, 2017. After months of hard work, the CSCE team was very eager to begin providing services to this community.

Comprising a physician, a nurse practitioner, a nurse, a mental health worker, a health promoter and a medical secretary, the CSCE team in Limoges provides primary health care services as well as mental health consultations. In addition, it promotes healthy lifestyles by helping the community adopt healthy behaviours. The CSCE in Limoges also offers the Diabetes Education Program and exercise groups like resistance band training to improve muscle mass and strength as well as fall prevention for seniors.

The therapeutic groups offered include stress and anxiety management sessions, mindful meditation and yoga. Since this access point first opened four days a week, 461 new clients have been welcomed.

The CSCE is proud to be associated with the Limoges Health Hub project. Its location in a building which houses a pharmacy, a dental clinic and a private medical clinic fosters collaboration and mutual assistance that benefits the residents of Limoges. Moreover, the CSCE is pleased to have established a partnership with the Prescott and Russell Community Services, whose offices are located in its premises.

NEW THIS FALL: The CSCE in Embrun is Moving to a New Location

In the fall of 2018, the CSCE in Embrun will be moving to a brand new building at 649 Notre-Dame Street. In collaboration with Colliers International, the market research began in the fall of 2016. An agreement was reached with the owner, Mr. Philippe Ryan of Embrun, in June 2017, and a 20-year lease was subsequently signed.

The new premises of the CSCE in Embrun will be functional and accessible, on one single floor. Clients, partners and members of the community will benefit from more parking spaces. The CSCE team is very motivated by this project and is eager to welcome the clientele in its new premises.



Primary Health



Professionals in the primary health care sector provide services through health promotion, education and disease prevention programs and activities. They help their clients take charge of their health to prevent the onset of disease or to avoid a diagnosed disease from worsening.

Client-Centred Physicians and Nurse Practitioners

Our physicians and nurse practitioners guide their clients towards maintaining good health. The most common reasons for consultation are prescription renewals, chronic diseases, including type 2 diabetes, and periodic medical examinations, among others.

Occasionally, the doctors and nurse practitioners make house calls when their clients have a medical condition that prevents them from receiving care at the CSCE. An assessment is necessary to determine if the client is eligible for this service.

The nurse practitioners at the CSCE also go to high schools to meet with teenagers and provide personalized consultations based on their questions and concerns. Many also participate in youth clinics offered by the Eastern Ontario Health Unit. Information shared between the nurse practitioner and the student remains confidential at all times.

Fundamental Nursing Care

Nurses at the CSCE are qualified to provide essential health care services, such as blood tests, injections, vaccinations, dressing applications and changes, suture removal, clinical tasks related to physical examinations, etc.

They also perform laboratory duties, conduct telephone consultations and give health care advice to clients in response to their questions and concerns.

In addition, the nurses at the CSCE organize flu vaccination clinics each fall. These clinics are offered primarily to CSCE clients but also to the general public.



Angèle Brunet, nurse practitioner, and
Dr. Paulo Antunes (Cornwall site)

Statistics:

- **2070** new clients
- **4376** people vaccinated against the seasonal flu
- **8712** clients benefited from primary health care services this year

Health Links

This year the CSCE participated in the merger of three Health Links in the counties of Stormont, Dundas and Glengarry and Prescott-Russell. One single Health Link (Champlain East) is now managed by the Hawkesbury and District General Hospital.

Through the Local Health Integration Network (LHIN), Health Links provide coordinated, efficient and effective health care to clients with complex needs and health problems.

This initiative helps vulnerable clients at high risk of hospitalization, hospital admission and emergency room visits. Health Links also help reduce health care costs, cut down on emergency rooms visits, increase accessibility to health care services and improve the client experience.

Health Equity

The CSCE believes that health equity should include policies and interventions that address discrimination and oppression with the goal of eradicating social inequality and disadvantage. The CSCE proposes an integrated services approach for individuals and communities that have historically faced barriers to accessing health care services.

