

Date: November 6, 2025

Thank you for continuing to receive your primary care services with ConnectWell Community Health. As of November 15, we will be experiencing a vacancy in our chiropody services. We understand the importance of ongoing access to foot care and are working closely with our program partners to minimize any disruption to services for our clients. Please be assured that your health and well-being remain our absolute top priority. Our management team is actively and diligently working to find a solution.

Discussions are currently underway between ConnectWell and program partners to review the overall funding structure for the Foot Care Program. These discussions include exploring the potential reallocation of a portion of program funds to support the recruitment of a Foot Care Nurse, while also maintaining limited chiropody services on a periodic basis. The goal is to ensure that clients continue to have access to essential foot care support within available resources. A confirmed timeline for the transition has not yet been determined, and updates will be provided as plans are finalized. We are committed to finding a compassionate professional who will continue to provide the high-quality care you deserve

In preparation for this change, clients currently receiving chiropody services have been provided with information about alternative foot care providers in the region, through Community Home Support Lanark County, Carebridge, and Senior Support Services Lanark, Leeds, and Grenville. Chiropody services are also available through Rideau Community Health Services for high-risk individuals with a referral. Additionally, private chiropodists and nursing foot care services are accessible. ConnectWell staff will continue to support clients by sharing information and helping them access available community-based foot care options during this transition period.

At ConnectWell our mission is to support people and communities in achieving and maintaining their best health and social well-being. We are committed to this through providing holistic programs and services, reducing barriers, enabling people to participate in their communities, sharing knowledge and resources, and managing our resources responsibly. Please visit our website at www.connectwell.ca or inquire with our office about how to access our resources and programs to make the most of our commitment to you.

If you have any questions, please feel free to call me at 613-259-2182.

Sincerely,

Emily Frizell

Senior Manager, Primary Care

