

2022-2023



Alliance for Healthier Communities
Alliance pour des communautés



Kingston Community
Health Centres

Centres de santé
communautaire de Kingston

The
Stories We
Don't Know:
KCHC Annual Report,
2022-2023



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The Stories We Don't Know: KCHC Annual Report, 2022-2023



“Privilege isn’t about what you’ve gone through; it’s about what you haven’t had to go through. And right now we are in a time that is calling on all of us to learn the stories that we don’t know.”

Janaya “Future” Khan, co-founder of Black Lives Matter Toronto and an International Ambassador for Black Lives Matter

Introduction

When people think of KCHC they may think of our decades of work providing support and care to residents of Kingston’s north end, or the services we offer to people who use drugs at our Street Health Centre or Consumption and Treatment Services sites, or the work we do assisting newcomers through our Immigrant Services Kingston Area site, or as the place they got their COVID vaccine. But we, as Walt Whitman says, contain multitudes.

As we look back at the past year, we’d like to showcase some of the unique and invaluable programs and services being offered by our outstanding staff members at our many sites. Please enjoy learning a bit more about what we have to offer and the wonderful people who provide service and support at KCHC. For more information on any of these programs (and more!) you can always visit our website (<https://kchc.ca/>) or follow us on social media (Facebook and Twitter: @KingstonCHC).





President of the Board and CEO remarks

As we continue to navigate the consequences of local and global crises (such as the pandemic, war and displacement, housing insecurity, and the drug poisoning crisis), KCHC's mission and mandate are more relevant and urgent than ever. Going forward, some of the most prominent needs of clients in our communities include access to primary health care services, access to timely mental health and addictions services, and being able to make ends meet financially.

This report shows that, over the past year, KCHC has responded to these challenges in many innovative ways. We are fortunate to have some of the most dedicated, resilient, caring, and creative people working and volunteering for KCHC, and we are humbled and inspired by their tireless efforts to empower our clients and build our communities. Of special note, our new Strategic Plan was launched this year, which provides bold direction for the organization. This plan dictates that we will respond to our communities' needs by increasing clients' access to services. It also reinforces the need for us to support and acknowledge our staff.

We hope that this report is a testament to the amazing work that KCHC staff do every single day.

Sincerely,



*Mike Bell,
CEO*



*Catherine Isaacs,
Board President*

Board of Directors



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Director
Joelle Gingras



Service Metrics

5,739
Appointments
Generated

through telemedicine
program supports,
patients, and providers using
virtual care at eight sites
across KFLA



2,631

Downloads
of "Connecting –
A Guide to Using
Harm Reduction
Supplies"



