



Rideau Community
Health Services

ANNUAL REPORT

2021 - 2022



REFLECTIONS FROM OUR CHIEF EXECUTIVE OFFICER Michele Bellows



Michele Bellows
Chief Executive Officer

It is my privilege as the Chief Executive Officer of Rideau Community Health Services (RCHS) to present our annual report to our board members, clients, partners, and staff. The 2021-2022 year has

continued to be exceptional on so many fronts. Every year, our Annual Report provides an opportunity to share with you highlights and stories from across Rideau Community Health Services (RCHS) that demonstrate our commitment to our staff, clients and communities and this year is no different. The turbulence of the pandemic and the complexity of the demands it has created have not impeded us from achieving our goals as an organization.

In fact, it has inspired us and propelled us forward. Our success over the past year Working Together to Improve Health and Wellbeing, Working Together to Support Innovation and Community Connection and Working Together for Person and Community-Centered Care and working towards achieving the priorities laid out in our strategic plan is a testament to what can be achieved in challenging and complex times.

Ingenuity, collaboration, courage, deep compassion, perseverance, and generosity of spirit have defined the efforts and achievements of our staff in every program and service during these past two years.

Respectfully submitted,

A handwritten signature in white ink on a blue background, which reads "MBellows".

Report from the Board of Directors



Janet Cosier
Board Chair

In the fall of 2021, we welcomed to the Board of Directors Christopher Cummings, Christine Joli-Coeur, Sandra Shaw and Veena Ravichandran as new directors. We also welcomed Jackie Lord as a director, having served in 2020 as our Community Representative. Detailed

biographies on our board members can be viewed on the [RCHS website](#).

The Board continued to enhance its knowledge and understanding of community health programs and services by including an education session at each of its board meetings to learn more about the programs delivered by RCHS, and the programs delivered by community partners.

A number of board governance policies were updated to incorporate governance best practices. To complement the initiation of a Equity, Diversity, Inclusion, and Justice (EDIJ) initiative by the RCHS staff, the board developed an EDIJ board governance policy, describing the responsibilities of the board and specifying the development of an annual EDIJ action plan to guide the board's work in enhancing its knowledge of diversity, inclusion, and equity matters.

In addition, the framework for the delegation of financial authority to the Chief Executive Officer was modernized to take into account the organization's strong systems of internal control relating to accurate and timely financial reporting, and to acquiring and paying for goods and services.

The approval of the capital planning grant by the Minister of Health was a historic milestone in the development of a new Smiths Falls Integrated Health and Social Services Hub.

We would like to acknowledge the important contributions of Michèle LeBlanc and Deb McGuire who will retire from the Board after serving for 6 years. During their tenure, they have been instrumental in enhancing the role of the board and its committees, and promoting the reputation of RCHS. Thank you to Katie Weststrate who left the board after completing a 3 year term.

We would like to thank our engaged and committed board members and staff for their work over the past year. We are very grateful for their service, leadership, and guidance.

Respectfully submitted,

A handwritten signature in cursive script that reads "J. Cosier". Below the signature is a horizontal line.

Board of Directors 2021 - 2022

Janet Cosier, Chair
Don Palmer, Vice Chair
Chris Cummings, Vice Chair
Terry Gilhen, Secretary
Michèle LeBlanc, Treasurer
Deb McGuire, Director
Dorothy Thomson, Director
Jackie Lord, Director
Veena Ravichandran, Director
Sandra Shaw, Director
Christine Joli-Coeur, Director
Michele Bellows, CEO
Kristian Gundersen, Exec Asst.

Accountability

The Board of Rideau Community Health Services is not only accountable to itself, our staff, and our clients, but also our communities and the general public. Our Board prides itself on our ability to provide safe, accessible, and high quality programs and services in an efficient, effective, and financially responsible manner.