The theme for Community Health and Wellness Week, which took place from October 16 to 22, 2017, was "Health Equity". CSCE staff used this opportunity to highlight the many ways they promote health equity in its communities.

LGBTQ+ Community

A report produced by the Champlain Regional Planning Table for Trans, Two Spirit, Intersex and Gender Diverse Health Services identified significant gaps in health care, mental health services and community services.

To ensure that the staff at the CSCE provide services to this population in a safe place, Rainbow Health Ontario was invited to give two educational training workshops on gender diversity in the spring of 2018.

Aboriginal Communities

General management and the management team at the CSCE have received training in Aboriginal Cultural Competencies (ACC). This training is the first of its kind in Ontario. The online ACC training course is designed to increase knowledge, build self-awareness and develop existing competencies in order to build a health care system that is culturally safe for Ontario's Aboriginal communities.



Low Back Pain Pilot Project Takes Top Honours in Second Year!

Last October, during Health Quality Ontario's conference which was held in Toronto, Marc Bisson, Executive Director at the CSCE (pictured left below) was honoured with a distinction award for quality care provided through the low back pain pilot project.



Lumbago is the medical term used to describe low back pain, in the lumbar vertebrae area.

Since 2015, the CSCE has hosted this government pilot project at its Cornwall and Alexandria locations. By hiring two chiropractors, the CSCE has provided better access to treatment for clients who could not otherwise benefit from these services since they are not readily accessible to low-income families or to people without insurance.

Since its beginnings, this pilot project has allowed over 416 clients to see a chiropractor at the CSCE, for a total of 4116 consultations. Strong demand and good results led to the ongoing renewal of this initiative which, since the spring of 2018 has been an integral part of the services we offer.

Nutrition



You do not have to have a health problem to consult a dietitian. Many people do so to get professional advice on nutrition issues or to find their way in the abundance of food-related information and beliefs. Some people want to get ideas for quick and healthy meals, want to know how to make the best choices at the grocery store or need help with meal planning, while others want to lose weight.

The dietitians at the CSCE are health care professionals who have completed four years of university training. They are members of the College of Dietitians of Ontario and have the initials “RD” for “Registered Dietitian” after their title, which means that they are certified.

They offer free individual consultations in nutrition and provide personalized advice on healthy eating for gradual and sustainable changes in eating habits and behaviours.



Here are some of the most common reasons for consultation:

- ➔ Diabetes and prediabetes
- ➔ Tips and advice for healthy eating
- ➔ Digestive/intestinal health problems
- ➔ Weight problems
- ➔ Hypercholesterolemia (high cholesterol level)
- ➔ Prevention of cardiovascular disease and hypertension

The dietitians also carry out health promotion activities aimed at improving or maintaining the health of individuals and the general population.

In addition they encourage healthy eating habits while respecting each person’s needs and lifestyle.



Presentations or programs offered in the community this year:

- ➔ Presentations, culinary workshops and educational games in several schools, day camps and early childhood centres
- ➔ Group Lifestyle Balance™ Program for weight management (“Équilibre pour un poids sensé”)
- ➔ Hypertension self-management group
- ➔ Presentations for seniors and various community groups
- ➔ Presentations for participants of the anxiety management groups
- ➔ Presentations during the Healthy Kids Community Challenge



Statistics:

- 3091 clients benefited from nutrition services this year

An Example of Interdisciplinarity at its Best at the CSCE

The Group Lifestyle Balance™ Program (“Équilibre pour un poids sensé”) is based on DPP (Diabetes Prevention Program) research conducted by the University of Pittsburgh. It is intended for overweight adults of all ages and those at high risk or living with diabetes who wish to lose weight. It includes segments on diet, physical activity, tips on overcoming weight loss obstacles as well as culinary demonstrations. The program lasts several months (between eight months and one year) and requires an ongoing commitment from its participants. The people who take part in the program are expected to actively participate in 22 sessions. Several professionals, including a dietitian, a mental health worker and a health promoter, guide them throughout the process.