The English
version was
downloaded
7 Times
Daily

The French
("Parlons-En")
was downloaded
1 Time
Daily

182
OHRDP
Inquires

via OHRDP's
public website's contact
form or email



Of these,
12%
were international
inquiries

And 10%
were from
other Canadian
provinces or
territories



9,649
Unique
Clients

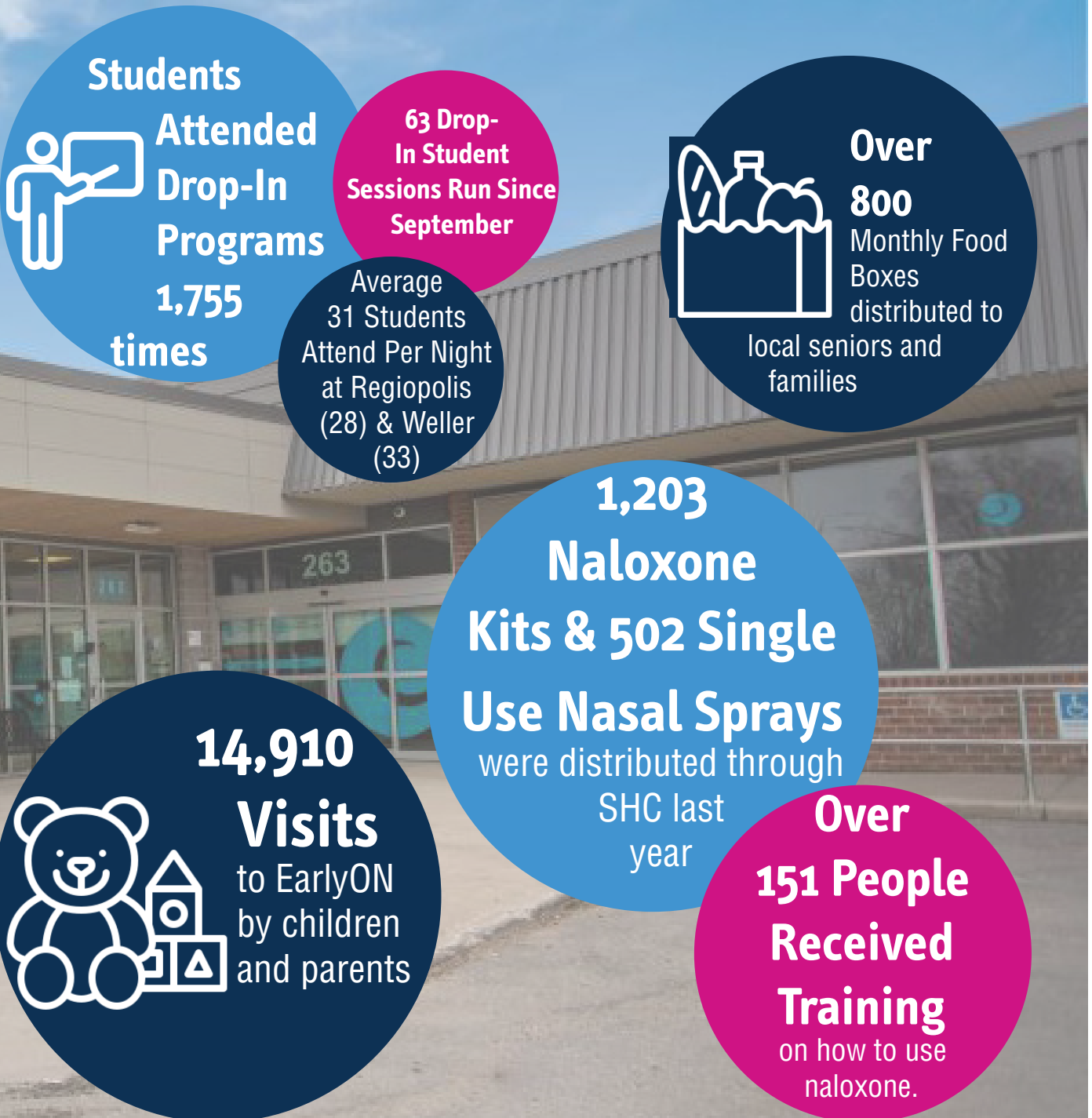
received primary care
services at KCHC in
2022-2023



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Program Highlights



Catalyst Contingency Management Program for Crystal Methamphetamine

Beginning in November 2022, the Street Health Centre began offering a program to clients who have the goal of becoming abstinent to crystal methamphetamine. Using a positive reinforcement technique called Contingency Management, 10 clients were offered the opportunity to take part in programming twice a week. When participating clients provided a negative urine sample, which was tested for methamphetamines, they had the opportunity to draw a ticket from a raffle drum, replacing the reward of substance use with the reward of winning a prize.

Though new to the Street Health Centre, Contingency Management has been used for decades, offering people who use substances with an option different and more effective than traditional treatment programs. Importantly for our context, it has been shown to be particularly effective with people who use stimulant drugs. Led by an addictions counsellor, a registered nurse, and a community support worker, the program offers clients with wrap-around medical, social, and emotional support to complement the foundation of Contingency Management. Though still in its early phases, the program has been showing great promise with clients benefitting in many different ways. The long-term goal is to continue offering programming on a weekly basis while expanding the number of participants as well as the supports offered.

Portable OutReach Care Hub (PORCH)

July 2022 saw the launch of PORCH into the Kingston Frontenac Lennox and Addington region, improving access to care for our marginalized client population. A 40-foot Recreational Vehicle, PORCH provides staff with the versatility to provide a wide range of services on-board. Medical care being provided includes: Hepatitis C Virus testing and treatment follow-up, sexual health testing, basic wound care, psychiatry, Rapid Access to Addictions Medicine (RAAM), and other acute episodic treatments. The goal of PORCH is to not only treat the vulnerable members of our community on the spot, but also to connect them to care at the Street Health Centre or KCHC.



