

Lanark Renfrew Health & Community Services

2014-2015 Annual Report

Celebrating . . .

We are pleased to introduce you to the work of Lanark Renfrew Health & Community Services (LRHCS) through our Annual Report. LRHCS is an umbrella organization created through the on-going integration of Lanark Community Programs, North Lanark Community Health Centre and the Whitewater Bromley Community Health Centre. Together, we play a vital role in helping individuals of all ages – from communities across Lanark and Renfrew Counties – live better lives. We do this by helping people in our rural communities have healthy babies and raise healthy children; learn how to navigate the system to access services they are entitled to (and be accessible when they want and need our support); get connected and supported when they are struggling with developmental disabilities or mental health issues; have ready access to primary health care and allied health care providers close to home; learn how to manage chronic or complex health and medical conditions (i.e. anxiety, asthma, autism, cancer, diabetes, hypertension, and speech and language difficulties); participate in group programs that help them learn new skills or refine existing skills to improve their own health and well-being; meet new and supportive friends; and get involved more actively in community life.

This past year has been one of change both within our organization and within the health and social services sector. With new staff, new programs, new partners, new accountability requirements, new legislation, and new technologies, and without much new funding, we have stayed true to our mission: “Together we support people and communities in achieving and maintaining their best possible health and social well-being.”

Increasingly, we find ourselves needing to explain, define, and sometimes defend to funders and decision-makers the unique needs, challenges and opportunities presented in providing health and social services in our predominantly rural communities. Across the organization our advocacy efforts are being directed at ensuring rural residents receive appropriate and timely access to the help and services needed to achieve healthy outcomes.

We know we cannot do this alone. This past year we have made significant commitments of time and talent to a number of different partnerships in order to strengthen our impact. Lanark Community Programs has been actively involved in the Lanark Leeds Grenville Planning Table tasked with the “transformation” of services under “Ontario’s Special Needs Strategy”. The LLG Planning Table members work alongside representatives from each of four Ministries (Children and Youth Services, Health and Long-Term Care, Education, and Community and Social Services) to develop a coordinated and seamless service planning and delivery model for families and children in our region with multiple or complex special needs. Our Board Members and staff from both Community Health Centres are deeply committed to Health Links - an evolving partnership designed to transform the delivery of local health care services to best meet the needs of those vulnerable people with the most complex health conditions in our community. Health Links have the potential to transform the way health care is delivered resulting in better health care outcomes and a more efficient and effective use of health care resources. Already there are many examples of how Health Links, through the development of Coordinated Care Plans, have improved patient experiences, reduced hospitalizations, and improved health outcomes.

The stories in this report are just a starting point of the many successes we have had this past year. Aligned with our seven strategic priorities of *excellence, poverty, mental health and addictions, integration, innovation, advocacy, and partnerships*, these profiles provide a glimpse at the depth, breadth and scope of the work of LRHCS.

In this coming year, we will be facing more challenges to meet the needs of individuals and our rural communities. We know we can rely on the same dedication, ingenuity and determined effort that have been applied in the past by our staff, volunteers, clients, participants, community supporters, organizational partners and funders. We extend sincere thanks to all who believe in and contribute to our vision of a community that is **healthy and just and supportive of all**. We could not do it without you!

Stephen Bird, Chair, Board of Directors

John Jordan, Executive Director

Highlights from 2014-2015

Whitewater Bromley Community Health Centre



The Whitewater Bromley Community Health Centre provides a full range of primary care and health promotion programs to serve the health care needs of the local communities included in the Townships of Whitewater Region and Admaston Bromley and beyond. Our primary care providers include Doctors, Nurse Practitioners, Registered Nurses and a Chronic Disease Nurse. Our allied health staff includes a Registered Practical Nurse, Social Worker, Health Promoter and Registered Respiratory Therapist. Along with our dedicated team of support staff, we ensure that each client is directed to the right provider at the right time for the care they need.

Our primary care services include Urgent Care, Lab Services, Foot Care, Lung Health, Smoking Cessation, Chronic Disease Management, service delivery through the Advance Access and Efficiency model, and telemedicine for client consultations. We work closely with quality improvement advisors to try to maximize our work and achieve our client-centred goals. We have started an exciting new engagement of client advisors who sit on our planning committees, to help us improve our service delivery in our heart health initiatives.