Statement of Operations 2021-22

Year ended March 31, 2022 with comparative information for 2021

	2022	2021
Revenue:		
Ontario Health	\$ 8,940,850	\$ 8,569,686
Amortization of deferred contributions	218,128	220,261
Ministry of Children, Community and Social Services	228,946	126,268
Recoverables and other income	1,372,487	1,767,950
	10,760,411	10,684,165
Expenses:		
Compensation:		
Salaries	6,942,147	6,679,992
Benefits	1,399,599	1,429,642
Service cost:		
Rent and accommodation	645,765	643,212
Medical supplies	156,704	370,273
Contracted out	454,172	392,168
Equipment	17,831	249,746
Sundry	937,412	713,692
Amortization	218,128	220,261
	10,771,758	10,698,986
Deficiency of revenue over expenses	\$ (11,347)	\$ (14,821)

Our Strategic Priorities for 2021 - 2024

- Working Together to Improve Health and Wellbeing
- Working Together to Support Innovation and Community Connection
- Working Together for Person and Community-Centred Care



Our clients and the communities we serve are our top priority

Rideau Community Health Services (RCHS) is committed to the Model of Health and Wellbeing (MHWB) to guide the delivery of primary health care.



We are committed to service that is: anti-oppressive and culturally safe; accessible; inter-professional, integrated and coordinated; community-governed; based on the social determinants of health; grounded in a community development approach; population and needs-based; and accountable and efficient

Your Community Health Centre

Rideau Community Health Services has been serving residents of Merrickville since 1974, in its origins as the *Merrickville District Medical Centre (MDMC)*. In 1987, the MDMC became Ontario's first rural Community Health Centre, and eventually became known as Rideau Community Health Services. Over the last 48 years, our organization has expanded to four locations, providing comprehensive primary care, health promotion and community development services to the many communities in the Lanark, Leeds, and Grenville region.



Our Vision

Working together building healthy communities.



Our Mission

We engage individuals, agencies, and partners to improve the health and wellbeing of our communities.



Our Values

Equity, Empathy, Respect, Collaboration, and Community



Our Care in 2021 - 2022

By the numbers...



37,090

Primary Care appointments



2,360

Foot care appointments



129

Group nutrition sessions



1,372

Counselling appointments



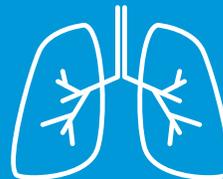
3,173

Dental appointments



9,646

Diabetes Education appointments



1,012

COPD / Asthma appointments



1,363

Health & Wellness appointments



90

Total employees



850+

Volunteer hours contributed



5

Students



Rideau Community Health Services

Program Spotlight: Primary Care Services

RGHS' Team of providers, nurses, and support staff keep our clients in good health.

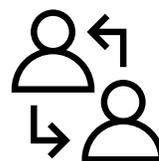
Our team of clinic nurses, nurse practitioners and physicians had more than 37,000 interactions with 5,751 unique individuals in 2021-22. Our clinical team supports our clients throughout the life cycle from prenatal and infant care to geriatric and end of life care.

Many of our clinicians bring unique skills to the team enabling RGHS to support clients in house for:

- Joint injections
- Biopsies, lesion removal
- Placement of long-term birth control devices
- Cognitive Behavioral Therapy (CBT) for insomnia
- Medical Assistance in Dying (MAID) reviews

We are fortunate to have nurses with specialized knowledge and skills to support our clients both in clinic and in our communities in the areas of mental health, seniors' mental health, system navigation and developmental disabilities.

Our primary care team was busy in 2021-22...



37,090

Service provider interactions

5,751

Unique clients



85.83%

Access to Primary Care





Preventative care is a pillar of primary care

This work is supported by our interdisciplinary team of allied health care professionals and includes: Hypertension Clinics; Well Women Clinics; Well Baby and Well Child visits; Immunization clinics and much more. In a year where the pandemic continued to be a focus, our team provided over 80% of eligible clients with the appropriate cancer screening in 2021-22.

The Primary Care team saw clients in person, virtually, and by phone during this past year, and at the same time they responded to the call from Public Health to support local COVID-19 vaccination efforts. Our nurses provided over 580 COVID-19 vaccinations for adults and children at our clinic locations and in the community, and gave hundreds more while supporting the public health COVID vaccination centres.



Kelly Barry is our Director of Integrated Care - you may recognize her as a familiar face around RCHS, as she has been with RCHS for over 10 years in various roles such as Manager of Primary Care; Patient & Provider Engagement Lead and a Care coordinator with Health Links; a Diabetes Educator with our Diabetes Education Program; and Outreach Coordinator for the Diabetes Regional Coordination Centre.