Through partnership building, PORCH has also been used for providing vaccinations, youth engagement, rural outreach, and other initiatives, thanks to the versatility of the space. The goal of PORCH in 2023 is to continue fulfilling these needs and providing this care while expanding into other rural and Kingston areas.



Exercise in Rural Frontenac Lennox and Addington (RFLA)

The RFLA Allied Health Team collaborates extremely well to offer unique exercise and education programs in Napanee that aren't offered elsewhere in Ontario. With the support of a diverse team, including social workers, a dietitian, a respiratory therapist, a youth coordinator, a medical secretary and a volunteer, they are providing amazing programming.



Their new Chronic Pain self-management program provides patients an excellent opportunity to improve quality of life while living with pain.

The CHANGE program (a diet and exercise program for people with Metabolic Syndrome) has now had 11 different intakes of participants and continues to thrive.

The Chronic Obstructive Pulmonary Disease exercise program is now delivering their third intake will soon offer a longer program along with a patient workbook to allow each participant to further improve their pre- and post-fitness/respiratory health measurements.

The hiking group is thriving thanks to a dedicated volunteer who supports every single event and brings creative ideas to program planning. Collaboration between the hiking group and youth group has led to nature scavenger hunts as well as a hike and paint event for youth and families.

Women on Weights has now accepted over 250 participants into the program, which supports women with low bone density to prevent fragility fractures.

These amazing groups and programs have led to excellent progress for participants.



"As a Registered Kinesiologist on the RFLA Allied Health Team, I receive referrals from our local physicians and nurse practitioners to support our population with developing exercise programs to help to prevent, treat and manage many conditions. Most of my work is done in group format and we have education and exercise programs for Osteoarthritis, Osteoporosis, Chronic Pain, COPD and Metabolic Syndrome. I also have a very popular hiking group that offers events throughout the year for youth and adults to engage with physical activity outdoors! What I love most about the self-management group programs is that they empower patients to have better control of their health, wellbeing, and quality of life! I see them as a complementary offering to their medical care where individuals can take a deep dive into learning how their lifestyle choices impact their long-term health."

- Katherine Taylor, Registered Kinesiologist, RFLA Allied Health Team (2019)



Ontario Harm Reduction Distribution Network (OHRDP)

Since 2006, OHRDP has coordinated the distribution of harm reduction supplies throughout Ontario. To support knowledge transfer of best practices, they develop resources and tools to meet the needs of their core programs and their partnering community agencies. They have a commitment to plain language principles in all their work. Two key resources they launched in 2022 are:



1. What Do You Pack In Your Stem? Based on collaborative research with Queen's University, people with lived experience, and OHRDP, this resource supports an ongoing campaign to reduce harms associated with inhaling drugs. Focusing on brass screens and steel wools, this digital resource is designed to give frontline workers the safer practice information they need to support their communities in minimizing risks.

2. Your OHRDP Toolkit – Stocked & Ready to Support Your Community is a website focused on harm reduction supply inventory management. It uses video and template resources, tips and blogs to help make inventory management exciting. With 757 places in Ontario where harm reduction supplies are available, education and support for inventory management practices benefits the program and the people they serve.

To learn more about OHRDP and what we do, see our website: <https://ohrdp.ca/>

Regional Self-Management (RSM)

These popular self-management programs provide education and tools to help people live healthier lives, and to better manage the daily tasks of living with chronic conditions. Over the past year, RSM has offered 35 workshops with over 470 participants in the South East Ontario region. Small group workshops are done in-person or online for 2.5 hours once a week, for six weeks. Participants are taught techniques to handle health issues such as fatigue, pain, diabetes, and more. All workshops are developed by healthcare professionals, and are facilitated by trained individuals who have lived experience with similar health conditions. RSM also has a variety of short online workshops focused on improving mental health.



Indigenous Wellness Council

The Indigenous Wellness Council, formerly known as the Indigenous Health Council, strives to improve all manners of wellness for Indigenous peoples in our region by bringing members together in a good way. The Council is made up of 32 members, some of whom attend as individuals, while others represent various organizations from the health care and community-based sectors. The Council meets monthly to explore culturally appropriate and evidence informed ways of enhancing access to health care for the greater Indigenous community. It has been a welcome change to be able to meet again in person. The input of the Council in the delivery of regional services via the Ontario Health Team is highly regarded. Grandmother Kate Brant is an Indigenous Community Development Worker here at KCHC who creates and strengthens relationships between the Indigenous community at large and the many health care organizations in the region. Her work has been invaluable.