A Team That's There for You

The mental health sector's mission is to promote the psychological wellbeing of the Francophone population in Eastern Ontario. Therapeutic services are offered for free to people aged 17 years and older, and are designed to provide a sense of emotional calm, alleviate suffering and occasionally heal emotional and psychological problems. They focus on finding solutions to behavioural problems, relationship problems, coping difficulties and stress management.

Psychotherapeutic services are provided by professionals with masters or doctorate degrees in various fields of practice. Their work consists of supporting people affected by mental illness and helping them change their negative thoughts or emotions and implementing behavioural and lifestyle changes as required.



Most common reasons for mental health consultations:

- Anxiety
- Depression
- Marital problems
- Grief
- Adjustment disorders
- Relationship problems

Support Groups

Depending on the request, mental health workers offer support groups where participants can discuss the difficulties experienced in any particular situation. This type of group also includes an educational component.



Mental health groups offered in 2017-2018:

- Support groups for caregivers
- Bereavement groups
- Mindfulness groups
- Anxiety management and relaxation groups
- Therapeutic yoga groups
- Mindful cycling

For more information about our programs and services, visit our website or contact us by phone.

www.cscestrie.on.ca



Statistics:

- **1139** clients benefited from mental health services this year
- **9328** individual appointments were offered

New in 2017: Cycling for Your Health, Cycling to De-Stress!

In the fall of 2017 a mountain bike program for beginners was offered on the trails of the Larose Forest.

Led by Jean-Sébastien Larocque, a mental health worker and certified cycling instructor, the program includes an introduction to wilderness mountain biking, stretching, breathing techniques, mindfulness exercises and fun ways to manage stress differently.

Thus, participants improve their self-confidence and overall health. This innovative program will certainly be ready to roll again in the fall of 2018!



Community Health

Healthy Kids

Healthy Kids Community Challenge (HKCC) is a three-year initiative of the Government of Ontario.

The cities of Alfred-Plantagenet and Bourget were chosen, along with 44 other municipalities, to participate in this project to help children become more active and develop healthy eating habits.

“Run. Jump. Play. Every Day.” - In 2016, the first year of the project was devoted to physical activity. The goal was to encourage young people in the community to get moving through play, sports and physical activities.

“Water Does Wonders.” - In spring 2017, a new theme was launched and it focused on encouraging kids to drink more water. To this end, over 1000 water bottles were distributed to young people in the region and several water bottle filling stations were installed in schools and parks. The dietitians at the CSCE used this opportunity to make presentations at various schools.

“Choose to Boost Veggies and Fruit.” - On October 5, 2017, the Great Big Crunch event was held to launch the third theme. Numerous community partners, dignitaries and over 1000 of the region’s children gathered at the Plantagenet Catholic High School to set a record for the largest number of people to bite into an apple at the same time. Several workshops and activities promoting healthy eating and physical activity were also on tap. The involvement of several members of the CSCE team and partners was necessary to make this memorable event a success.

The Crysler Summer Camp

The Crysler summer camp is a low-cost bilingual day camp offered to rural children. The CSCE helps the municipality organize and run the camp smoothly. Not only is it ideal for the kids in the region but it also enables the community’s teenagers to work as camp counsellors. The camp takes place over nine weeks and accommodates 30 children from 5 to 12 years of age. To make everything educational and fun, each week has its own theme inspired by the “Tremplin Santé (Québec en Forme)” program. The program is designed to create safe environments that also help kids develop healthy lifestyle choices when it comes to leisure activities. It also increases accessibility for financially disadvantaged children. Activities include culinary workshops and various forms of physical activity. A big Wow for our kids!

ENFANTS EN SANTÉ
ACTION COMMUNAUTAIRE


ALFRED - PLANTAGENET - BOURGET

HEALTHY KIDS
COMMUNITY CHALLENGE



Initiatives for the Whole Family!



First Fun Run

To celebrate the official inauguration of Crysler's recreational trails, the Crysler Citizen Committee (CCC) invited families, walkers and runners to participate in the first Fun Run race on May 6, 2017.