CANCER SCREENING 2021-22

81.02%



of recommended clients received or were offered a mammogram in the past two years

81.13%

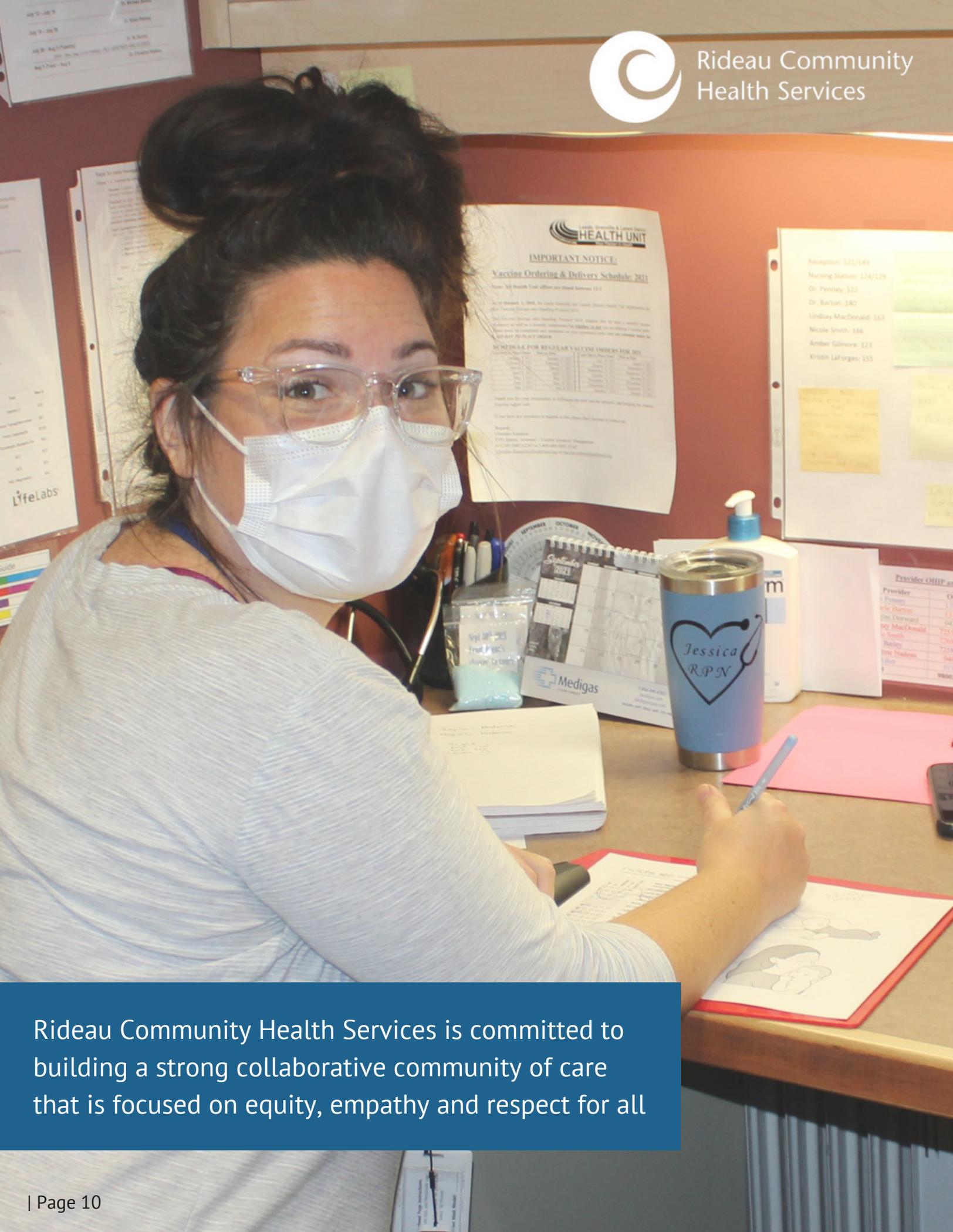


of eligible female clients received or were offered a PAP test in the last three years

83.03%



of rostered clients received or were offered a colorectal cancer test in the last 2 years



Rideau Community Health Services is committed to building a strong collaborative community of care that is focused on equity, empathy and respect for all