Sadly, the Council has had to say goodbye this year to its long-standing Co-Chair, Grandmother Laurel Claus-Johnson Kenha. She is deeply missed. Her legacy lives on in the important work of the Council and all whom she mentored.

Kingston Immigration Partnership (KIP)



In the charitable and community-based sector, there is a tendency to view newcomers to Canada through a deficit perspective. KIP intends to shift the community narrative to one that is expansive and affirming of newcomers. Newcomers are active and vibrant contributors to the cultural, social, and economic fabric of the Kingston community.

To highlight the innovation, creativity, and resilience of newcomers to Canada, Kingston Immigration Partnership launched the Newcomer Entrepreneurs Awards in partnership with Kingston Economic Development Corporation. After receiving an outpouring of more than 50 nominations from community members, this spring they were thrilled to recognize the recipients of the inaugural Newcomer Entrepreneurs Awards in an event sponsored by St. Lawrence College. This occasion was an opportunity to listen, share, celebrate, and reflect on the contributions made by exceptional and visionary newcomer entrepreneurs in Kingston.



"My name is Sanket Sathiya and I work as a Facilitator at Kingston Immigration Partnership (KIP). I love working at KIP to collaborate and integrate with the community partners to help newcomers settle in Kingston. I have worked with many organizations, but the things that stand out for me at KCHC are an opportunity to explore my areas of interest and sense of belonging. The staff and leadership at KCHC is welcoming and supportive not only to clients but also to the other staff, especially newcomer employees which inspires me, as I am a newcomer myself."

- Sanket Sathiya, Facilitator, Kingston Immigration Partnership (2020)



Weller Clinic

In January 2023, Weller Clinic started to provide primary care at the Youth Wellness Hub of Ontario (YWHO) location and will participate in its rural outreach initiatives as of April 2023. YWHO is a network of youth wellness hubs across the province that provide integrated services for youth aged 12 – 25 years old in a “one-stop shop” model.

The increase in sexually transmitted infections in KFL&A, combined with limited sexual health drop-in appointments, led KCHC to develop quick testing capabilities as a way to reduce barriers to access to STI testing. This has led to a 71% increase in quick test visits, and combined with Weller Clinic's new sexual health online booking system, resulted in a 72% increase in sexual health encounters.

A collaboration with the Community Midwives of Kingston at the Kingston Health Sciences Centre resulted in a weekly newborn clinic which ran from September 2022 to March 2023 and rostered approximately 90 babies (and their immediate family members). This initiative was steered by the passionate leadership of the Weller Clinic's primary care providers, and modeled a holistic approach through the work of the Family Health Educators and a Community Health Nurse pilot project. Through this process, it became clear that health interventions were also required during pregnancy, so our staff developed a tool to match family physicians in the community to unattached pregnant women.

“Twenty-five years ago I was a single parent new to Kingston and unsure what was available in the area for parental support and socialization for my then-two-year-old daughter. My friend Sherry was going to a playgroup run by KCHC's Better Beginnings for Kingston Children. I joined for one group, and it changed my life. The playgroup staff suggested that since I had an ECE background that I should start working as a casual childcare provider for Better Beginnings. There was no turning back. In that playgroup I found a group of women that made me feel welcome, and introduced my daughter to a group of children she then went through school with. I loved working for KCHC at Better Beginnings; I felt a part of a family there, learned new skills, and was offered a lot of training opportunities. I worked my way up to being a Family and Child Educator and worked in several playgroups around the area. When back issues meant I could no longer lift the children, I started working as a receptionist for Better Beginnings, while going back to school to get my Medical Secretary diploma. Eventually, there was an opportunity to work at the KCHC main office as a receptionist/medical clinic assistant. That was a whole new learning curve, but I met so many amazing people on my journey and wanted to give back to the community that had helped me so much as a young single mother. Eventually the position of Medical Secretary became available and I have been working in that role ever since. KCHC has really changed the lives of a lot of Kingstonians, and I am so proud to work for an agency that puts community first. I have been a part of several of the community trips offered by KCHC, been in the Pride Parade, and had so many more opportunities that have helped me grow and learn in many ways. I enjoy working with the community and helping people, and I get to do that and see the positive change we make in the community every day. I am proud to say I work at KCHC.”



