

ANNUAL REPORT 2021-2022

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Centre de santé
communautaire
de l'Estrie

CHAQUE PERSONNE COMPTE. EVERY ONE MATTERS.
www.cscestrie.on.ca

HIGHLIGHTS



A Year Marked by Change, Challenges and Innovation

Once again this year, the pandemic was at the forefront of our organization's daily work. Thanks to the dedication, resilience and commitment of our staff, the Centre de santé communautaire de l'Estrie (CSCE) was able to successfully respond to the many challenges that arose.

By continuing to provide excellent services and supporting our local health system partners, the CSCE offered several community-based vaccination clinics and shared resources at mass vaccination clinics. In cooperation with Ontario Health and the Hawkesbury and District General Hospital (HGH), a COVID-19 screening centre was also set up in Bourget to support local pandemic response efforts.

The CSCE has also played an important role in the development of local Ontario Health Teams (OHTs), including the Upper Canada, Cornwall and Region OHT, which was officially approved in September, and the Prescott and Russell OHT, which is in the process of being integrated with the Ottawa East OHT.

In addition, a major update to the CSCE's internal operating structure was initiated to maximize administrative efficiencies as well as the management of programs and services. Key components include creating an Assistant Executive Director position, realigning management positions and adding team leaders.

The Board of Directors (the Board) has mostly followed its regular meeting schedule virtually and is very proud of its accomplishments during this year of change and challenges. Throughout the year, the Board launched a major strategic planning exercise that will guide and help position the CSCE for the changes and transformations in the health care system that are to occur over the next five years.

We would like to take this opportunity to extend our warmest thanks to the staff and many volunteers who work at the CSCE. Their dedication and commitment make a big difference and contribute every day to ensuring **Every One Matters.**



Shirley Racine
Chair of the Board



Marc Bisson
Executive Director

RECOGNITION OF STAFF

The CSCE would like to recognize the hard work and dedication of several staff members.

Congratulations on achieving this milestone!

30 YEARS

- Susanne Léger

20 YEARS

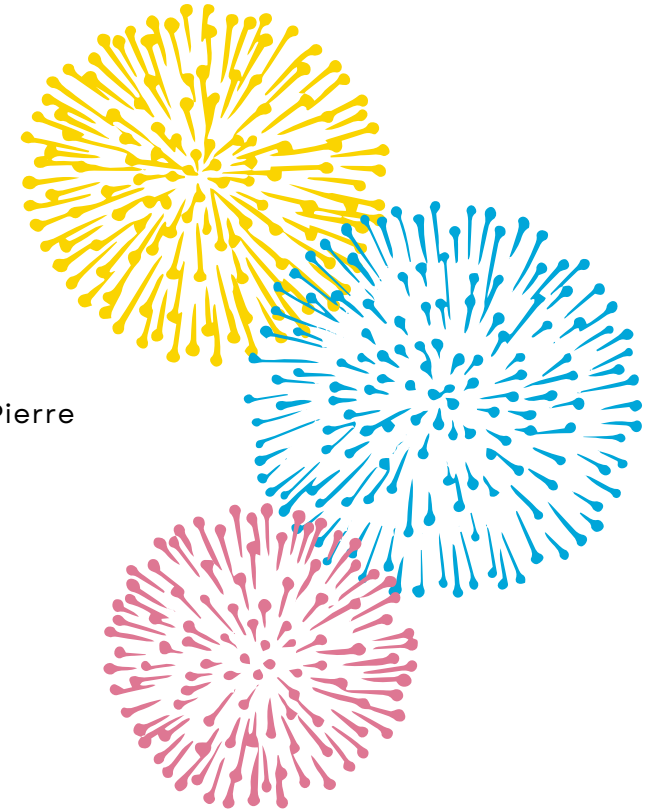
- Rachel Sasseville

10 YEARS

- Martin Hébert
- Guy Laflèche
- Mélanie Larocque
- Isabelle Leclerc

5 YEARS

- Luc Brière
- Anik Clément
- Caroline Galipeau
- Étienne Grandmaître Saint-Pierre
- Michelle Moise
- François Plouffe
- Mélissa Thériault



