

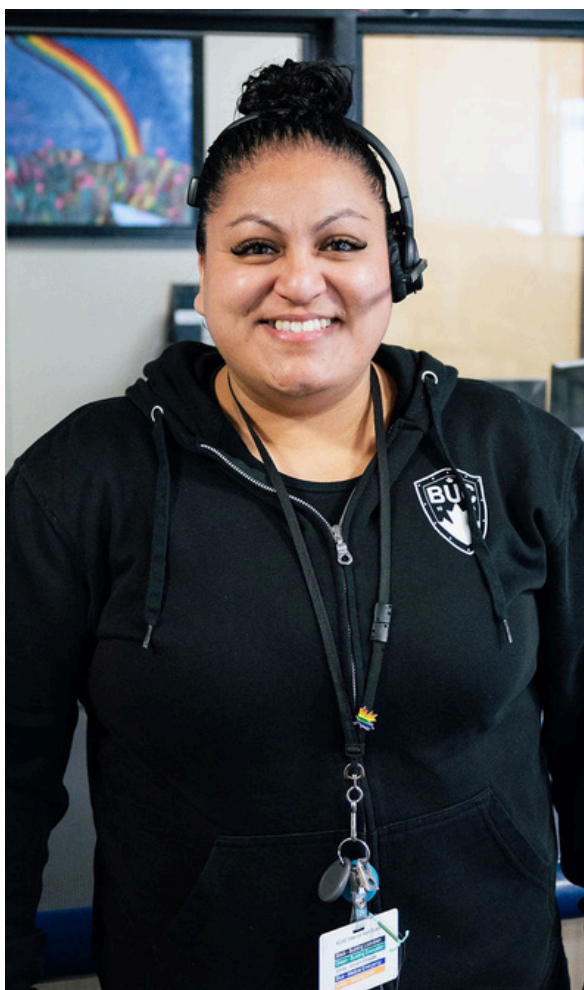


Kingston Community  
Health Centres

Centres de santé  
communautaire de Kingston

# BETTER TOGETHER

## THE POWER OF PARTNERSHIP



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# 2023-2024

ANNUAL REPORT

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# INTRODUCTION

Since the early beginnings of Kingston Community Health Centres (KCHC) in 1986, we have learned a lot about the importance of building partnerships to enhance and strengthen our programs, our teams and our reach. One of our key values is collaboration, and we truly embrace the power for positive change that comes from working together, whether that is with colleagues within our organization, other agencies, or community members.

There is no one-size-fits-all approach when working with the individuals we serve. There is incredible value in fostering long-term, thoughtful relationships with community residents and partners, to help inform our perspective. As you'll see in this year's Annual Report, we work with many partners, and we are so grateful for their tireless support and engagement.

We are very proud of what we've done over the past year, and we hope you enjoy having a look at just a few of the impressive achievements coming out of our many teams, as well as learning more about some of our amazing staff members. We truly are better together.





## MESSAGE FROM THE PRESIDENT

We are proud to report that Kingston Community Health Centres achieved great success in its 2023 accreditation process. The Canadian Centre for Accreditation congratulated our staff on meeting or exceeding all 52 Mandatory Standards and all 28 Leading Practice Standards – a perfect score! This would not have been possible without the diligent efforts of our leadership and corporate team members, who worked tirelessly in assembling the required accreditation evidence.

We would also like to thank our invaluable frontline staff, whose dedication to our clients was noted by the accreditors, "Staff acknowledge the benefits of working at KCHC. They could work elsewhere for more money, but choose to stay at KCHC." We recognize that the post-pandemic "recovery" period has included unprecedented challenges for our staff due to the cost-of-living crisis. In collaboration with the Alliance for Healthier Communities, KCHC's Board of Directors and leadership team continue to advocate for improved staff compensation.

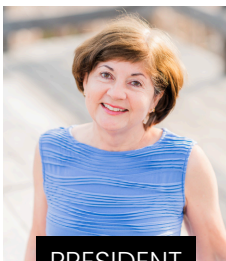
Despite the many post-pandemic challenges, the accreditors noted that, "KCHC is the epitome of responding to community needs." They acknowledged that, "Responsiveness can be hard because it means change. This also means evolving as an organization." We are very grateful to our staff who have embraced change as they implemented the innovative programs and services that KCHC is provincially renowned for.

Finally, we would like to recognize the hard work of our former CEO Mike Bell, whose support and guidance were instrumental in increasing access to many vital new programs and services across the Frontenac, Lennox, and Addington Ontario Health Team, including the new Health Homes. We truly appreciate Mike's seven years of dedicated service to KCHC, and we wish him all the best in his new role.