- Janet Kelman, Senior Medical Secretary,
Weller Clinic (1997)



Serve & Return – A Parent's Touch

A unique program called Serve and Return: A Parent's Touch (S&R) aims to help parents support their infants' development. Using curriculum from the International Association of Infant Massage coupled with scientific research, parents learn how stress, particularly Adverse Childhood Experiences (ACEs), impacts brain development.

Parents gain knowledge and methods to manage stress and practice evidence-based techniques to engage with their infant. S&R sessions employ interactive coaching techniques, group discussions, modeling, and self-reflection activities, all of which are designed to strengthen core parental capabilities.

The program also provides social connections among parents, helps individuals build resilience and shares knowledge that serves as an effective counter to parental depression and stress (impacts linked with ACEs). This new program has run every five weeks for the past year, at full capacity. There are now waiting lists of parents and caregivers eager to take part in the program. So far, 80 adults plus infants have taken part in the program.

When asked if participants would recommend the program to others:

"Yes, 100%. This program is so important for parents. It brings baby and parent closer and breathing techniques to calm yourself down when stressed out."

"Yes. It helps parents create a healthy relationship with their baby, partner and a healthier home"

"Yes. Parenting isn't intuitive, especially when changing the way many parents themselves grew up"

"Yes. I just recommended it to a new mom yesterday. Let her know it was a safe space that provides excellent tools and connections"

"When I was younger, I wanted to be a teacher. The thought of teaching and nurturing children was a desire – but life happened and that plan was paused. When I was in my 30s and my children were older, I went back to school and achieved my Administrative Assistant Diploma and Medical Terminology Certificate. I started working at KCHC as a casual receptionist, also assisting the medical secretaries when we were located at 400 Elliott Ave. I was then hired as the receptionist at Better Beginnings for Kingston Children. A year later, I was hired as the Program Secretary. In a roundabout way, I did find myself working with and supporting children and their families. A highlight of my job is holding new babies and watching them grow as they continue to attend our programs at EarlyON/ON y va. We offer English and French playgroups for families or caregivers with children under six years old and continue to support when needed."



- Joan VanKoughnett, Administrative Assistant,
Family and Community Health, EarlyON and
Community Development (2007)



French Language Services

KCHC's commitment to Equity, Diversity, Inclusion, Indigeneity and Accessibility (EDIIA) is manifesting through its ongoing efforts towards a partial designation in French Language Services (FLS) specifically for primary care services at the Weller Clinic. KCHC is proud to have the francophone voices of staff and Board members on our FLS committee, and this group continues to work through many operational elements to help inform and guide KCHC's work. In addition to the Weller primary care FLS plans, our Early ON program (ON y va), intends to formalize and enhance its existing French language capabilities and be a welcoming space for the Francophone population in its community.

School Readiness Program

This invaluable program currently serves up to 42 children, who attend sessions twice a week. Families served are from variety of backgrounds (immigrant families, families that are lower socio-economic status, families with children that have special needs, etc.). The main goal is to help children be more prepared for successful entrance to kindergarten, with an emphasis on supporting children's social development.

School Readiness also supports parents and families by providing resources and information on topics such as parenting support, child development information, information about community resources, etc. Play-based learning and exploration build on children's strengths, and staff provide a warm approach to support their sense of wellbeing, engagement, expression, and belonging.

Programming is run throughout the school year and via a six-week condensed summer program, and is offered at Rideau Heights Public School and Lord Strathcona Elementary School.

"Before finding P2E and KCHC I was a classroom teacher (still am, just a few mornings a week) and what I love about working here is the emphasis and value put on relationships. I have often described my job as building relationships and being a positive adult in the lives of our youth, and that's what I love. The support and flexibility we have at KCHC to embody these values is not something I have experienced in any other workplace. Positive relationships are the number one buffering factor against trauma and Adverse Childhood Experiences. I love that I am one person our youth know for sure they can turn to for help, and I am in their corner. I love when the relationship and trust is strong enough that they seek me out to update me on their lives and what's going on without me asking. The fact they want to share that with me is a really special thing to me. I think lots of people know about our programming and the variety of programs we run, but I'm not sure they see the in-depth advocacy that we do on a daily basis. Pathways is highly connected to the school boards and many community organizations in the area, and we work to provide wrap-around supports for our students. If it's not something we can do in-house we are quick to find the right place to connect our students to."