The CCC, in partnership with the Crysler Community Centre, the Crysler Optimist Club, the CSCE, Mayfair Craft Wines and the Municipality of North Stormont, organized this event which consisted of two timed, competitive races (6 km and 10 km) as well as an untimed 3km family race.

This event was a spectacular success, with a total of 107 participants. The funds raised during this event helped with the development, beautification and maintenance of the region's recreational trails.

10th Anniversary of the Green Food Box in Cornwall

This year, the Green Food Box celebrated its 10th anniversary in Cornwall. For the past 10 years, the CSCE has helped open several other distribution points within its territory. As a result, the program is now also available in the municipalities of Bourget, Embrun, Alexandria and Crysler.

As an active partner, the CSCE is responsible for several aspects of the program including taking orders, purchasing food, packaging and distributing boxes. To this end, several volunteers have joined the community health team.



The CSCE Green Food Box is:

80 volunteers and partners

More than **3500** green food boxes sold each year

42,000 lbs of fruits and vegetables distributed annually
(equivalent to **3** cube trucks)

The Green Food Box is a non-profit program that brings neighbouring communities together to buy a variety of quality fresh fruits and vegetables at wholesale prices each month. The Green Food Box usually contains staple produce such as lettuce, potatoes, carrots and apples, as well as seasonal favourites such as oranges, kiwis, cucumbers and squash.

Community Strength

"Community health brings people together. Getting people involved in their community helps them feel connected and we achieve this with simple outreach efforts. Helping others and forging community connections keeps people motivated and in good health." Ivan Labelle, Community Health Worker at the CSCE in Cornwall.

Community Gardens

The CSCE has been in charge of the community gardens in Cornwall for over 25 years. Following an agreement between the CSCE, the Agapè Centre and Lowes, the project has grown dramatically in recent years and now has two locations comprising 90 lots of 10 feet by 20 feet. These lots are available for the modest sum of \$15 per year.



Peter McArthur, Agapè board member and gardener, Diane Plourde, former Agapè executive director, and Ivan Labelle, CSCE Community Health Worker

The 75 or so gardeners who tend the gardens certainly do it for the pleasure of gardening, but they also benefit from socializing and networking.

In addition to reducing the ecological footprint, this activity boosts self-sufficiency and provides participants with an opportunity to discover things about the foods they are cultivating.

The CSCE is a member of All Things Food/Bouffe 360°, a community food network consisting of individuals and organizations in Stormont, Dundas and Glengarry (SD&G). It is through this network that the CSCE received a grant to renovate the community gardens.

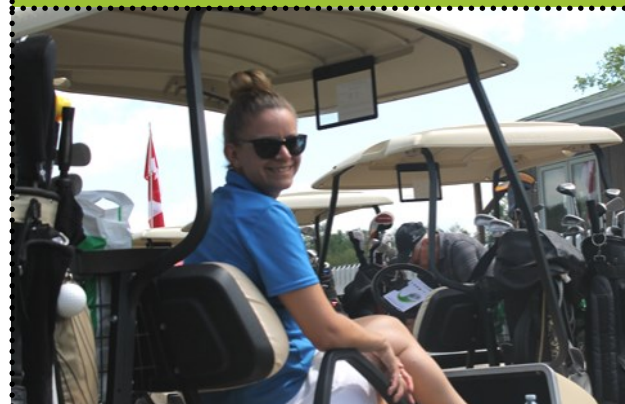


14th Annual O.P.P. Golf Tournament

The 14th O.P.P. SD&G Golf Tournament was held on July 15, 2017. Once again, the event was a huge success. A total of 180 players and volunteers gathered together to raise funds for various youth programs in North Glengarry.

As part of the organizing committee, the CSCE is proud to announce that more than \$40,000 was raised during the tournament. This amount is significantly higher than in previous years, thanks to the generous donation of an anonymous donor to whom we are grateful.