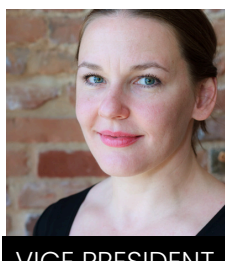
Mike Bell

## 2023-2024 BOARD OF DIRECTORS



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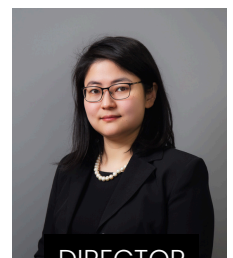
DIRECTOR

Melanie Walker



DIRECTOR

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DIRECTOR

Natalie Zhang

## SERVICE METRICS

### PATHWAYS TO EDUCATION

**86**

per cent of check-ins that report students doing well

**118**

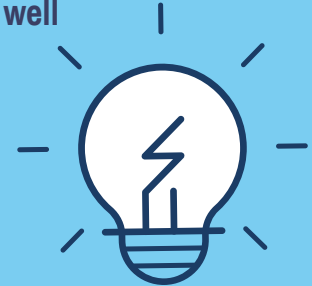
drop-in tutoring sessions (September to March)

**1,942**

students attended drop-in programming

**83**

per cent of students on track to graduate on time



### STREET HEALTH CENTRE

**89**

clients in hepatitis C treatment

**2,779**

Rapid Access Addiction Medicine appointments

**2,062**

clients transported by Shuttle Service

**1,147**

naloxone kits distributed



### WELLER PRIMARY CARE CLINIC

**1,000**

clients received direct support from Practical Assistance Worker

**7,089**

unique clients seen, of which 3,586 are rostered to Weller Clinic

**245**

group sessions run

**200+**

sexual health appointments per month





## SERVICE METRICS

### WELL BABY CARE CLINIC

**114**

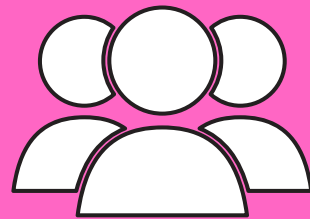
unique clients seen for a total of 194 encounters



### HEALTH HUB

**883**

total appointments for occupational  
and physical therapy



### COMMUNITY DEVELOPMENT

**9,600**

food boxes delivered to students, seniors and families



### CONSUMPTION AND TREATMENT SERVICES

**18,500**

visits for service

**315**

overdose responses

**5,000+**

on-site and off-site referrals

**4,500+**

naloxone kits distributed



## SERVICE METRICS

### RURAL FRONTENAC LENNOX AND ADDINGTON ALLIED HEALTH TEAM

**3,184**

participants in 407 group events

**5,406**

individual service events

**203**

clients without benefits received physiotherapy services



### UNATTACHED PREGNANT PATIENT PROGRAM

**463**

pregnant people seen since November 2022



### EARLYON

**20,222**

visits by children and adults



### VIRTUAL CARE

**3,920**

appointments

**\$13,000**

saved in transportation costs





# 2023-2024 IN PHOTOS





# PROGRAM HIGHLIGHTS

## Enhancing health care through community paramedicine

A new partnership between community paramedicine and KCHC's Virtual Care team is making a huge impact. By helping unrostered patients receive non-urgent services from home, paramedics can identify and monitor medical issues before they require urgent or emergency care.

"We launched this pilot partnership back in September and there is a huge potential to expand our reach," explains KCHC Clinical Care Nurse Practitioner Jocelyn Agravante. "Right now, we're the only ones doing this. I'm happy to see other CHCs are being inspired to start a program like this."

Prior to this initiative, community paramedics would have to take unrostered patients to the Emergency Room for everything, including medication renewals. They can now follow patients on a regular basis, and if they see something of concern, such as high blood pressure or a urinary tract infection, they can book a virtual appointment with Jocelyn.

The goals of the program include reducing the number of patient exacerbations and crises requiring 911 response, reducing the number of emergency department visits and hospital admissions and relieving stress on the patients' families and caregivers. So far, the partnership between the Virtual Care team and Community Paramedics has saved \$10,560 in transportation costs alone. In Q3, 22 patients received care for non-urgent matters at home rather than the Emergency Department.

"Having to run to emerg for things like med renewals is completely inappropriate, but the only option for some people," explains Jeremie Hurtubise, Superintendent of Performance Standards - Community Paramedicine with Frontenac Paramedics. "A simple transfer by ambulance to hospital, not including wait time, costs about \$450 on average. And that goes up every hour we're there plus emerge costs," he stressed. "With the technology we have, we're really facilitating primary care delivery to these patients."



Pictured are KCHC Clinical Care Nurse Practitioner Jocelyn Agravante and Jeremie Hurtubise, superintendent of performance standards - community paramedicine with Frontenac Paramedics.

"Right now, we're the only ones doing this. I'm happy to see other CHCs are being inspired to start a program like this." - Jocelyn Agravante

### EMPLOYEE SPOTLIGHT

**DEO NARAYAN**  
**OVERDOSE PREVENTION WORKER**  
**CONSUMPTION**  
**AND TREATMENT SERVICES**



"CTS provides potentially lifesaving services to a population where more traditional modes of health care are often inaccessible due to social and financial barriers. Beyond overdose prevention and response, our facility offers counselling and referrals to external resources, fostering a more holistic sense of well-being.

I feel incredibly fortunate to be part of such a dedicated team that is passionate about what we do and the people we serve."

# PROGRAM HIGHLIGHTS

## The price is right at the Fresh Food Market Pop-Up

A recent survey from Kingston Frontenac Lennox & Addington Public Health revealed that the cost to eat healthily for a family of four (two adults and two children) is just over \$1,200 a month. Add the inflated price of fuel, rent/mortgages, and utilities, and it's no mystery that just about everyone in the region is seeking a break on the cost of food.

Last fall, KCHC's Community Development team partnered with Lionhearts to launch a new social enterprise that would provide an innovative solution to food access and affordability in the city.