BOARD RECOGNITION

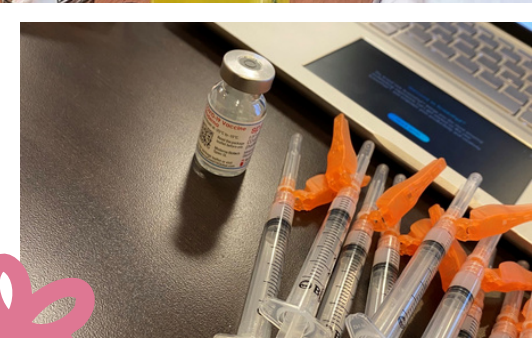
The CSCE would also like to extend its heartfelt thanks to the following outgoing Board members:

- Claire Bruyère, member since September 2015 (second term)
- Paulette Hébert, member since September 2016 (second term)
- Shirley Racine, Chair since September 2021 and member since June 2017 (interruption of second term)
- Madeleine Gour, member since June 2019 (first term)
- Pierre Vaillancourt, Treasurer since October 2021 and member since March 2019 (first term)

VACCINATION CLINICS



We would like to thank all the employees who helped organize and run this year's COVID-19 vaccination clinics at the CSCE. More than 4,000 doses were offered at these clinics!



COVID-19 TESTING CENTRE



Testimony

I attended your COVID-19 Testing Centre at the Bourget CSCE this morning. The two nurses were professional and really kind. Thank you for providing this service and making it so safe.

I was dreading the idea of testing at a pharmacy and potentially exposing others to COVID-19 or exposing myself if this was just the flu or a cold. Finding your website and clinic was a blessing.

Thank you to the whole team for all that you are doing to keep us safe.



Bridging Care: a New Program for Vulnerable Clients

At the beginning of 2022, the CSCE announced the arrival of the new Bridging Care program (**Relais-santé** in French) focused primarily on supporting underserved populations. The goal of this program is to work in collaboration with health professionals and include system navigation and care transitions for vulnerable and marginalized clients.

A shared model of care is the foundation of this program. Registered Nurses and Community Health Workers are available to work in collaboration with clients, primary care providers, community resources and other health professionals. The Bridging Care team will work together to provide outreach to individuals to help them navigate the health care and social services system by making appropriate referrals to support their needs.

Who can be referred?

Isolated individuals, those living in poverty, those living with chronic

disease and culturally diverse residents who often face barriers to accessing the health care services are groups who may benefit from this program, without limitation of age or health condition.

Eligibility is based on, but not restricted the following criteria:

- Does not have a family doctor/NP
- Multiple health problems
- Recent loss
- Lives alone isolated
- Lack of support network
- Risk of eviction
- Recent fall (in last 3 months)
- Recent ER visits and/or hospitalization
- Cognitive and /or health decline
- Underserved population
- Inadequate income in order to access needed services/supports



From January to March 2022, more than 20 clients received personalized support through this program.



"THE GOAL OF THIS PROGRAM IS TO WORK IN COLLABORATION WITH HEALTH PROFESSIONALS AND INCLUDE SYSTEM NAVIGATION AND CARE TRANSITIONS FOR VULNERABLE AND MARGINALIZED CLIENTS."

The CSCE is pleased to extend its partnership with the **Eastern Champlain Youth Wellness Hubs**.

Thanks to this collaboration, two nurse practitioners provide their services two and a half days a week, divided between the Cornwall and Rockland sites.

Additionally, since this spring, with the help of staff from the hubs, drop-in mental health and addictions counselling services have been provided at the CSCE's Alexandria and Embrun sites for youth aged 12 to 25. This provides a safe space, close to home, for young people to discuss and find solutions to their problems.

It should also be noted that the CSCE is involved in managing the staff that is hired for the hubs.