The 2018 tournament, which will be held on July 14, promises to be a colourful event with many surprises to celebrate its 15th anniversary.



Audrey Bourgon Touchette, Communication Officer



Various Community Involvements That Make all the Difference!

For children:

- Communities that Care (CTC) Altitude Camp
- Camp Erin for grieving children
- White Ribbon Campaign (violence against women) in schools
- Leave the Phone Alone Campaign
- Suicide Prevention Committee
- Racing Against Drugs in SD&G and Prescott-Russell
- Splash pad launch party in Bourget Park
- “Foire des p'tits francos”
- International Day of the Girl
- National Child Day

Groups for all:

- Help With Your Health workshop
- Healthy Living with a Chronic Disease workshop
- Card and knitting club
- Badminton club
- Your Passport to Health group
- Bean bag toss for seniors group
- Walking groups
- Get Moving for Better Balance group
- Diabetes Education Program group
- “Équilibre pour un poids sensé” group
- Self-defence classes

Other community involvement in 2017-2018:

Various health fairs • Senior Fair • Breastfeeding Coalition • Relay For Life Organizing Committee
 Carefor Committee Against Elder Abuse • Franco-Exchange Committee • Best Start Committee
 Cornwall+ Transition Committee • Walk and Roll • Embrun CTC Community Council
 Centre de ressources familiales de l'Estrie Board of Directors • Prescott-Russell LGBTQ + Allies Group • etc.

In addition, the CSCE in Crysler helped obtain grants and donations totalling \$220,000 to renovate the community centre and the library. Another grant of \$25,000 was obtained to purchase outdoor exercise equipment.

Diabetes Education Program (DEP)

In Ontario, approximately one million people live with diabetes, 90% of which are type 2. In most cases, type 2 diabetes occurs in adulthood, although a growing number of children are also affected. At the CSCE, most clients are of this type.

To live a healthy life as a diabetic, self-management is the best approach. This includes adopting healthy habits. To help clients achieve this goal, DEP teams consisting of a nurse and a dietitian provide support and advice on healthy eating, weight management, exercise, blood glucose monitoring, insulin initiation, medication and ongoing motivation.

In 2017-2018, in addition to seeing 3,924 diabetic clients, for a total of 11,685 interactions, the DEP achieved several of its key objectives, including:

- ➔ Ensuring equitable access
- ➔ Preventing secondary conditions
- ➔ Learning the best practices for diabetes management
- ➔ Working in collaboration and partnership with other community organizations

The CSCE is proud of its Diabetes Education Program for it provides clients with specialized services. We commend our team of committed providers and certified diabetes educators:

Dietitians: Annie Deschênes, Chantal Dionne, Isabelle Leclerc,
 Lucie Bissonnette and Myriam Dagenais

Nurses: Caroline Galipeau, Gabrielle Laramée,
 Julie Lalonde and Sophie Séguin-Levac

Aging at Home Program

The Aging at Home (AAH) strategy meets the needs of people over 65 and their caregivers. It is designed to enable seniors to live healthy, independent lives in their own homes as long as possible. The program is currently in place in Embrun to reach the clients in that area.



Chronic Pain Therapeutic Educational Workshop

This year, two chronic pain therapeutic educational workshops were offered at the CSCE in Embrun as part of the AAH program. In Canada, chronic pain affects 20% of the population, and according to statistics, up to 65% of seniors living independently and 80% of assisted living seniors are affected by this problem. Education is an effective strategy to reduce the anxiety and disability that are often associated with chronic pain.



Mindful Meditation

Developed at the beginning of the year, this twelve-week program began in April 2018 at the CSCE in Limoges and will soon be offered in Embrun. The program helps participants manage their chronic pain and the mental health issues that accompany it like depression and anxiety.

Practicing mindful meditation, even if only for 10 minutes a day, can have a positive effect. The ensuing stress reduction can help lessen physical pain. Mindful meditation helps you clear your mind, be more motivated and make better choices to manage chronic pain.