**"Our motto was & continues to be, affordable access for all."**

**- Krista Johnston**

The Fresh Food Market Pop-Up is the first of its kind in the region, and provides high quality produce in areas where access has been a challenge. The pilot project, funded by a \$150,000 grant from the Ontario Trillium Foundation, and bolstered by bulk-purchasing and support from Tony Deodato and Sons, means significant savings for customers.

"One of the neatest things about the market was that customers got a free gift with any item they bought," explained Krista Johnston, the market's initial coordinator. "Even if someone bought a 30-cent potato, they would go home with a bag of local apples. Or if some kids came after school with a simple ask and no money in hand, we always had lots of food to give. Our motto was, and it continues to be, affordable access for all."

The Pop-Up Market is now running under the Lionhearts portfolio of food security initiatives.

If you want to see when and where the market will bring fresh, affordable food closer to you, visit [www.freshfoodmkt.ca](http://www.freshfoodmkt.ca).



Pictured from left are: Helen Mabberly, manager of Family and Community Health with KCHC, Kingston and the Islands MPP Ted Hsu & Emma Cox, director of food programs for Lionhearts.

## EMPLOYEE SPOTLIGHT

**SPENCER LANTHIER**  
**COMMUNITY DEVELOPMENT WORKER**  
**WELLER**

I have worked in the organization for the past two years in a variety of roles and have enjoyed each position I have held.

What makes KCHC so special are the people that work here and the community that we work alongside. Everyone here believes in empowering the community that we are a part of and takes the time to listen to everyone that we serve. I have never been involved in an organization where I am so confident in my colleagues' abilities to walk alongside our clients and support them in making changes through their own life choices.

People need to know that we are so much more than just a dental office and doctors' clinic! We run various programs for people of all ages and at multiple locations across the city. Please reach out to us to see if there is something that would be a fit for you here with our family.





# PROGRAM HIGHLIGHTS

## On y Va registration soars after opening new west-end location



**Pictured are Racha Yassa and Arianne Laframboise who are Registered Early Childhood Educators with On y Va.**

A new Francophone community hub is taking shape in the west end of Kingston and right in the heart of it all is KCHC's On y Va program.

Tucked within a new residential development behind the RioCan Centre are two French high schools (one public and one Catholic), as well as a Francophone adult learning centre, a daycare and On y Va, all of which opened their doors to the public last fall.

Since moving to their new location, On y Va staff have seen their registration numbers triple and have heard from families about their preference to have a centralized location for francophone education and programming.

"This is a big milestone for us because planning for this has been in the works for about 10 years," explains Arianne Laframboise, an Early Childhood Educator with On y Va. "Our families have said it's so much easier to keep track of us now that we're based out of this location and referrals are coming in more and more from the daycare and schools. It's like a one-stop shop (for parents and caregivers)."

The new On y Va centre is not only bright and spacious but filled with personal photos of children who frequent the space, as well as new stations that foster imagination, creativity and learning.

On y Va is the only early years centre in the area that provides its services solely in French. As such, it is seeing residents who drive from all over the area to take part in its free programming for children ages 0-6.

If transportation is a barrier for families and caregivers, On y Va can also provide taxi chits to registrants and always has snacks available at its programs too.

"This bodes really well for our future," says Helen Mabblerly, KCHC's Manager of Family and Community Health.

"On y Va is a great example of how a partnership with the school boards have made this program possible to grow by leaps and bounds."

## EMPLOYEE SPOTLIGHT



**JOSEFINA VILLALON**  
REGISTERED EARLY CHILDHOOD EDUCATOR  
EARLYON

I have been working with KCHC since March 2017. As an EarlyON facilitator, I set up the room that provides opportunities for play-based learning experiences.

I love that I can offer this free program in a safe and conducive learning environment where families with small children can make connections with one another. Working here at KCHC, not only gives me the practical means to help other families but allows me to care about people's welfare through the different programs we offer.

My work is of utmost importance to families with young children. It is in this stage that we try to give them a heads up on an early education program that provide a noticeable head start towards a bright future.



# PROGRAM HIGHLIGHTS

## Pathways receives international award for community resilience



Pictured is the Teach Resilience team: Garry Castle, Roger Romero, Kara Fry, Stephanie Wight, and Zoe McDonald.

In July, Pathways to Education's Trauma Responsive Team Leads received an international award for developing trauma-informed training programs through its social enterprise – Teach Resilience. They were the first Canadian team to ever receive this honour.

Since launching the social enterprise four years ago, more than 2,000 people from KFL&A have attended the Teach Resilience training sessions, including educators, service providers, community members and decision makers. The courses are offered regularly online and in person and continue to be in high demand.

In October, Pathways hosted the first-ever Resilience Symposium in KFL&A entitled Navigating Adversity through the Power of Community. Over the course of the three-day event, more than 450 people attended courses throughout the city along with a rural gathering in Verona.