- **Stephanie Wight, Team Lead – Student Experience and G.R.A.D. Connector, Pathways to Education (2017)**



Special Events Committee

For over 30 years, the Special Events Committee of KCHC has been removing barriers to bringing our community together. Hundreds of people each year attend affordable trips, many of whom are children/families/individuals living in low-income households who, without fundraising efforts, would not be able participate in trips outside of their immediate area. Although funding is difficult to secure for transportation, the testimonials of families show that trips away create cherished memories as well as provide exposure to new ideas, concepts, and geographical areas.



Over 1,000 people attend the free community events that the Special Events Committee organizes annually. By bringing other community agencies, organizations, service clubs and businesses together, they provide fun-filled afternoons while providing an opportunity for community partners to share information about their services with community members, thus creating social connections for support. Integrating all populations is key for happy, cohesive communities. Removing financial barriers and making all trips and events accessible creates equity.

The Special Events Committee is comprised of community volunteers dedicated to bringing the community together through special outings and events. Each year the Committee reaches out to community partners, businesses and supports to raise thousands of dollars and in-kind donations to fund and support the trips and events that bring the community together. With the support of one staff member from KCHC's Community Health Team, the Special Events Committee's work creates opportunities for happy memories and social inclusion for all.



Embedded Clinics

Street Health Centre has started two additional clinics in partnership with Hotel Dieu Hospital and Queen's University. An ultrasound clinic and a general internal medicine clinic each run for an afternoon every month.

Shuttle Service

One of the biggest barriers to care is transportation. In March of 2023, Street Health Centre started a shuttle pilot project that picks up clients at the Integrated Care Hub twice per day and brings them to Street Health Centre for their appointments and to get their methadone. This pilot has been extremely successful, reducing the number of missed doses at two of our pilot project pharmacies by almost 50%.



Financial Statements

Statement of Financial Position

As at March 31, 2023

	2023	2022
Assets	Current	
	Cash (Note 3)	9,427,504 10,465,575
	Cash for restricted purposes (Note 4)	28,498 20,792
	Amounts recoverable	946,567 1,125,438
	Prepaid expenses	66,688 64,534
		10,469,257 11,676,339
	Capital assets (Note 5)	14,307,829 14,940,672
		24,777,086 26,617,011
Liabilities	Current	
	Accounts payable and accruals (Note 6)	3,871,625 3,819,689
	Restricted funds (Note 4)	28,498 20,792
	Deferred contributions related to capital assets (Note 7)	439,043 439,043
	Deferred revenue	676,885 583,689
	Current portion of long-term debt (Note 8)	142,653 137,947
	Due to Ministry of Health ("MOH") (Note 9)	1,319,269 3,340,695
	Due to other funders	46,321 41,654
		6,524,294 8,383,509
	Long-term debt (Note 8)	3,075,340 3,217,993
Fund Balances	Deferred contributions related to capital assets (Note 7)	9,814,096 10,253,139
		19,413,730 21,854,641
	KFL&A Healthy Smiles	124,020 124,020
	Unrestricted General Fund	2,248,229 1,744,799
	Invested in Capital Building	1,388,508 1,388,508
	Special Purpose	1,117,253 1,000,016
	Special Purpose Externally Restricted	485,346 505,027
		5,363,356 4,762,370
		24,777,086 26,617,011



Statement of Operations

For the year ended March 31, 2023

	2023	2022
Revenue		
Ministry of Health (MOH) (Schedule 1)	13,364,817	12,427,003
AIDS and Hepatitis C, Addictions and Substances Programs (Schedule 2)	14,296,846	12,262,684
Ministry of Citizenship & Immigration funding (Schedule 3)	50,000	33,996
Immigration, Refugees and Citizenship Canada funding (Schedule 4)	739,850	693,150
Kingston, Frontenac, Lennox & Addington Public Health (Schedule 5)	934,096	1,199,314
Pathways to Education Canada (Schedule 6)	774,722	822,279
United Way Serving KFL&A (Schedule 7)	288,424	341,744
City of Kingston (Schedule 8)	1,107,909	1,186,844
Other funds (Schedule 9)	4,181,034	3,801,427
	35,737,698	32,768,441
Expenses		
Salaries and benefits	14,566,977	13,962,393
Operating	19,468,114	16,911,763
	34,035,091	30,874,156
Excess of revenues over expenditures before amounts payable to MOH and other funders	1,702,607	1,894,285
Other items		
Amounts payable to MOH and other funders	(501,981)	(564,863)
Amounts transferred to deferred revenue	(599,640)	(581,189)
Excess of revenue over expenditures	600,986	748,233