RCHS Pilots Mobile Device Lending Program

RCHS was the recipient of a grant for a Device Lending Program funded by Ontario Health and administered through the Alliance. We received 40 refurbished smart phones to lend to community members. Our grant submission targeted two populations of participants, seniors and people experiencing income insecurity. Lending terms range from 3 months to 1 year and each smartphone includes a prepaid plan for one year of phone service including: 1.5 GB fast LTE data/month, unlimited Canada-wide calling, unlimited global text, picture and video messaging and basic voicemail. This program increases digital equity for people who face barriers to accessing technology and has been a game changer for folks searching for employment, needing reminders for appointments, wanting virtual services, seeking connection with family and friends and more.

RCHS did not limit the borrowing of devices to rostered clients and spread the word about the program to various community agencies resulting in lending phones to Victim's Services and to clientele at the Nurse Practitioner Clinic. The Community Support Workers at RCHS, who connect participants with phones, worked closely with other RCHS programs to get phones to people who needed them including lending a phone to a client who needed it to check their blood sugar via an app. The RCHS IT team worked diligently to assist participants borrowing phones to understand how to best use their new phone, this included setting up a phone for voice recognition for a client with impaired eyesight. There are no costs associated with borrowing a phone and no fees for lost or broken phones. RCHS looks forward to reporting back on how this pilot program has impacted the lives of participants.

Program Spotlight: StayWell Senior's Group

A look back through the years...

StayWell started as part of the Day Hospital at Brockville General Hospital in the mid 1980s. In 1993, the Day Hospital was changed into two separate programs: Diabetes Education remained in the hospital setting, and StayWell was moved into the community in order for it to grow. At the time, Trinity Anglican Church kindly offered the use of their hall and kitchen to run the program as part of their outreach to the community. Currently, the program is located in St. Lawrence Anglican Church in Brockville.

The StayWell program offers a chance for people (most are in their 80's) to socialize, do gentle seated exercises as well as relaxation exercises, in a safe, accessible and non-judgmental space. Participants also have the opportunity for discussions around health-related issues, safety in the home, and falls prevention. Unfortunately because of the pandemic, lunch has not been available, but folks can bring their own bagged lunch and still have the opportunity to visit over a meal.

Over the past two summers during the pandemic the group exercises were moved into the local park where the group continued to meet (weather permitting). Thankfully the group can now meet back in the church hall. There is a great sense of camaraderie and fun in the group as well as caring and support for each other and everyone is accepted and encouraged to do what they can to stay as well as they can be.



Helena Julien has been the group program facilitator of the Senior's StayWell group since the mid-1980s. She started the group over 30 years ago and it continues to run to this day.



The RCHS Senior's StayWell Group meets in St. Lawrence Anglican Church in Brockville to give participants a chance to socialize and do light exercises in a non-judgmental atmosphere.



Mental Health & Wellbeing Support

The RCHS counselling and health promotion team continued to see an increased need for mental health support from the community with over 2,600 mental health, wellbeing, and counselling related visits in 2022. RCHS added a third social worker to the counselling team to meet the increased demand. This year, RCHS will also be welcoming both a Masters of Social Work (MSW) and a Social Service Worker (SSW) student to the Health Promotion Team. We offer individual counselling to community members (18+ years) in-person, on the phone, or online. Counselling services are client-directed, short term, solution focused, and can encompass a wide range of issues including, stress management, depression, anxiety, self-management, and behaviour change. Counselling services are available to all community members, with no referral needed.



RCHS' Health Promotion Team, September 2022

Specialty Care at RCHS

Providing virtual care closer to home leads to positive outcomes and greater access to specialty services.

At RCHS, enabling care closer to home is a priority, especially given the rural nature of our communities. RCHS Telemedicine Services works together in collaboration with Kingston Health Sciences Centre to provide a multidisciplinary care clinic to our nephrology clients with renal disease in Brockville. Up to twice a month, the specialist and nurse meet with the clients on site, and connect them virtually with the allied health team including Social Work and Dietitians.

Many of the clients who benefit from this collaborative approach to care and have been followed closely by the team have shown improvement in their health and renal functions and no longer require ongoing care. For others, there may be a need for ongoing specialized care or education which is facilitated through the use of technology by connecting them with the appropriate providers and educators virtually.