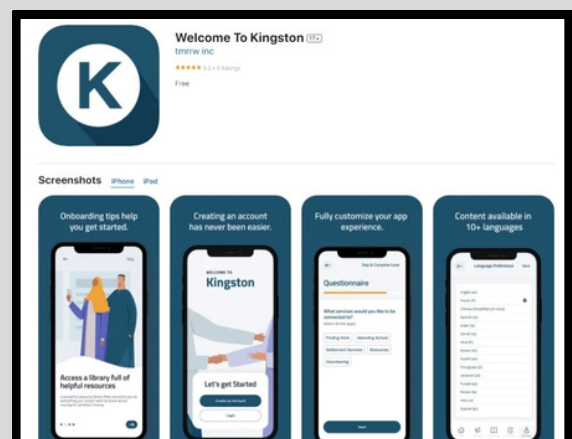
The symposium invited participants to learn more about the science around resiliency – how stress affects relationships, behaviour and decision-making processes; how genetics can be modified by traumatic experiences; and how Adverse Childhood Experiences (ACEs) can have direct impacts on a child's future physical, mental and social wellbeing. Now operating with a trauma-informed lens, attendees learned that resilience comes from community rather than the individual – that people can't pull themselves up without supportive systems in their community – and that means having relational, healing interactions out in the world.

## KIP's Welcome to Kingston App gives newcomers vital community information

Kingston Immigration Partnership (KIP) is one of more than 80 Local Immigration Partnerships (LIPs) across Canada. KIP believes that collaboration and partnerships are foundational to building a welcoming, inclusive, and responsive Kingston. KIP recognizes newcomers as active agents of change and understand its role in amplifying and elevating newcomers' voices.

In September of 2023, in collaboration with various agencies and newcomers with lived experience, KIP proudly launched the Welcome to Kingston App. This innovative platform aims to provide newcomers with comprehensive access to information on local events, opportunities, and community resources. Among its many valuable features, the resources tab stands out, offering vital information on healthcare, financial services, childcare, and more.

Available in 16 languages, the app has been tailored to address the linguistic challenges faced by language minority members in Kingston. Languages were carefully selected through consultation with settlement services and post-secondary institutions. Over 600 newcomers have registered with the app, marking it as a pivotal tool in fostering connection and integration within the community. Its positive reception among newcomers and community partners alike underscores its significance as an asset in our collective efforts towards building a collaborative and supportive community for all.



# PROGRAM HIGHLIGHTS

## NACHC's short-term solution for local unattached patients

The clinical team at Napanee Area Community Health Centre (NACHC) devised a creative solution to the rural doctor shortage.

Last March, the area's first Health Clinic for the Unattached was launched two-and-a-half days a week in Napanee to help offset some of the pressure being put on the local emergency department.

"Our area had a huge group of providers retire so we knew we needed to figure out how we could see the most people and have the most impact, keeping in mind our capacity," explained NACHC's Clinical Coordinator, Katherine Cooper. "There are 5,000 people who are unattached locally – that's one third of the town – and honestly we know it's much worse than that."

Immediately after the clinic opened its doors, NACHC's medical secretaries received hundreds of calls from people seeking care. With the support of "superstar" Christina Abramenko of KCHC's health information services department, things were quickly streamlined to allow online bookings.

"The greatest community need we've seen so far is prescription renewals. People are waiting (in emerg) for hours and hours, just to get a refill on a medication they've been on for years," Cooper explained. "The unattached clinic is a short-term solution but for the time being, allows us to see the most people and have the most impact.

Cooper added that the clinic would not have been made possible without the hard work and determination of Nurse Practitioner Ricardo Mowassee and Dr. Allison Gemmill, along with a dedicated team of RPNs and medical secretaries.

"Our RPNs and med secs were willing to be responsive to the community needs, even if it made their days much, much harder," Cooper said. "They really are the heroes in this."



**Nurse Practitioner Ricardo Mowassee was instrumental in getting the Napanee area's first Clinic for the Unattached off the ground.**

### EMPLOYEE SPOTLIGHT

**ASHLEY GENEREAUX**  
**PRACTICAL ASSISTANCE WORKER**  
**RFL&A ALLIED HEALTH TEAM**

I have been the Practical Assistance Worker with the RFL&A Allied Health Team, a dynamic multi-disciplinary team in Napanee, for almost 2 years.

This role is connected closely to the social determinants of health and social prescribing. Food, financial & housing insecurity, system navigation, advocacy, assistance with applications/forms, connections to other programs and community services are some of the things that I help clients with.

I am truly passionate about the work I do with my team. What I love about this role is helping people to make connections and/or find the resources to meet their needs. As a result, that takes some stress and worry out of their life. Some of the people I work with have never had to navigate financial, food or housing support before so they are entirely unaware of what is in the community to help or where to even start looking.



# PROGRAM HIGHLIGHTS

## Learning to “live well” with chronic disease

It's amazing how our priorities in life change once we get sick. Most of us are reminded of this for a week or two each year after we catch influenza or COVID-19 or our young children come down with a respiratory bug. We get a taste of what it's like to become bed-ridden and to lose our luster for daily living. In time though, our symptoms pass, our spirits lift, and we get to move on with our daily lives.

But what happens when an illness does change our lives forever? What do people do when a chronic disease like cancer, bipolar disorder or multiple sclerosis prevents us from going back to the way things were?

KCHC employs a hugely successful approach known as Regional Self-Management. This model emphasizes preventative care and early chronic disease management and helps partners work together as a team to ensure individuals are accessing care before they become severely ill.

