Creating Wellness for All

PROMOTING OUR HEALTH, OUR WELLNESS IS IMPORTANT and continues to be a main focus for WACHC. By thinking and talking about the eight areas that contribute to wellbeing we can consider new ways to promote better quality of life and wellbeing for everyone.

Within the pages of this 2012-2013 report, we have highlighted some stories about how people, communities and organizations have been working over this past year to create wellbeing...assembling Garden Fresh Boxes for distribution, promoting access to Addiction and Mental Health Services, building relationships within the Fyfe community, working together for dental care and walking together in LGBTQ pride.

In response to ideas from people who use the Health Centre, we created a Wellbeing calendar that listed all the health and wellbeing programs available to residents of Oxford County.

Calendars were sent to over 2500 people and posted on our website. Through the calendar, people learned about the eight areas of wellbeing and the no cost programs available at WACHC to support people in taking steps towards wellbeing in their nutrition, physical and mental health. In 2012-13, over 4,030 people attended these programs and workshops and 9,984 attended for health care services provided by the primary health care team.

Part of wellbeing is awareness of and the expression of gratitude. We appreciate and want to thank our staff for their daily efforts to support people in achieving their wellbeing goals. Thank you also goes to our twelve Board members for their tireless efforts to provide strong governance to this organization, and, to the Minister of Health for her support and the commitment of capital funds.

Each of us contribute to our wellbeing by doing simple things like eating fruits and vegetables, having dinner together, going for a walk, visiting an art gallery, getting to know our neighbours, learning new information, helping to preserve our environment, having balance between work and home, contributing to community life by volunteering, voting in elections, participating in leisure activities, writing a letter to your politician about an issue of importance to you.

We can help to create health and wellbeing for Oxford...each one of us, each family, each neighbourhood, each community can make a difference. Let’s start today.

WELLBEING: the presence of the highest possible quality of life in its full breadth of expression, focused on but not exclusive to: good living standards, robust health, a sustainable environment, vital communities, an educated populace, balanced time use, high levels of democratic participation, and access to and participation in leisure and culture.

(The 2012 Canadian Index of Wellbeing Report)

To learn more about Wellbeing, visit www.ciw.ca.

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A person won’t be well until the family is well;
the family won’t be well until the village is well;
the village won’t be well until the province is well;
the province won’t be well until the nation is well;
the nation won’t be well until the world is well;
the world won’t be well until the nation is well;
the nation won’t be well until the province is well;
the province won’t be well until the village is well;
the village won’t be well until the family is well;
the family won’t be well until the person is well.

~ Chinese Proverb
Community Wellbeing

The Fyfe Ave community is an example of the importance of COMMUNITY VITALITY to our wellbeing. The neighbourhoods we live in, our sense of safety and our involvement in our community are important to our health. Fyfe Ave is a community that is working to create strong, active and inclusive relationships among its residents to promote individual and collective wellbeing. They have been participating in organized activities, volunteering to help others, having meals with others and building trusting relationships with their community members and neighbours.

The Fyle Initiative is a collaboration between WACHC, Oxford County Human Services Department and the people who live in the apartment complex. This 52 unit, rent-geared-to-income building has undergone significant positive changes in the last year.

WACHC staff and tenants have worked together to transform the once-closed tenant lounge into the “Resource Lounge”. Using the lounge as a gateway to building community, our goals are to: strengthen trust and acceptance; create a safe haven where neighbours can share their concerns, hopes, and dreams for their community; and, redirect residents to take the lead in implementing ideas.

One client reports, “Over a year ago when the room opened, one of the goals was that we could get along. With the help and guidance of the WACHC, we were able to fix our own mess. We look forward to the weekly meetings in the BS Free Zone. WACHC will talk us through any situation and before we know it, we come up with our own solution.”

There is weekly programming based on tenant requests and tenant initiative. This spring we were lucky recipients of United Way’s Day of Caring, where volunteers came and built two wheelchair-accessible raised flower boxes, two benches, fixed the picnic table and brought flowers and garden ornaments to create a beautiful outdoor space.

At the AOHC Conference in June, WACHC staff presented positive results coming from the Fyfe Initiative. A tenant recorded her thoughts and feelings about the lounge and summed it up wonderfully when she said, “We have a place to talk with someone and come to our own conclusions and solutions. A safe place to land. We all may not like each other when we meet at the mailbox or in the laundry room, which is fine, but we can go into the BS Free room and all bad emotions go away because we leave everything at the door and relax in a very special place. I have learned some very valuable lessons. Be honest and allow others to be honest. Feel and allow others to feel. And most of all, don’t be so hateful.”

Through a collaborative partnership between Addiction Services of Thames Valley, Canadian Mental Health Association Oxford, Ingersoll Nurse Practitioner-Led Clinic and the Woodstock and Area Community Health Centre, a co-ordinated approach to addiction treatment services was developed in 2012.