Clients and their support persons have spoken of their gratitude that their care can be provided closer to home. For some clients, the cost or the time required to travel for specialty care is a barrier. By providing care virtually, we remove the barrier that distance creates and those who require speciality care can be properly supported – over 95% of clients reported satisfaction with the clinic. RCHS and our Telemedicine Program are proud to be part of these client's success stories.

Community Recognition Award

RIDEAU BRIDGE TO CANADA

The Board of Directors and staff of Rideau Community Health Services are pleased to announce that Rideau Bridge to Canada is the recipient of our annual Community Recognition Award. This award, which was created in 2017, recognizes an individual or group who makes significant contributions to the clients of RCHS and the communities we serve.

Rideau Bridge to Canada, formerly Merrickville Bridge to Canada, is a partnership of several community organizations and committed residents of Merrickville and surrounding areas who want to help make a difference for refugees in need of a new home. These partners work together to assist refugee families in coming to Canada to create a new home, and enable them to thrive. Rideau Bridge to Canada has recently expanded their service area to include Smiths Falls and other areas along the Rideau system.

RCHS is extremely happy to recognize this amazing group of partners for their work in helping refugee families, and contributing to Canada's reputation as a leader in welcoming those in need to our beautiful nation.

Previous recipients of the Community Recognition Award include:

- Adult Learning & Training Centre
- Grenville Federation of Agriculture
- Merrickville Lions Club
- Together Smiths Falls
- Merrickville Nursery School



Health Administration Team

The faces of Rideau Community Health Services



Despite another turbulent year as a result of the pandemic, the RCHS Health Admin Team continued to provide a warm and welcoming atmosphere, respond to numerous and competing demands, while continuing to contribute to RCHS' efficient and accessible service. The admin team has been responsible for the added front facing work of screening visitors and clients as they come into the buildings, booking over 1000 Covid vaccinations, and contributing to the work at the Covid Clinics. At the same time, the team continues to carry out important behind the scenes work such as data entry of over 6000 paper charts into the electronic health record, increasing RCHS' email contact lists by 70%, and contributing to the Foundations of Equity Learning Collaborative working group, which aims to improve the important process of community health centre work of gathering sociodemographic data of the communities we serve.

The team has also shifted resources to respond to the continued growth of the organization and added a few new positions to the health administration team.

Administrative Assistant for Programs and Services - the Leadership Team found there was an opportunity to streamline certain collective tasks such as scheduling, sick calls, vacation requests, timesheets, minute taking, onboarding new employees in the electronic medical record etc. Responsibility for these tasks will be the focus of this new role along with many other administrative, corporate, and IT-support functions.

continued on next page...



The admin team had fun highlighting their accomplishments over the last year during an all staff meeting.

Health Administration Team Continued...

Administrative Assistant for Client Support - this role will work closely, but not exclusively, with Community Support Workers and the Complex Care Coordinator Nurse assisting them with all administrative-related tasks (ie. Client intake appointments, arranging transportation, monitoring new referrals, booking appointments, receiving phone calls, mailing resources, etc). Supporting those with complex needs is a significant part of RCHS work - adding administrative assistant support to this team effort allows for better coordinated care for our clients.

The Health Administration Manager has expanded her portfolio to include Information Management Systems and will work closely with the newly appointed Data Management Coordinator and the Leadership Team to ensure we have mechanisms in place to capture quality data to inform decision making and that quality reports are available to the Leadership Team.



Some of the amazing Health Administration Team members on Administrative Professional's Day 2022

Our Admin Team by the numbers....



6,000

paper charts digitized



70%

increase in email contact lists

Transportation for



95+

Clients arranged internally

1,000+

Internal and external client support referrals received for Mental Health support and resources



20+ referrals per week!



1,000+

COVID-19 Vaccinations booked

STOP: Smoking Cessation



Helping our clients and community members quit for good.

Smoking is the leading cause of preventable death in Canada. Through STOP, RCHS has supported a total of 1171 patients/clients in the Smiths Falls, Perth and Merrickville communities in their attempts to quit smoking and by doing so have played an important role in improving the health of our patients and clients. For every two smokers we help quit, at least one life is saved (considering tobacco kills up to one-half of its users when used as intended by its manufacturers). Our partnership with CAMH is an important collaboration for improving the health of our communities.