Living Well South East Ontario is a program hosted through KCHC providing free information and workshops on self-management for the public and health care professionals. The workshops offer support and advice to those living with chronic conditions, chronic pain, diabetes and cancer (just to name a few).

After completing one of the six-week programs, two out of three workshop participants surveyed said they felt highly confident they could figure out solutions when new problems arose with their health; 87 per cent were confident they could help prevent or reduce problems associated with their health; and 92 per cent were confident they could follow through with medical treatments at home.

“When you learn to self-manage, you will take less medication, reduce your visits to the Emergency Room and trips to your family doctor. You learn there are a lot of tools you can add to your toolbox so that you can redefine what it means to live well,” explains Nancy Willis, a peer leader and master trainer with Living Well South-East Ontario.

### EMPLOYEE SPOTLIGHT



**ASHLEY WIGHTMAN**  
**PROGRAM ADMINISTRATOR**  
**SELF-MANAGEMENT PROGRAM**  
**OF SOUTH EAST ONTARIO**

Since I began administering the Self-Management Program at KCHC about two years ago, I can see first-hand the profound positive effect it has on people with chronic health conditions.

Our workshops give structure, valuable knowledge, and encouragement for others going through the same thing. I love working behind the scenes to make this happen and we're always on the lookout for more programs to meet the needs of the community.

During her workshops, Nancy says she regularly hears from people who have been told by their doctors that “there is nothing more they can do.”

She points out that when using self-management techniques, a person can learn to feel better and take back control of their health.

“We teach participants how to reduce stress, navigate different emotions, move more, communicate better, problem solve, manage their medications, and make action plans,” Willis said.

“And because our workshops are offered online, people can take the workshops in bed, in their 'lazy-bone' chairs and with heating pads on their backs. You really can come as you are.”

To learn more about the Self-Management program and its roster of upcoming workshops, visit [livingwellseontario.ca](http://livingwellseontario.ca).



# PROGRAM HIGHLIGHTS

## Ontario Harm Reduction Distribution Program (OHRDP)

OHRDP continues to support more than 850 locations in Ontario that distribute evidence-based harm reduction supplies to their communities to decrease risk of HIV, hepatitis C, and other infections and promote safer use practices.

As the increasing crisis of the toxic unregulated drug supply impacts individuals and communities, we continue to develop resources and education to support harm reduction workers across the province. Here are some highlights from our year:

**Needles & Syringes:** These harm reduction supplies were added to the OHRDP supply catalogue in 2023. Before this time, every Public Health Unit was purchasing their own, so moving to a centralized distribution hub like OHRDP provided efficiencies and cost savings. This also helps OHRDP to develop the educational resources about needles and syringes used in harm reduction.

**Queen's Screens:** OHRDP started working with fourth year students from the Department of Mechanical and Materials Engineering, to research, design, and create a prototype 'screen' created specifically for inhalation for people who use drugs.

**Why is this important?** There is much damage individuals can cause their mouths, throats, and lungs from the household items (steel wools) that many people prefer to use. Harm reduction is about reducing risks and educating about safer practices. All harm reduction supplies are engagement tools to connect people who use drugs to individuals, health, and other crucial services. This project has reinforced to a class of engineering students that their work can have a public health impact.

**Knowledge Mobilizer:** We are thrilled to have recruited an RN with great background of street-based nursing outreach to people who use drugs. This addition to our Knowledge Translation team means we bring research to practice by keeping harm reduction workers current in safer practice knowledge - which helps them keep their communities safer.

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



Above: OHRDP Data Specialist Lucas Rychlo & Digital Communication Assistant Sticky Henderson.

Below: Ella Bastien, OHRDP Operations Specialist.



## EMPLOYEE SPOTLIGHT

**DENISE BEAUMONT**  
KNOWLEDGE BROKER  
ONTARIO HARM REDUCTION  
DISTRIBUTION PROGRAM

My role is to bring research and evidence to practice. As a member of OHRDP's Knowledge Translation Team, we use the evidence of harm reduction and safer practices to create resources & tools to support harm reduction workers in Ontario.

There are more than 850 places in Ontario where someone can get harm reduction supplies. Ensuring harm reduction workers have the knowledge to share safer practices with people who use drugs can help decrease HIV, hepatitis C, and other infections. These are engagement tools that can connect people to services that can support their health.



# PROGRAM HIGHLIGHTS

## A prescription for possibilities

Countries like Canada are in the grip of what is being called a loneliness epidemic.

Social isolation and the related mental-health challenges that were worsened by the pandemic are still ever-present. Study after study shows how bad loneliness can be for our physical and mental health. It is often equated to smoking up to 15 cigarettes per day.

The good news is that things like volunteering, helping others and even chatting with peers, can make a big difference in an individual's health outcomes. That is why KCHC's clinical and community development teams, are bringing community capacity and health care services closer together through what is being called "social prescribing."

For Melanie Foote, a long-time KCHC patient and volunteer, social prescribing has been a literal life saver. Before getting a social prescription, Melanie admits that she would not leave her apartment unless she had a doctor's appointment. Years later, she integrated herself into numerous parts of our organization, including volunteering at the Weller reception desk three afternoons a week.

"Without the social prescribing I was given, I don't think I would still be here," Melanie explains, adding that she initially received a social prescription from her doctor to join the Penguins Senior Social Group. "At the time, the idea of joining a group of strangers and walking into a room by myself was a very, scary thought. But my counsellor Judith kept working on me and the Penguins coordinator Jo started calling me to come. Eventually they wore me down."