KCHC Programs and Services

Weller

Circles

Bridges Out of Poverty

Getting Ahead in a Just Getting by World

Community Climate Resilience

Community Development

Counselling/Social Work

Dental Services

- Healthy Smiles Ontario
- Oral Health Program

Diabetes Education

Dietitian

Early Years

EarlyON

Embedded Specialist Clinics

- Child Psychiatry
- Pediatrics
- General Internal Medicine

Family Health Educators

Fun and Friendly Crafts

Good Food Box

Harm Reduction Supplies

Occupational Therapy

Ontario Telemedicine Network
(OTN)

Operation Warm Feet

Oral Health Program

Pathways to Education

Pathways to Education Go FAR
(Alumni Support)

Penguins

Pharmacist Services

Practical Assistance

Prenatal and Obstetrical Care

Primary Care (Physicians and Nurse
Practitioners)

Regional Self-Management

School Readiness

Seniors' Programming

Seniors Food Box

Sexual Health Clinic

Serve and Return

Smoking Cessation

Social Prescribing

Special Events

STI quick testing

Thrive

Transgender Health Program

Trauma Responsive Team Leads

(TRTLs): Trauma responsive
knowledge mobilization & training

Unattached Newborn Clinic

Unattached Pregnant Patient Triage

Volunteer and Student Opportunities



"In 2003, I approached this little agency called North Kingston Community Health Centre (NKCHC) with an idea: they needed a Good Food Box worker to support this brilliant community initiative, and I needed a job. With the support of Human Resources and Development Canada, I was funded for one year to take on this role. I was hired in November 2003 to be the Special Events Worker and was officially employed at NKCHC. In the ensuing years I have had the privilege of being part of many programs and committees, trainings and workshops. I have worked with – and lost – some amazing people over the years who will live on in our hearts. I love people's stories, and am honoured by the trust, joy and love I feel from them. As I near retirement, I realize I will miss ALL the people: the partners, the community and the coworkers. Thank you for 20 years of fun, I think I will hang around for a couple more years..."

- **Steph Wheeler (nee MacBeth), Community Development Worker (2003)**



Barrack

Ontario Harm Reduction Distribution Program (OHRDP)

Street Health Centre

- Addiction Medicine (e.g. Opioid Agonist Therapy, Alcohol Use Disorder)
- Catalyst Program (Crystal Meth Contingency Management)
- Community Development
- Counselling/Social Work/Case Management
- Dietitian
- Harm Reduction Supplies
- Hepatitis C Program
- Naloxone Training and Distribution
- Ontario Telemedicine Network (OTN)
- Outreach Worker
- Peer Program
- Pharmacy
- Practical Assistance
- Primary Care (Physicians, Nurse Practitioners and Registered Nurses)
- Psychiatry
- Rapid Access Addiction Medicine (RAAM)
- Sexual Health Clinic
- Shuttle Service for Clients
- Specialty Clinics
 - Ultrasound Clinic
 - General Internal Medicine Clinic

Settlement and Immigration Services, Princess Street

Immigrant Services Kingston and Area
Kingston Immigration Partnership

Consumption and Treatment Services, 661 Montreal Street

Acute/Episodic Care
Frontenac Paramedic Services
Harm Reduction Supplies
Naloxone Training and Distribution
Opioid Overdose Prevention
Primary Care (Nurse Practitioners and Registered Nurses)
Referrals to Health and Social Services
Sexual Health Clinic
Wound Care

"I love the opportunity to support newcomers in their journey of settlement and integration into Canadian society. The ability to help people navigate the settlement process, overcome barriers, achieve their goals, and thrive in their new homes is what makes this work so important and fulfilling. One thing people might not know about our work is the importance of building relationships with our clients. It's necessary to establish trust and rapport with clients to understand their needs and challenges fully. The work can be emotionally challenging at times, but it is incredible to see clients achieve in their new society. Settlement Services Workers play a vital role in creating a welcoming and inclusive society for newcomers. By promoting cross-cultural understanding, they help build bridges between newcomers and the broader Canadian community, ultimately contributing to the success of Canadian society."