In addition, weekly meetings with other participants creates a sense of community and breaks the isolation of people living with chronic pain.

Other benefits of mindful meditation:

- ➔ Improves introspection and provides a more accurate perception of how pain exacerbations/illness are linked to psychosocial triggers.
- ➔ Helps you recognize the relationship between pain and its triggers to address pain-related concerns (spikes in pain do not necessarily mean that the condition has worsened or that something serious is happening).
- ➔ Facilitates sleep, since meditation reduces rumination.
- ➔ Shifts your attention to the present which enables better focus to perform daily tasks more safely.
- ➔ Allows you to accept things the way they are which helps reduce anger, impatience and frustration (this reduces the frequency of pain exacerbations/spikes in pain to allows medications to be more effective).

Memory Clinic

In Ontario, many people are affected by dementia and other memory problems that are neither treated nor diagnosed. This can become burdensome for those affected, their families and the health care system.

Dr. Linda Lee, a family physician specializing in elder care, has noticed this lack in services. Hence, she decided to develop a unique program to improve caregivers' ability to treat people with dementia while supporting family caregivers.

The memory clinic in Embrun consists of a doctor, a nurse and a social worker trained in this model of care. The staff at the CSCE will work with a local pharmacist as well as an employee from the Alzheimer's Society to offer the memory clinic in the fall of 2018.

The CSCE thanks Dr. Luc Brière, Julie Borbey, Registered Nurse, and Hélène Kauffman, Social Worker, for their commitment to this project.

This program is offered as a result of Suzanne Deutsch's hard work. Suzanne is a social worker who specializes in chronic pain management and who is certified to offer the Mindfulness-Based Pain Management program developed by Dr. Jackie Gardner-Nix. This program is based on Jon Kabat-Zin's Mindfulness-Based Stress Reduction program.

STATEMENT OF FINANCIAL POSITION AS OF MARCH 31, 2018

ASSETS

Current

Cash	\$ 690,864
Accounts receivable	\$ 274,817
Prepaid expenses	\$ 211,231
	\$ 1,176,912

Tangible capital assets	\$ 479,997
	<u>\$ 1,656,909</u>

LIABILITIES AND NET ASSETS

Current

Payable / accrued liabilities	\$ 974,765
Due to LHIN	\$ 192,295
Due to MOHLTC	\$ 5,807
Deferred revenues	\$ 1,559
	\$ 1,174,426

Deferred contributions related to tangible capital assets	\$ 479,997
	\$ 1,654,423

Net assets

Unrestricted	\$ 2,486
	<u>\$ 1,656,909</u>

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

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STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS for the year ending March 31, 2018

REVENUES

Contributions from MOHLTC and LHIN

Base funding	\$ 8,131,560
Non-recurring funding	\$ 5,458
Diabetes Education Program funding	\$ 946,488
Aging at Home Program funding	\$ 269,487
Low Back Pain Project funding	\$ 91,144
Limoges project funding	\$ 315,917
Other funding	\$ 92,417
Amortization of deferred contributions related to tangible capital assets	\$ 130,521
Interest and other income	\$ 18,096
Donation – net	\$ 277
	<u>\$ 10,001,365</u>

EXPENSES

Salaries and benefits	\$ 6,125,197
Equipment, supplies and services	\$ 2,293,946
Non-recurring expenses	\$ 5,458
Diabetes Education Program expenses	\$ 946,488
Low Back Pain Project expenses	\$ 91,144
Limoges project expenses	\$ 315,917
Program expenses non-funded by the MOHLTC	\$ 92,417
	<u>\$ 9,870,567</u>

Excess of revenues over expenses before other expenses	\$ 130,798
Amortization of tangible capital assets	<u>\$ (130,521)</u>
Excess of revenues over expenses	\$ 277
Net assets, balance beginning of the year	<u>\$ 2,209</u>
Net assets, balance end of the year	<u>\$ 2,486</u>



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



Centre de santé
communautaire
de l'Estrie

Every One Matters.



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Crysler
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