Melanie has been with the Penguins for more than 10 years now and has made a lot of good friends. She says that because of the social prescribing she received, her life is a lot more hopeful, even if it's still hard sometimes.

Social prescribing will be a priority for KCHC in the upcoming year to encourage more people to become connected to programming both within and outside KCHC. This non-medical service is linked to improving overall physical and mental health outcomes while also allowing patients to build more meaningful connections around them.



Pictured is Melanie Foote, a long-time KCHC patient and volunteer.

### EMPLOYEE SPOTLIGHT

**KATE EARL**  
COMMUNITY DIETITIAN  
WELLER CLINIC



I've been at Kingston Community Health Centres since February 2023. I provide one-on-one nutrition counselling on a wide range of topics relating to the individual's relationship with food such as prenatal nutrition, intuitive eating, digestive health, heart health, eating well on a tight budget, etc.

A big part of my role is combatting misinformation and misconceptions about nutrition stemming from diet culture. I also run Fast Food cooking workshops at KCHC, where we prepare simple and nutritious recipes.



# PROGRAM HIGHLIGHTS

## Connecting babies with health care

KCHC is a proud partner in a new clinic providing well-baby health care for infants who do not have a primary care provider. Launched in May 2023, in partnership with Queen's School of Nursing, Department of Pediatrics, and KFL&A Public Health, the Partnership for Well Baby Care (PWBC) has met a real need in the community. It is estimated that 30 babies a month are born in the Kingston area who are not attached to a primary care provider, making them vulnerable to not achieving their best health.

After a session brainstorming and problem-solving around the care of unattached babies in the community, KCHC's Meghan O'Leary (Director, Clinical Services), Dr. Rupa Patel and Dr. Mary Rowland (Family Physicians), were the driving forces behind this innovative project. "It is important to KCHC to work with our community partners to ensure the health of everyone in our communities. This clinic is vital to the health and well-being of babies so they get a healthy start in their growth and development," says Dr. Patel. The Weller Clinic team provided well baby care for months through KCHC for infants without a primary care provider, identified this community health care need and brought the partners together to help design the clinic.

The PWBC is part of a groundbreaking and ongoing maternal and child health strategy, supported by the Frontenac Lennox and Addington Ontario Health Team, which includes another project led by Dr. Patel. Called the OB Wheel, this initiative aims to connect pregnant women to primary care, thus ensuring babies are born into a primary care "home." From May to December of 2023, 341 pregnant people have been connected to care via the OB Wheel.

This PWBC focuses on providing wellness care, immunizations, and referrals (as needed) for the babies they see, and is staffed by five nurse practitioners, as well as nurses from KFL&A Public Health. The clinic also provides inter-professional educational experiences for undergraduate nursing, nurse practitioner and medical students, and post-graduate medical trainees in family medicine and pediatrics. Another huge benefit of the care offered at the clinic is an anticipated reduction in visits to the Children's Outpatient Clinic at Hotel Dieu Hospital and to Emergency Departments.



Pictured is KCHC Physician Rupa Patel during a well-baby visit.

The success of this project is evident: Since May 2023, there have been 114 unique well baby encounters and a total of 194 clinic visits for unattached newborns in our area, and we have added staff and increased hours to keep up with demand. Not only that, since its launch, 19 babies presenting at the clinic were eventually rostered due to their need for ongoing primary care and follow-up.

In the words of a parent of a patient: "Where else would I have gone? We would have to drive back to Toronto every few months and that would involve a hotel stay and [Toronto driving]. I am so happy your clinic is here!"

### EMPLOYEE SPOTLIGHT

**KIM QUIN**  
REGISTERED NURSE  
STREET HEALTH CENTRE

Our work at SHC services the marginalized population in a holistic manner. I work with a team that are experts in their respective roles and support the clients in a variety of ways. I am grateful that my role as a nurse includes my skills as a holistic therapist, Reiki Master and Certified Reflexologist. The inclusion of such therapy assists individuals to have quiet time and reflect on their inner selves. This time allows safe space away from survival and direction toward healing.

The opportunity to meet and provide respectful holistic nursing care for a resourceful, grateful, strong group of people has been a mutually beneficial experience. This is why I love working at SHC.





# PROGRAM HIGHLIGHTS

## ISKA'S partnership with volunteers

Volunteers are an essential part of Immigrant Services Kingston and Area (ISKA) programming. They hold a variety of roles including group facilitation, support for newly arrived families/individuals, and tutoring in topics including English as a Second Language and Citizenship Test preparation.

ISKA maintains a list of volunteers to help with interpretation for phone or in person appointments. For many newcomers, access to services in their first language is essential in reaching their settlement goals efficiently and equitably.

These volunteers often also provide much needed connections to ethno-cultural associations in Kingston. In a mid-sized city where so much happens based on "who you know," these connections are valuable for newcomers to become connected and feel supported.

Volunteering is also a meaningful activity for newcomers to participate in. Many of our clients become ISKA volunteers because they know the challenges newcomers face and they have been impacted by our services. This has been a meaningful experience for many who feel they received so much when they were new to Kingston and want to pay it forward to newer arrivals.