STOP is a free 26-week program that offers nicotine patches, gum, lozenges, and inhalers, as well as bi-weekly behaviour counselling. During the pandemic we adjusted our services to include virtual services. With the assistance of CAMH a verbal consent form was created that allowed RCHS to continue offering this valuable program to existing and new clients via phone or zoom. What we have learned through this process is that we have been able to reach a group of clients that may not have otherwise engaged with us through office visits because of barriers such as work commitments, mental health, and transportation.

In 2021 the STOP program operated with just one staff provider and served 138 clients, compared to 2019 when the program had 2.5 providers and assisted 162 clients. RCHS looks forward to running at full steam with 2.5 providers again this year.

Given the great success of offering virtual appointments, RCHS will continue to offer a hybrid model of the program with in-person, phone and online visits remaining available to meet the needs of clients.

Client Feedback



The STOP program in Smiths Falls has been very successful for me! I have tried many times in the past to quit cigarettes only to fail. Between the guidance and the helpful ideas from RCHS, hopefully now I can remain smoke-free! They have been wonderful in making sure I have the products that I need and educating me about them.



Did you know?

CAMH or the Centre for Addiction and Mental Health is Canada's largest mental health teaching hospital and one of the world's leading research centres in its field. They conduct groundbreaking research, provide expert training to health care professionals and scientists, and develop innovative health promotion and prevention strategies.

camh
mental health is health



From left to right: Peter McKenna (Smiths Falls Town Councillor); Janet Cosier (RCHS Board Chair); Steve Clark (MPP Leeds, Grenville, Thousand Islands, and Rideau Lakes, and the Minister of Municipal Affairs and Housing); Michele Bellows (RCHS Chief Executive Officer); Shawn Pankow (Mayor of Smiths Falls); and Doug Struthers (Mayor of Merrickville-Wolford).

Vision for an Integrated Health & Social Services Hub in Smiths Falls

Ontario Government invests \$200,000 in planning grant

On Friday, April 29, we were joined by MPP Steve Clark (MPP for Leeds—Grenville—Thousand Islands and Rideau Lakes, and the Minister of Municipal Affairs and Housing) as he announced an investment by the Ontario Government in a phase 1 capital planning grant for a Health and Social Services Hub in Smiths Falls – and RCHS is the lead agency for this exciting project! The \$200,000 planning grant will allow us to hire a project manager, and to move forward with the development of a business case with our partner agencies. We are also working with the Town of Smiths Falls to identify an appropriate space in town to build our new facility. We are grateful to MPP Clark for his continued advocacy on our behalf, and the Ministry of Health for recognizing the importance of this project which will benefit the people and community of Smiths Falls and surrounding areas.

Once complete, the community hub will offer services such as primary care, adult, adolescent and youth mental health, diabetes education, and social services. The funding will help us and our partners continue to plan for the Smiths Falls Integrated Health and Social Services Hub and enable us to better integrate wraparound services for our community members.



"Supporting planning to build the new Smiths Falls Integrated Health and Social Services Hub is another way our government is building a strong, more resilient health care system for all Ontarians. This investment will better connect health care in the region and ensure that patients and families in Eastern Ontario have access high-quality, patient-centred care closer to home."

- Christine Elliott, Deputy Premier and Minister of Health

Diabetes Education Program

This past year, our team of dietitians and registered nurses continued to offer a wide variety of service options to adults with diabetes and prediabetes living in Lanark, Leeds and Grenville. Many of our clients continue to prefer phone appointments with our educators, who are able to provide high-quality education and support over the phone.

In addition to offering virtual and in person appointments at our offices and with our partner agencies, RCHS launched our Diabetes Home Monitoring Program, which is an app-based diabetes education and support tool. Clients have access to trusted diabetes education resources and videos and can also choose to text our educators via the app when questions arise. The extra support provided over this 12 week program, keeps clients “on track” with their diabetes management, with the ultimate goal of improved blood sugar levels.