For more information on the Eastern Champlain Youth Wellness Hubs:
www.youthhubs.ca/eastern-champlain

**FOR YOUTH
AGED
12 TO 25**



WHAT'S ON YOUR MIND?

NEED OR WANT HELP?

The hub is a safe space for all youths, no matter where you're from, to access health, wellness and social services on the spot. If you're between the ages of 12 and 25 and can make it to the hub, you'll get to:

- Talk about what's on your mind with someone who gets it
- Meet in private with a counsellor or a nurse; no topic is off limits
- Get a prescription, the info you need, and your questions answered
- Get help finding a job, dealing with poverty, hunger, or housing

**For the schedule of services
check us out on social media**

CORNWALL

ROCKLAND

**youth
wellness
hubs**
ONTARIO

**carrefours
bien-être
pour les jeunes**
DE L'ONTARIO

PRIMARY HEALTH

Primary Health in Figures

Number of clients who met with a doctor or with a nurse practitioner in 2021-22:

8,726 CLIENTS



Low Back Pain Project

Since 2015, the chiropractors at the CSCE have helped over...

1,169 CLIENTS

bringing the total number of consultations to:

15,340 APPOINTMENTS



REFUGEE HEALTH PROJECT

In cooperation with the Conseil économique et social d'Ottawa-Carleton, a physician from the CSCE is available to conduct medical examinations for immigrant refugees.




EVACUATION ASSISTANCE FOR RESIDENTS OF DEER LAKE

In the summer of 2021, two nurse practitioners were involved in supporting members of the Deer Lake Aboriginal communities who were accommodated at the NAV Canada Centre in Cornwall in response to the forest fires in Northern Ontario.

PRIMARY HEALTH

Testimony



The nurse practitioner (NP) who is assigned to us always listens to her clients and is very compassionate. These qualities were what made her so remarkably helpful in my husband's case. He was hearing a constant throbbing in his ears, and when he mentioned it to her, she immediately referred him to the Ottawa Hospital for a follow-up with a specialist. To save time, she asked that a CT scan be done immediately and submitted with the referral.

The specialist received the results of the scan and immediately requested that my husband have further tests done. As a result of these tests, the doctors declared that my husband had a complex intracranial dural fistula, which at that time had a 100% risk of rupture in the near future. Usually, a new patient is seen only nine months to one year after a referral. Had it not been for the proactiveness of our NP, there would most likely have been a rupture of the fistula, with serious or even fatal consequences.

Sincerest thanks to our NP for saving my husband's life.



NUTRITION PROGRAM

Dietitians at the CSCE Were Busy This Year!

by Stéphanie Boily, Registered Dietitian

Given the many changes related to COVID-19 restrictions, dietitians remained responsive to changing circumstances by providing online group programs, including Craving Change. This program, which is available in both English and French, helps people across the CSCE territory improve their relationship with food through a variety of strategies.

Depending on the needs of the community, virtual presentations on child nutrition have also been offered in collaboration with EarlyON Child and Family Centres.

Nutrition in Figures

Year 2021-22:

1,292 CLIENTS and
5,380 CONSULTATIONS

Craving Change Program:

25 SESSIONS and **134 CLIENTS**

As for one-on-one nutrition sessions, they are still diverse and referrals are numerous. On the one hand, appointments by videoconference as well as telephone meetings have increased. These types of appointments have allowed clients to maintain their follow-ups, answer their questions and improve their health by gradually changing their lifestyle habits, despite the ever-changing health restrictions.

On the other hand, the end of lockdowns means that clients who want to attend in-person sessions can do so. They can benefit from a more personalized appointment and enhance the relationship with their practitioner.

No matter what 2022-23 brings, the CSCE dietitian team will continue to adapt to provide the best services to its clients and ensure that their needs are well met. Please feel free to contact the nearest location to schedule an appointment. We look forward to meeting you!



MENTAL HEALTH



Managing the Growing Demand for Mental Health Services

par Dr. Jonathan Jetté, Psychologist

The demand for mental health services at the CSCE, as elsewhere in the province, has been increasing in recent years. The CSCE team developed procedures to provide the most appropriate and timely intake with a model of service based on client needs.