Volunteers increase our capacity and make it possible to run as many programs as we do. Our English Conversation Circles have been volunteer-run for years, providing a space for newcomers to practice their English in a low-commitment, informal setting.

With the support of volunteers through Canada Revenue Agency's Community Volunteer Income Tax Program, ISKA helps over 600 newcomers file their taxes each year.

ISKA youth groups also rely heavily on volunteers and the youths are very grateful to their peers for becoming "mentor friends." We are so thankful for all our volunteers, and we know ISKA wouldn't be the same without them!



The ISKA Cooking Group and Soccer Club are just some of the ways newcomers can become connected to their new community.



### EMPLOYEE SPOTLIGHT

**SOFIA LIMA**  
YOUTH SETTLEMENT WORKER  
IMMIGRANT SERVICES KINGSTON & AREA



I arrived in Canada nine years ago and I became part of the ISKA Youth Group. As soon as I knew how helpful ISKA was, I knew I wanted to help newcomers. I graduated from college as a Child and Youth Worker. Now, I have been working for over two years as a Youth Settlement worker at ISKA and I run the same group that I was part of.

I feel very blessed to have this job opportunity where I can support newcomer youth to navigate their path and dreams. I know how hard it is to be an immigrant. I am here to advocate for and support newcomer youth.

# PROGRAM HIGHLIGHTS

## Highlights from the Indigenous Wellness Council

The Indigenous Wellness Council (IWC) was formed in 2013 to help foster healing and wellness in Indigenous Communities throughout the region.

Co-chaired by Mireille LaPointe and Lynn Brant, the IWC meets monthly to unearth new ways of improving access to health care for the greater Indigenous community. This work includes empowering Indigenous voices and communities to effect change; the promotion of a wholistic model of health care (one that serves a person's entire wellbeing); and supporting current/new alliances with regional health care providers and community stakeholders.

Here are several key highlights from the IWC's work over the last year.



**Blankets arranged on the floor represent land and participants are invited to step into the roles of First Nations, Inuit and later Métis peoples. The workshop helps people to understand how the colonization of this land impacts those who were here long before settlers arrived.**

- In September, Mireille led the Transitional Leadership Council, members of the Community Council and participants from the Frontenac Lennox and Addington Ontario Health Team (FLA OHT) through the Kairos Blanket Exercise. The experiential workshop explored the nation-to-nation relationship between Indigenous and non-Indigenous peoples in Canada. The workshop provided participants with an understanding of how colonization impacted those who were here long before settlers arrived. It not only engaged people's minds and hearts in understanding why the relationship between Indigenous and non-Indigenous peoples is often broken, but provided solutions for how action can be taken together.
- The Sacred Fire at Confederation Park is now in its third year. The fire was lit in remembrance of the 215 Indigenous children found buried in unmarked graves at the former Kamloops Indian Residential School in May 2021. Since this time, community members, including Grandmother Kathy Brant, have continued to hold a sacred fire every month in acknowledgement and honour of the lives that have been impacted by the residential school system.
- New to the IWC is Denise Graham – the Indigenous Health Lead from Ontario Health East. Denise hails from the Alderville First Nation in Roseneath and was hired by the FLA OHT as an Indigenous liaison for the IWC. Denise regularly shares important updates from several health-care partners, while collaborating in the true spirit of the IWC's values.
- IWC Member Dr. Amrita Roy is a faculty member and clinician-scientist in the Department of Family Medicine and Department of Public Health Sciences at Queen's University. As a settler ally with a research focus on Indigenous health, Dr. Roy continues to explore the history and evolution of the IWC through her research at Queen's.



# 2023-2024 IN PHOTOS





# FINANCIAL STATEMENTS

## Kingston Community Health Centres Statement of Financial Position

As at March 31, 2024

	2024	2023
<b>Assets</b>		
<b>Current</b>		
Cash (Note 3)	8,197,380	9,427,504
Cash for restricted purposes (Note 4)	-	28,498
Amounts recoverable	2,864,916	946,567
Prepaid expenses	68,367	66,688
	11,130,663	10,469,257
<b>Capital assets (Note 5)</b>	13,674,987	14,307,829
	24,805,650	24,777,086
<b>Liabilities</b>		
<b>Current</b>		
Restricted funds (Note 4)	-	28,498
Accounts payable and accruals (Note 6)	3,623,108	3,871,625
Current portion of deferred contributions related to capital assets (Note 7)	439,043	439,043
Deferred revenue	646,728	676,885
Current portion of long-term debt (Note 8)	148,141	142,653
Due to Ministry of Health ("MOH") (Note 9)	1,386,918	1,319,269
Due to other funders	48,009	46,321
	6,291,947	6,524,294
<b>Deferred contributions related to capital assets (Note 7)</b>	9,375,053	9,814,096
<b>Long-term debt (Note 8)</b>	2,926,899	3,075,340
	18,593,899	19,413,730
<b>Fund Balances</b>		
KFL&A Healthy Smiles	124,020	124,020
Unrestricted General Fund	3,005,519	2,248,229
Invested in Capital Building	1,388,508	1,388,508
Special Purpose	1,238,215	1,117,253
Special Purpose Externally Restricted	455,489	485,346
	6,211,751	5,363,356
	24,805,650	24,777,086