By working together, there is one approach to accessing services, a “front door” with several locations throughout Oxford County.

The three walk-in sites in Oxford County, in Ingersoll, Woodstock and Tillsonburg, provide information, intake and treatment at five different times each month. These clinics provide service close to home and make it easier for anyone who has concerns about substance use or abuse or problems with gambling to get help.

In the first six months of operation, a total of 129 people have accessed substance abuse services.

Working Together

The Oxford Addictions Services is an EDUCATION and HEALTHY POPULATIONS initiative. By working together, four agencies within Oxford County established walk-in clinics so residents know where to go to access information, education and counselling services to help with addiction and mental health concerns.

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Youth Expression and Resiliency initiatives are examples of HEALTHY POPULATIONS and COMMUNITY VITALITY for youth.

Woodstock and Area Community Health Centre was fortunate to have some dynamic Youth Leaders for 2012 summer employment. They updated and promoted the Oxford Youth Expression (OYE) website and Facebook, created a new mobile app ‘Boost Me’ and hosted an amazing Oxford Youth Express Art event.

OYE is a one-stop site where youth can find information, created for youth by youth, on education, employment, relationships, mental health, safe partying and much more. OYE provides interactive opportunities such as the ‘Ask an Expert’ section where youth ask professionals such as a police office or nurse anonymous questions and receive answers. The Aspiring Artists page is where youth showcase their talents and the community can celebrate their amazing work! ‘Boost Me’ is a mobile app developed in partnership with MindYourMind. It is a match 3 game that focuses on characteristics of confident people and promotes awareness of confidence. Oxford Youth Express Art was a phenomenal event where 120 community members came together and celebrated youth talent within Oxford. Ten visual artists submitted a collection of approximately 55 pieces and sold many of them. Fifteen youth performers took the stage for various sets throughout the evening. Local artist and performer, Dane Hartsell was the MC.

Over the past year some very exciting Youth Resiliency initiatives have taken place in Oxford County. Dr. Michael Ungar, an expert in resiliency offered two very well received sessions in Oxford, one for parents/caregivers and one for service providers. Using a strength-based approach, Dr. Ungar shared how a child’s resilience depends on more than a child’s individual capacity to overcome challenges. Young people’s parents/caregivers can also demonstrate resilience by successfully helping children and youth navigate and negotiate for the supports they need to thrive.

WACHC has developed relationships with St. Mary’s Catholic School and Ingersoll District Collegiate Institute (IDCI) to promote and enhance youth resiliency. St. Mary’s Catholic School invited the WACHC outreach worker to participate in their Student Success Team meetings. The meetings use a strength-based approach to focus on each student’s strengths.

IDCI and WACHC piloted and introduced a peer to peer youth led Leader Training that has been included in the grade 12 leadership class curriculum. During the training youth identified concerns regarding substance misuse within their school. The youth leaders determined that they would focus on tobacco, alcohol and marijuana and use a break out session format to share information with all grade 9s. This initiative was very well received using the for-youth, by-youth model of information sharing and discussion.

Grade 9s showed that, 44% strongly agreed and 42% agreed, they would prefer to receive information from their peers instead of adults when discussing the topic of substance misuse.

WACHC has been involved with the Oxford Garden Fresh Box (GFB) since its inception in June 2011, along with the Ingersoll Strategic Plan Revitalization group: Health & Environment Subcommittee. Sales in that first year were 36 boxes.

In October of 2012 the Woodstock & District Developmental Services (WDDS) joined the partnership and took over the purchasing, pick-up and sorting of boxes, among other activities. Since April of 2012 the sales of boxes have gone up 263%, with 156 boxes in March of 2013! WDDS has also been able to obtain several grants to support this program.

What makes this project particularly unique is the multiple benefits to the community and the example of what can be accomplished when community partners work together to make a difference. The Oxford GFB benefits include supporting Oxford County’s:

• Economy: the local economy is improved as produce is purchased from local farmers.

• Environment: It supports local food as much as possible, which means the food doesn’t come from long distances away and is better for our environment.

• Living Standards: The produce is purchased in bulk at wholesale prices, which are passed on to the recipient.

• Nutrition: People who purchase the boxes get a mix of fresh produce that encourages them to eat more fruits and vegetables (recipes are included).

• Employment: WDDS, an organization that provides opportunities and supports for people with developmental disabilities, has their participants’ pick-up and sort the produce into boxes, giving them skills and is a great example of social enterprise.

• Food Security: Any boxes or produce left over goes to the local Operation Sharing office, and assists people with little or no income.

• Community Development in action: This project has evolved to include numerous volunteers, Ingersoll Pharmasave, WACHC, WDDS, Fusion Youth Activity & Technology Centre, Victoria Park Community Centre, Ingersoll Services for Seniors, The Town of Ingersoll, Woodstock YMCA and Mike’s Electric. It is a win-win project for everyone involved!
Oral Health

The Oral Health Campaign reminds us of the importance of DEMOCRATIC ENGAGEMENT and of helping to raise issues that affect you, your family and your community at a local, provincial and federal level.