This type of care is provided by the mental health intake team, which is now comprised of three practitioners. They triage according to capacity, need and risk associated with the condition of those seeking mental health services.

Depending on their needs, clients can benefit from a short-term psycho-educational intervention (four sessions), a medium-term intervention (eight sessions), a group intervention for anxiety or individual therapy. Not all clients receive individual therapy. At the same time, the team continues to offer therapeutic services to couples and families.

For those referred to group or individual therapy, a psycho-educational course is also offered to provide early support and to accelerate the therapeutic process. This model allows for service to be provided within two months of the initial referral in the client's preferred language.



Mental Health in Figures

Year 2021-22:

and **853 CLIENTS, 5,273 CONSULTATIONS
156 GROUP SESSIONS**

COMMUNITY HEALTH



Seniors on Wheels

by Tania Sveistrup, Health Promoter

Although there was a delay due to the pandemic, the Seniors on Wheels program was launched on June 14, 2021. This initiative of the Age-Friendly Community Committee was made possible through a partnership between several organizations including the CSCE, the Seaway Valley Community Health Centre and the City of Cornwall.



The program took place at Lamoureux Park for 13 weeks from Monday to Friday. Over 200 passengers enjoyed a ride along the St. Lawrence River, totalling over 400 km. Of the 42 volunteers who signed up to use a scooter, 21 remained active and accumulated more than 200 hours of volunteer work.

It should also be noted that, through a grant, the Age-Friendly Community Committee was able to purchase two scooters. The Seniors on Wheels program will be well equipped to continue to offer great rides to seniors in 2022 and beyond.



GET MOVING WITH THE CSCE



The “Get Moving, For Better Balance!” exercise program, which is very popular in our communities, was greatly impacted by the pandemic. Fortunately, health promoters quickly rolled up their sleeves and began delivering the program virtually. This change has even allowed for new participants to gain access to quality exercise groups in the comfort of their homes. Pandemic or not, the virtual program will now be offered on an ongoing basis in order to continue to attract this clientele that is less inclined to travel.

Because the virtual program was so successful, the team was able to develop a new hybrid virtual program, thus considerably increasing the accessibility of our exercise groups. With the help of valuable volunteers, participants from a community can now gather and attend the virtual group simultaneously in a room equipped with a screen and speakers. This allows them to move and socialize in a safe environment. The villages of Crysler and St-Isidore were the first to try this, and other communities will soon be joining in.



In addition, the pandemic has made it possible for the CSCE to offer in-person sessions in the fall of 2021 in Alexandria, Embrun and Bourget. In 2021-22, a total of 219 exercise sessions were delivered to 258 participants.

DISCOVERING LOCAL PARKS

In the fall of 2021, about 15 participants from Cornwall had the opportunity to visit four local parks: Glen Walter Park, Cooper Marsh, Summerstown Trails and Grey’s Creek Park. The Alexandria Walking Club, with a dozen participants, also took advantage of the beautiful fall days to do some hiking on the trails of North Glengarry. These outings in nature allowed participants to move, socialize and decompress.

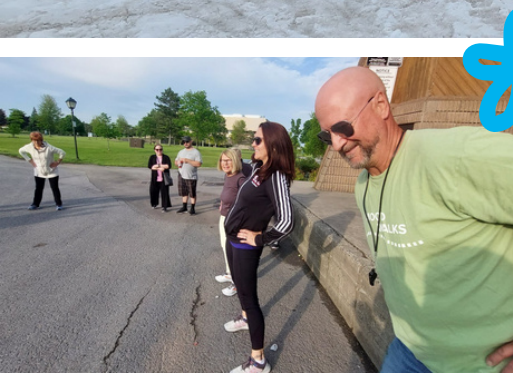
As well, participants from the “Faire ses pistes” walking/snowshoeing group met every Friday in the winter to explore the beautiful snowy trails of Summerstown. This group, offered for all fitness levels, was comprised of a CSCE health promoter and a Summerstown trail guide.