# FINANCIAL STATEMENTS

## Kingston Community Health Centres

### Statement of Operations

For the year ended March 31, 2024

	2024	2023
<b>Revenue</b>		
Ministry of Health (MOH) (Schedule 1)	14,293,002	13,364,817
HIV and Hepatitis C, Addictions and Substances Programs (Schedule 2)	17,875,331	14,296,846
Ministry of Citizenship & Immigration funding (Schedule 3)	253,173	50,000
Immigration, Refugees and Citizenship Canada funding (Schedule 4)	696,339	739,850
Kingston, Frontenac, Lennox & Addington Public Health (Schedule 5)	846,446	934,096
Pathways to Education Canada (Schedule 6)	805,238	774,722
United Way Serving KFL&A (Schedule 7)	280,066	288,424
City of Kingston (Schedule 8)	1,097,604	1,107,909
Other funds (Schedule 9)	5,500,413	4,181,034
	41,647,612	35,737,698
<b>Expenses</b>		
Salaries and benefits	15,714,196	14,566,977
Operating	24,199,391	19,468,114
	39,913,587	34,035,091
<b>Excess of revenues over expenditures before amounts payable to MOH and other funders</b>	<b>1,734,025</b>	<b>1,702,607</b>
<b>Other items</b>		
Amounts payable to MOH and other funders	(438,260)	(501,981)
Amounts transferred to deferred revenue	(447,370)	(599,640)
<b>Excess of revenue over expenditures</b>	<b>848,395</b>	<b>600,986</b>



# PROGRAMS AND SERVICES

## Weller

Circles  
Bridges Out of Poverty  
Getting Ahead in a Just Getting by World  
Community Development  
Indigenous Community Development  
Counselling/Social Work  
Dental Services

- Healthy Smiles Ontario
- Oral Health Program

Diabetes Education  
Dietitian  
Early Years  
EarlyON and ON y va  
Embedded Specialist Clinics

- Child Psychiatry
- Pediatrics
- General Internal Medicine

Family Health Educators  
Fun and Friendly Crafts  
Good Food Box  
Harm Reduction Supplies  
Occupational Therapy  
Operation Warm Feet  
Oral Health Program  
Pathways to Education  
Pathways to Education Go FAR (Alumni Support)  
Penguins  
Pharmacist Services  
Planet Health  
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  
Teach Resilience

## Partnership for Well Baby Care Clinic

Unattached Newborn Clinic  
Unattached Pregnant Patient Triage  
Virtual Care

- Tele-Dermatology Service

Volunteer and Student Opportunities

## Settlement and Immigration Services

Immigrant Services Kingston and Area  
Kingston Immigration Partnership

## 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

## 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.)

# PROGRAMS AND SERVICES

## Barrack

*Ontario Harm Reduction Distribution Program (OHRDP)*

Street Health Centre

Addiction Medicine

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

## Consumption and Treatment Services

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

## Health Hub

Occupational Therapy

Physiotherapy

## One Roof Youth Wellness Hub

Primary Care (Nurse Practitioner)





# LOCATIONS AND CONTACT INFORMATION

## 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

## 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  
613.354.8937

## 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

## Partnership for Well Baby Care Clinic

221 Portsmouth Ave., Kingston  
613.549.1232

## EMPLOYEE SPOTLIGHT



**NICHOLAS IRWIN**  
AR/AP ADMINISTRATOR  
CORPORATE SERVICES

Working as an AR/AP administrator at KCHC is incredibly fulfilling for me. In my eight months here, I've found immense satisfaction in knowing that my role directly supports an invaluable community resource. Ensuring that employees are paid promptly, and vendors are compensated not only contributes to the smooth functioning of the organization but also empowers me with the knowledge that I'm making a tangible difference in the lives of those who rely on our services. This sense of purpose fuels my dedication to the work each day.

## EMPLOYEE SPOTLIGHT



**AMALIE CHURCHILL**  
RN & DIABETES EDUCATOR  
NAPANEE AREA CHC

I've had the privilege of working at the Napanee Community Health Centre in the Diabetes Education Program since 2018 and it's been by far my favourite role in nursing.

I get to help people manage a very complicated illness and achieve their health goals. Being able to follow clients over many years and see the effect my role has on their wellbeing is incredibly rewarding to me. My clients inspire me every day to give my all.

## EMPLOYEE SPOTLIGHT



**BENJAMIN MA**  
COMMUNICATIONS ASSISTANT  
KINGSTON IMMIGRATION  
PARTNERSHIP

By the middle of the COVID-19 Pandemic, I quickly realized an emerging interest in improving a community's health. Flash forward to a couple of years "post-pandemic" I stumbled across a job with KCHC that has been quite life changing.

Within my first couple of months at KCHC, I realized that a lot of my work has been paying attention to community events and brainstorming new ways to integrate newcomers within the Kingston community. This allows us to work towards dismantling social binaries, with hopes of strengthening our community's morale and experiences of inclusivity.

My work with KCHC and KIP is essential in uplifting and highlighting Kingston's potential in creating and fostering a healthy, multicultural, and inclusive community.





# THANKS TO



**United Way**  
Kingston, Frontenac,  
Lennox and Addington

**Ontario**   
Ministry of Health  
Ministry of Long-Term Care



**Ontario  
Health**

## Get in touch!



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