- Moe Al Esrawi, Settlement Services Worker,
Immigrant Services Kingston and Area
(2022)



Napanee and Interprofessional Primary Care

Counselling/Social Work
Dental Services
Diabetes Education
Dietitian
Digital Health Connector
Good Food Box
Harm Reduction Supplies
Oral Health Program
High-Risk Foot Care
Kinesiology Services
Naloxone Training and Distribution
Ontario Telemedicine Network (OTN)
L&A Back to School Campaign
L&A Operation Warm Toes
Physiotherapy
Practical Assistance
Respiratory Therapy
Rural Youth Services
Smoking Cessation
Tenant Support Program
Volunteer Opportunities



"I am a long-time resident of the Napanee area and have been supporting the community through specializing in foot care for more than 14 years. After offering foot care in a variety of home care, long term care and retirement homes, hospital and private clinics, I came to NACHC in February of 2020, just as the COVID-19 pandemic was changing the ways in which we could offer care. I was able to continue offering critical foot care to advanced-needs patients, conducting in-person appointments to expand services as provisions allowed, which meant a great deal to both my patients and me. I am able to offer a wide range of services, including advanced and diabetic foot care, fungal nail treatment, custom orthotic insoles, ingrown nail treatment and education for self-care, which I find really helps support patients in their independence. I work with the Certified Diabetes Educators (both nursing and nutritionist) to provide the best integrated care and look forward to continuing to learn and offer the best for my patients. I love my career and being able to bring much needed service to my community and to help people one step at a time."

**- Jennifer Morris, Foot Care Nurse, Napanee Area
Community Health Centre (2020)**

Portable OutReach Care Hub

Harm Reduction Supplies
Hepatitis C
Primary Care (Nurse Practitioners and Registered Nurses)
Psychiatry

Sexual Health
Wound Care

Other services via partner collaboration (e.g. housing support, youth engagement, etc.)

Health Hub

Occupational Therapy

Physiotherapy

Respiratory Therapy

One Roof Youth Wellness Hub

Primary Care (Nurse Practitioner)



Location Addresses

KCHC

263 Weller Avenue, Unit 4, Kingston | 613.542.2949

Street Health Centre

115 Barrack Street, Kingston | 613.549.1440

Consumption and Treatment Services

c/o Integrated Care Hub

661 Montreal St., Kingston | 613.329.6417

Ontario Harm Reduction Distribution Program (OHRDP)

115 Barrack Street, Suite 200, Kingston |
1.866.316.2217 or 613.544.9735



"I am a certified respiratory educator and am working towards my certification in diabetes education. I help clients who are interested in smoking cessation and help the family doctors with their cancer care screening for breast, cervical and colon cancer. My role is important as it is based on prevention and health promotion. I love that I can assist people in being proactive in helping clients improve their health instead of reacting to a state of illness they may have. If you are looking to get healthy and stay healthy, we offer many programs and services that are right for you: check out the programs we offer on our website."

- **Melissa Smith, Community Health and Chronic Disease Management Nurse, Napanee Area Community Health Centre and RFLA Allied Health Team (2020)**

"Most staff meet me on their first day at orientation to complete payroll paperwork. Payroll for our staff members is the most important part of my responsibility as Payroll / Accounting Specialist. I love meeting with people and helping them through their forms, as I know this can be challenging. I have worked at KCHC for 17 years in the finance department, and enjoy the many different tasks involved in my role, as it keeps me busy. Through my work, I get to see all of the great work KCHC programs are doing, and to support them by keeping their payroll accurate and on time."



- **Angela Gillespie, Payroll/Accounting Specialist, Corporate Services (2006)**

Immigration Services for Kingston Area (ISKA)

837 Princess St., Unit 201, Kingston | 613.544.4661

Napanee Area Community Health Centre

26 Dundas Street West, Napanee | 613.344.8937

Inter-professional Primary Care Team

Rural Frontenac, Lennox & Addington Allied Health Team
310 Bridge Street West, Unit G1, Napanee | 613.354.3301

Health Hub

1300 Bath Rd., Kingston | 613.417.3992

One Roof Youth Wellness Hub

620 Princess St., Kingston | 613.542.6672



Kingston Community
Health Centres
Centres de santé
communautaire de Kingston

The Stories We Don't Know: KCHC Annual Report, 2022-2023



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