GET MOVING WITH THE CSCE



Here are some photos of different activities from 2021-22 that got our communities moving. Thank you to all the participants and volunteers for their contribution!



GREEN FOOD BOX



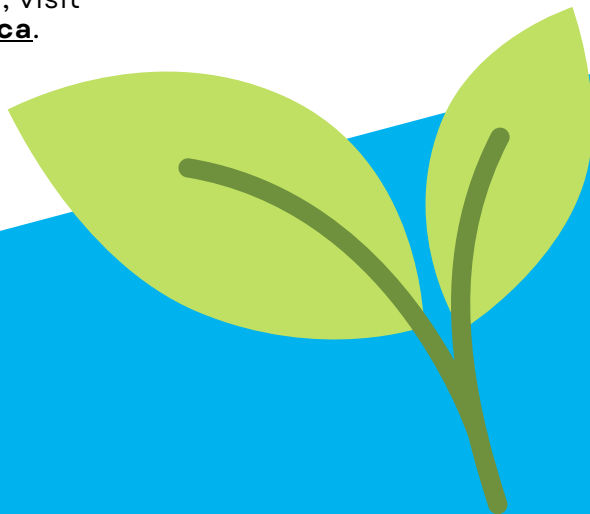
The Green Food Box program has been a great success for several years at the CSCE, and this year especially in the Crysler, Embrun and Bourget areas. Across all sites, 2,940 bags of fruits and vegetables were distributed to the community and food banks this year.

While the COVID-19 grant was in effect, the Green Food Box could be delivered at home in the Prescott Russell area (Alfred and Plantagenet, the Nation, Casselman, Clarence-Rockland and Russell), thanks to a partnership between the Bourget site and Prescott-Russell Community Services.

Thanks to the valuable contribution of a committed volunteer, the Crysler Green Food Box was also able to expand its territory to Moose Creek and Finch.

The Green Food Box is always looking for help and funding to improve the accessibility and quality of the program. People interested in helping out in their communities with the distribution or delivery of food bags are always welcome.

For more information, visit
[**www.greenfoodbox.ca**](http://www.greenfoodbox.ca).



ANOTHER SMALL STEP FOR OUR PLANET



This year, it was decided to create a green committee within the CSCE and several projects have already been initiated or are being planned in order to address climate change. For example, each CSCE site now has a recycling box for disposable masks.

THANKS TO THE “JOYEUSES TRICOTEUSES”

Testimony

On behalf of all of the members of the Cornwall Sunrise Rotary Club and the women volunteers of the “Go with the Flow Project”, I would like to extend to the Centre de santé communautaire de l’Estrie (CSCE) Knitting Club “Les Joyeuses Tricoteuses” a heartfelt thank you for the generous and much cherished donation of yarn dolls.

These dolls will be distributed to children in impoverished areas in Ghana, Uganda, Madagascar, El Salvador and/or Colombia. We have humanitarian projects in each of these areas and know that the children will be thoroughly delighted to receive them.

We are in awe of your skills to create such colorful and unique outfits for these dolls. Your creativity and commitment are to be commended. Many thanks for helping us bring a moment of joy to others and for helping us “Serve to Change Lives” this upcoming year.

Sharon Miller, Project Lead
Cornwall Sunrise Rotary Club





An Award for MenTALK – K homme'unique Support Group

On June 21st, at the Canadian Mental Health Association (CMHA) Champlain East annual general meeting, Ivan Labelle, Community Health Worker at Centre de santé communautaire de l'Estrie (CSCE), and Stephen Douris, founders of MenTALK – K homme'unique, a support group for men, received the Annual Mental Health Service Award. This award was presented to them in recognition of their commitment and significant contribution to men's mental health movement in our community.

In working to ensure men do not continue to suffer in silence, the founders face a big challenge; evidence indicates that, while men and women suffer from mental health issues equally, men are less likely to get the help they need. Furthermore, when men do look for help, they have a hard time finding the right kind of therapy.