The postcards were signed by clients to raise awareness of the need for affordable dental care for people on a limited income. Good dental care is important to our health and wellbeing. Thank you to Ernie Hardeman for listening and receiving the postcards on behalf of the Province of Ontario.

Improving Access

In May, we celebrated our third anniversary with community members, agencies, partners and our special guest, the Honourable Deb Matthews, Minister of Health and Long-Term Care. Ms. Matthews, on behalf of the Ontario Government, shared an announcement of capital investment to support improvements to our Health Centre’s new site.

“The Woodstock and Area Community Health Centre plays a crucial role in helping families across Oxford County get the care they need, that’s close to home. The new Ontario government is supporting renovations for the Woodstock and Area Community Health Centre that will improve access to high quality health care and other services for local area residents.”, says Matthews.

This grant will allow for a 10,000 square foot expansion including a permanent kitchen, laundry facilities, a fitness centre, small and large meeting spaces and additional space for outreach workers.

In the presentation by Outreach Worker, Jenilee Cook, she said she is looking forward to an expanded impact on the community, “With today’s announcement, we are excited that more space means more room to provide and participate – in an accessible way. How super fantastic is it that our clients can plan their social activities, educational program opportunities, personal laundry and fitness, and their primary care appointments around each other at one location! This is significant, as we often hear of the struggles with transportation, accessibility and convenience, from individuals accessing our services. My hope is that our new space continues to empower people to feel like Woodstock and Area Community Health Centre is a place where they feel “right”, that they feel like they belong, and where they can come and have their needs met – whatever those needs may be, in the moment.”

As a client of the Health Centre from its first opening, James Grenda expressed his gratitude to the staff and noted the positive outcomes on his health and wellbeing. “Angie here, the head dietician Angie Cornwell, has a very enthusiastic attitude when she conducts her cooking classes and I must say, for anyone who attends, it rubs off on. You can’t leave without feeling better about yourself. I just want to say I am more than satisfied with the services I have received over the years and I can honestly say I would recommend the health centre to anybody and I think its great benefit to the Woodstock community as a whole. And I think today is a great day for the health centre and the Woodstock community.”

The plans for the expansion are well underway for completion by 2015. Community members and partner agencies will have input on the final plans so that the new space and programs align with the community’s health and wellbeing needs.
The best part about the services/programs at the Health Centre:

- **Quality of Service** Staff is friendly, knowledgeable, helpful, courteous, nondiscriminating, fast, easy to converse with and genuinely cared about us.

- **Location and Accessibility** The location, being close to home, and the accessibility to much needed services. The services are always available when they are needed.

- **Access to Staff** Thankful for getting a family doctor and getting repeat visits with the same doctor. As well, the receptionist, nurse and nurse practitioner.

- **Everything** The hub of services, and extensive list of services available, and that all services are available in one easy stop.

- **Programs and Services** The best part is the programs and services offered through the centre.

- **Physical Features** The best part of the centre is the actual site, including the comfortable waiting rooms and the toys for kids in the waiting area.

- **Appointment Making Process** The best part of the centre is the process by which they made appointments.

There were **123** responses in total and the above seven major themes emerged.

95% would recommend the Health Centre services and programs to friends and family.

How do you describe your health?

- **Poor**: 37%
- **Average**: 58%
- **Good**: 53%
- **Excellent**: 9%

*Every One Matters*

1,819 REGISTERED CLIENTS

179 Total overall respondents to the survey

64 male
110 female
2 transgender

The Health Centre could improve by

111 responses

- Appointment Making Process
- No Need for Improvement
- More Programs and Services
- Other
- Staffing
- Adding Hours

Providing Health and Wellness Support and Services

10 most frequent reasons for visits

- **General Disease**
- **Health Maintenance/Prevention**
- **General Medical Examination**
- **Social/Cultural Problem**
- **High Risk Activity**
- **Depression**
- **Psychological Issue**
- **Feeling Depressed**
- **Hypertension**
- **Diabetes**

43.3%
24.3%
12.7%
5.5%
2.8%
2.5%
2.4%
2.2%
2.2%
2.1%

Percentage of Top Ten Visits
### Statement of Operations

**Year Ended March 31, 2013 (Audited)**

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<th>2013</th>
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<td>South-West LHIN (Note 8)</td>
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<td>Amortization of deferred contributions relating to capital assets</td>
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<td>Other</td>
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<td><strong>Expenses</strong></td>
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<td>Contracted services</td>
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<td><strong>Excess of revenues over expenses</strong></td>
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<td><strong>$6,500</strong></td>
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A copy of the Audited financial statement is available upon request.