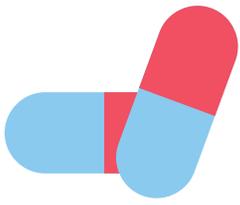
We are also happy to say that our in-person diabetes education groups have resumed, and we are thrilled to see our clients in the group setting once again. We know our clients learn as much from each other as they do from us – and the undeniable positivity that comes from being together once again is recognized by all. We are rapidly expanding our group options this summer, including classes in basic diabetes education, carbohydrate counting and label reading, foot care education and diabetes group medical visits.

**"The staff from the screener
at the front door to the nurse and the
dietitian were very helpful,
knowledgeable and very easy to talk
to. They involved me in the
suggestions and were very good
involving me in my plan of care"**

- RCHS Client



Rideau Community
Health Services



Pharmacy Services at RCHS

Our Pharmacists provide comprehensive medication management to our clients.

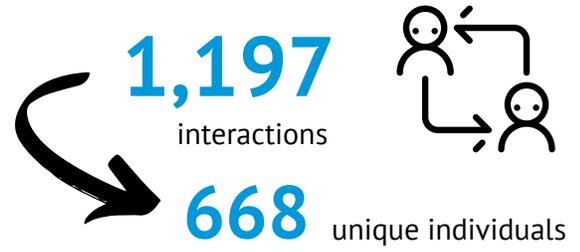
RCHS pharmacists work with physicians and nurse practitioners across the communities we serve. They are experts in medication management and play an important role in supporting safe, effective and appropriate drug therapy.

Our pharmacists supported 668 unique individuals and provided over 500 provider consults in 2021-22. In addition to the direct client care they offer, RCHS pharmacists manage drug information requests, provide medication management consultations, communicate with specialists; provide dosing and titration guidance, and so much more!



582

consultations



Program Spotlight: Dental Services

RCHS in partnership with Public Health and Country Roads Community Health Centre provides dental services across Lanark, Leeds and Grenville at our Smiths Falls, Westport, Lanark and Brockville offices. The dental program supports people on limited income including seniors through the Ontario Seniors Dental Care Program who have no other form of dental coverage. Our dentists, dental assistants and dental hygienists provided care, including emergency care, for over 600 individuals and helped another 45 people access dentures in 2021-22.



Nutrition Services



RCHS' registered dietitians promote a healthy, and active lifestyle.

Our registered dietitians have been busy this past year, delivering nutrition counselling and health promotion services throughout the Smiths Falls, Merrickville and Perth regions, and partnering with many external agencies to support healthy eating in our communities. Our staff dietitians offer services in a variety of formats, which include group programs and individual appointments (both in-person and virtual). These are just a few examples of what they were busy doing this past year.

The Change Health Care: RCCHS dietitians began providing nutrition services to the clients of The Change Health Care in both Smiths Falls and Brockville, and soon in Carleton Place. This program has been very successful at helping clients work towards improving their health through nutrition, and by being on site, our dietitian is reducing yet another barrier to accessing allied health care. Food insecurity is common for clients at The Change Health Care. As part of our nutrition services, we offer a hot meal, grocery store gift cards, and/or food such as fresh fruit and trail mix. We also share resources within the community that can help those in need have better access to food.

6-Week Cooking Class: Everyone needs to eat, but not everyone loves to cook! The 6-week cooking classes offered at RCCHS, provide individuals with an opportunity to master a few basic culinary skills. It also introduces new foods and quick and easy methods for cooking any food. Nutrition tips are shared throughout each session. After attending a 6-week cooking class, participants are more comfortable and confident following a recipe and preparing meals at home.

Intuitive Eating Workshops: The Intuitive Eating workshop takes participants through the 10 principles of Intuitive Eating, helping them work on ditching diet culture and learn to trust and respect their bodies once again. This group is for anyone tired of dieting and looking to heal their relationship with food and their body.

Kid's Kits: Participating families (30 families per session) receive all the ingredients to prepare 1 meal weekly for 10 weeks in addition to educational materials about foods, cooking and nutrition. There is no cost to join the program and its run as a partnership with the Table Community Food Centre.

Weekly Walking Groups: This is a new program which has been started in Merrickville. A weekly walking group led by the dietitian where folks can come and walk together, socialize, and discuss their nutrition goals if they wish. Currently, the group is small but consistent with lots of room to grow and evolve!



Working together building healthy communities

Annual Report 2021 - 2022

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