Men tend to prefer informal, action-based or group-based services rather than one-on-one talk sessions but these kinds of services are not readily available, especially in small communities.

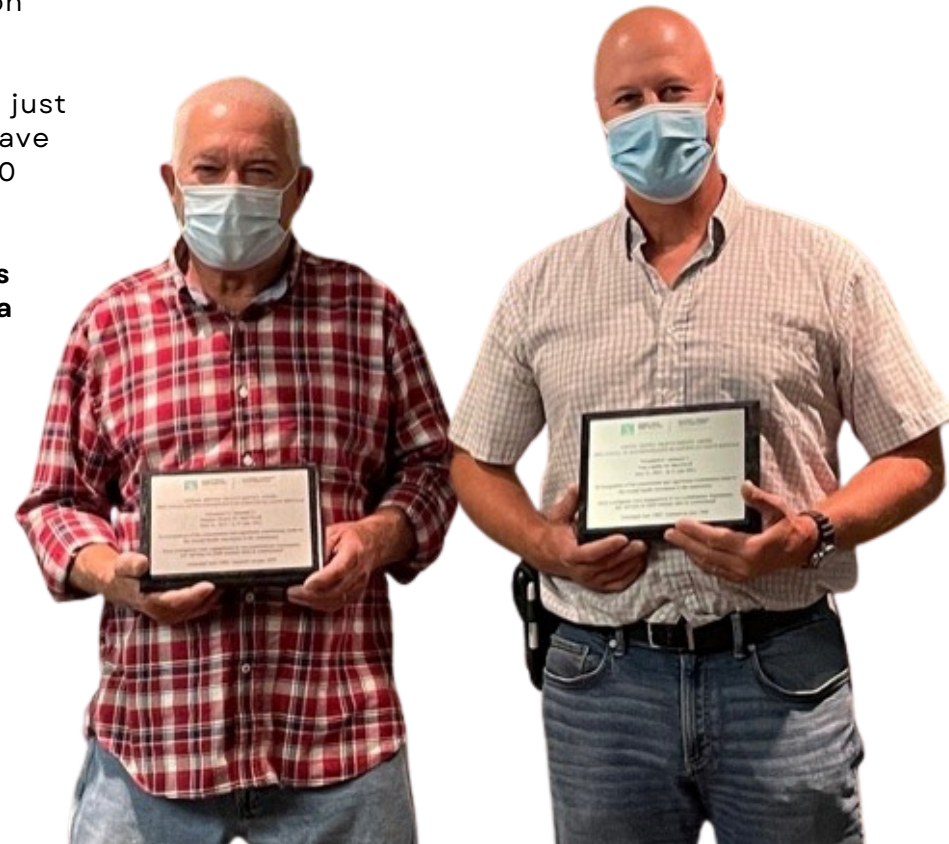
Ivan Labelle and Stephen Douris found out that with a space and the right environment, men are more than willing to open up on how they feel.



The group began with just a few members and have since grown to over 50 registered members.

MenTALK – K homme'unique is changing lives one person at a time. They also are now looking to expand in other communities as the need for this service continues to grow.

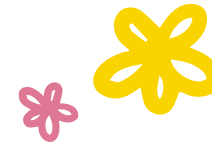
"WHILE MEN AND WOMEN SUFFER FROM MENTAL HEALTH ISSUES EQUALLY, MEN ARE LESS LIKELY TO GET THE HELP THEY NEED."



VARIOUS GRANTS

The CSCE is grateful to have received a \$70,000 grant for the region through the United Counties of Prescott and Russell. The Emergency Community Support Funds made it possible for the CSCE to:

- provide medical devices to clients with chronic illnesses so that they can better manage their health conditions (for example, the Cardiac Rehabilitation Program's team was able to purchase several portable bicycles so that clients could continue their rehabilitation program at home);
- provide green food boxes and home delivery services to clients who are experiencing financial challenges or difficulty eating healthy due to the pandemic;
- provide a wide range of one-time support services, including purchasing specialized medical equipment to allow people to stay home and receive appropriate care, distributing gift certificates for groceries, housekeeping, medication, etc.



TRANSLATING THE SLoT RESOURCES (STRETCH, LIFT OR TAP)

In conjunction with the Regional Geriatric Program of Toronto (RGP), the CSCE team was awarded a grant to assist with the translation of the Stretch, Lift or Tap (SLoT) resources.

The SLoT program aims to encourage vulnerable seniors to add more movement to their daily activities. As we know, seniors can lose 1–5% of their muscle mass per day if they are not physically active. Regardless of their level of mobility, there are many ways to stay active indoors.

The SLoT resources are now available on the RGP website in both official languages as well as in several other languages:

<https://www.rgptoronto.ca/stretch-lift-tap/?language=english>

DIABETES EDUCATION PROGRAM

A Program Well Known and Respected by the Community

by Isabelle Leclerc, Registered Dietitian and Certified Diabetes Educator

The year 2021 marked the 100th anniversary of the historic discovery of insulin, which changed the lives of people with diabetes. But diabetes continues to be a growing problem in Canada and, as such, continued advances in diabetes technology and treatment make the Diabetes Education Program (DEP) an essential resource for our pre-diabetic and diabetic clients.

Although the pandemic continues and the number of people diagnosed with pre-diabetes and diabetes is steadily increasing, the DEP team is constantly receiving referrals and providing services to meet the needs of the community. During and after lockdowns, which continued to mark the year 2021-22, the DEP staff was able to adapt to provide support to its clients in self-managing this chronic disease.

The DEP team provides one-on-one follow-up services to their clients, whether in person, by videoconference or by telephone, to educate and guide them in self-managing their diabetes and preventing complications. The consistent collaboration between the DEP team and physicians and nurse practitioners allows for customized follow-ups to meet the needs of clients. The DEP team also facilitates virtual group presentations to educate clients while preventing the transmission of COVID-19.

DEP in Figures

Year 2021-22:

1,713 CLIENTS and

5,148 INTERACTIONS (diabetes education, support and management)



AAH in Figures

2021-22 Groups:

45 SESSIONS,
48 CLIENTS and
79 HOURS OF ACTIVITY



Aging at Home: The Value of Group Intervention

by Laurraine Brabant, Clinical Sexologist, Registered Psychotherapist

Do we need to be reminded of the importance of continuing group activities during the COVID-19 pandemic? For many clients, virtual sessions have been a way to stay connected to the outside world while remaining safe at home.

Groups organized through the Aging at Home (AAH) program allow people to reconnect with each other, to come together, and to talk about common issues. They learn new information and acquire new tools, and also have the opportunity to socialize with others who are experiencing similar challenges.

This whole process has a beneficial effect on the individual's couple, family and various social ties, not to mention the advantages in terms of self-esteem and self-assertion.

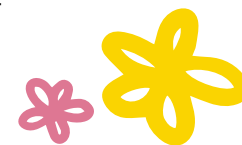
Through groups, several clients can be seen in a short period of time and this is why there is currently no wait for Aging at Home services.

New in 2022-23

In 2022-23, two new groups will be added to the schedule, in addition to the ongoing anxiety management and relaxation groups.

On the one hand, the group **“Apprivoiser son émotivité”** (available in French) is designed for people with anxiety who would like to better understand the mechanisms linked to emotions, why they exist and how they affect their self-esteem and their relationships with others.

On the other hand, the group **“Communication et affirmation de soi pour aînés”** (available in French) is designed for people who want to improve their comprehension and understanding. During meetings, participants will learn to recognize the elements of a healthy communication, key obstacles to self-expression and factors that are detrimental to self-assertion. The purpose of this group is to help reduce the stress and vulnerability resulting from the lack of proper assertiveness.





The CSCE Memory Clinic at a Glance

by Brigitte Fournier, Nurse at the Memory Clinic

The Embrun CSCE Memory Clinic serves clients from all CSCE sites. It is based on a primary care model that focuses on early diagnostic assessment and personalized follow-ups for people with mild cognitive impairment and dementia, in collaboration with family caregivers and other stakeholders. Referrals for community services are also initiated according to individual needs, when appropriate.

This clinic was created three years ago because there was a six-month waiting list for services in Ottawa. In addition, research shows that it is highly important for a memory clinic client to be assessed in their first language, and there were no memory clinics offering services in French in the region at that time.

The team consists of a physician, a nurse and a psychotherapist from the CSCE, as well as a family support counsellor from the Alzheimer Society.

To ensure that best practices in the field are maintained, the team participates in several webinars and training sessions, including the annual MINT Memory Clinic training by Dr. Linda Lee, who is recognized across Canada for her expertise in screening measures for dementia.



Since this program was introduced at the CSCE in 2019, more than 48 clients and their caregivers have benefited from our services, and the majority of them remain active.



"IT IS BASED ON A PRIMARY CARE MODEL THAT FOCUSES ON EARLY DIAGNOSTIC ASSESSMENT AND PERSONALIZED FOLLOW-UPS FOR PEOPLE WITH MILD COGNITIVE IMPAIRMENT AND DEMENTIA."



ANNUAL REPORT 2021-2022 | FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION AS OF MARCH 31, 2022

ASSETS

Current

Cash	\$ 917,453
Accounts receivable	\$ 231,604
Prepaid expenses	\$ 194,981
	\$ 1,344,038

Tangible capital assets	\$ 254,269
	\$ 1,598,307

LIABILITIES AND NET ASSETS

Current

Payable / accrued liabilities	\$ 387,346
Due to Ontario Health East	\$ 849,301
	\$ 1,236,647

Deferred contributions related to tangible capital assets	\$ 254,269
	\$ 1,490,916

Net assets

Unrestricted	\$ 107,391
	\$ 1,598,307

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS for the year ending March 31, 2022

REVENUES

Contributions from Ontario Health East

Base funding	\$ 9,359,532
Non-recurring funding	\$ 76,089
Diabetes Education Program funding	\$ 854,759
Aging at Home Program funding	\$ 288,721
Low Back Pain Program funding	\$ 108,237
Other projects funding	\$ 383,096

Amortization of deferred contributions related to tangible capital assets	\$ 39,062
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Interest and other income	\$ 13,997
	\$ 11,123,493

EXPENSES

Salaries and benefits	\$ 7,293,283
Equipment, supplies and services	\$ 2,368,967
Non-recurring expenses	\$ 76,089
Diabetes Education Program expenses	\$ 854,759
Low Back Pain Program expenses	\$ 108,237
Other projects expenses	\$ 382,316

	\$ 11,083,651
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Excess of revenues over expenses before other expenses	\$ 39,842
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Amortization of tangible capital assets	\$ (39,062)
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Excess of revenues over expenses	\$ 780
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Net assets, balance beginning of the year	\$ 106,611
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Net assets, balance end of the year	\$ 107,391
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* Copies of our detailed financial report, audited by BDO Canada LLP, are available for consultation upon request.



THANK YOU TO EVERYONE WHO CONTRIBUTED TO THE 2021-2022 ANNUAL REPORT!

Centré sur votre santé,
à chacune des étapes
de votre vie.



Centre de santé
communautaire
de l'Estrie

Chaque personne compte.



ALEXANDRIA
5, Main Sud
613 525-5544

BOURGET
2081, Laval
613 487-1802

CORNWALL
841, Sydney
613 937-2683

CRYSLER
1, Nation
613 987-2683

EMBRUN
649, Notre-Dame
613 443-3888

LIMOGES
601, Limoges
613 557-2210

DES SERVICES COMPLETS :

- Santé physique
- Santé mentale
- Santé communautaire

DES SERVICES DIVERSIFIÉS :

- Prévention et éducation
- Nutrition et saine alimentation
- Diabète et gestion des maladies chroniques

SANS FRAIS, SUR RENDEZ-VOUS.



Pour en savoir plus,
appelez-nous ou visitez
notre site Web au :
www.cscestrie.on.ca