We offer a broad range of Health Promotion programs with a focus on physical activity, mental health and self management, healthy eating and nutrition and health education. Our physical activity programs having been growing steadily in number, type and popularity. The Fit Fun and Fully Alive! fitness classes for older adults are offered in 8 different locations from September to May. Approximately 120 people attend each week. This past year, with funding from the Champlain LHIN and in partnership with Barry's Bay and Area Senior Citizens Home Support Services, we provided Senior Fitness Instructor Certificate training for 15 aspiring volunteer instructors. The Get WITH It Indoor Walking program is offered at the Beachburg & Cobden Public Schools three evenings/week from January to March. Two introductory Nordic Poling courses were held last year, with as-needed personal coaching. The Stand UP! Falls Prevention Program combines information and exercise and is designed to reduce the risk of falls for seniors. In the area of Mental Health and Self-Management, WBCHC regularly offers the following programs: Living a Healthy Life with Chronic Conditions, Chronic Pain Self-Management, Smoking Cessation, Weight Management, and Change Your Mind, a uniquely designed program that guides people through a gradual process of skills acquisition and self-understanding using mindfulness practices.

We work with a number of community organizations and other health service providers to increase access to health services and to address the broader determinants of health. Some of our partners include: Country Haven Retirement Home, Alzheimers Society, Opeongo High School Nurse Practitioner program, Community Paramedic Response Unit Program, Diabetes Outreach Program, and Cardiac Rehabilitation Program with Pembroke Regional Hospital. Our recently renovated facility in Cobden is now home to a growing range of programs and community services. In addition to our own programs, we welcome the following: Dr. Steve Olsen provides Chiropractic services; Petra Zangerl-van Veen provides personal and group fitness training; Susan Martensen provides Breastfeeding 101 courses; Julie Keon provides childbirth education classes, breastfeeding support groups and death café discussion groups; Shirley Hill provides foot care; and Patrick and Diane O'Kane-McHugh offer a variety of yoga classes.



Our participation in a number of community coalitions and networks helps us influence or have an impact on community wide issues. We are involved with the Access to Physical Activity Working Group of the Physical Activity Network of Renfrew County, the Renfrew County Fall Prevention Coalition, Renfrew County Geriatric Services Network, Aging Safe Healthy and Strong Committee of Renfrew County, Child Poverty Action Network Renfrew, Child and Youth Health Network of Eastern Ontario- Rural Homelessness Working Group, Champlain Dementia Network, Rural Geriatric Advisory Committee, Healthy Communities Partnership, Health Links (North and South Renfrew), the Renfrew County Parenting Network emerging Living Wage Committee. All our work is aimed at addressing health needs in the community.

A part of Lanark Renfrew Health & Community Services

North Lanark Community Health Centre



Established in 1992, the North Lanark Community Health Centre (NLCHC) in Lanark Village is the source of primary health care and health promotion programs for thousands of people in north Lanark, and many of our services and programs reach people across Lanark County. NLCHC also serves as the governance and administrative hub for our umbrella organization, Lanark Renfrew Health & Community Services (LRHCS).

Our multidisciplinary health team provides care across the life span – from pregnancy, babies and new parents to seniors with multiple persistent health conditions - through to the provision of palliative care. All our primary care and allied health staff - Doctors, Nurse Practitioners, Nurses, Social Workers, Dietitian, Health Promoter, Clinical Health Promoter/Counselor, Community Health Worker, Chiropodist and Respiratory Therapist - work together to address the specific health and social well-being needs of people in our community. We work in partnership with other community agencies (ie the Leeds, Grenville and Lanark District Health Unit, Lanark County Mental Health, Rideau Valley Diabetes Services, The Mills Community Support Corporation, Royal Ottawa Hospital, Open Doors for Lanark Children and Youth, and many others...) to provide a broader range of services in our community. This year, with funding from the Champlain LHIN, we launched two new initiatives – Primary Care Outreach to Seniors and an expansion of our Lung Health Program including the development of a pulmonary rehabilitation program.

Our health promotion programs reduce barriers to access for our rural residents and help people learn new skills so they can achieve their own health and wellness goals. For example, our programs include: exercise classes for older adults and seniors; yoga for people recovering from injury or illness, falls prevention programs for seniors; cooking groups for men and budget-conscious families; information, support and skills training for people with chronic health conditions; mindfulness based stress reduction programs; and non-competitive physical activity programs for children and families; to name just a few.

A unique program of the NLCHC is the Mental Health Support Project (MHSP) - The LINK—a membership driven peer-support program for individuals in Lanark County who struggle with mental health concerns. MHSP has established deep roots in Lanark County since its start in 1999 as a sponsored agency of the North Lanark Community Health Centre. MHSP is founded on the belief that individuals can and do recover from mental illness. We actively promote a recovery-oriented environment that inspires individuals toward self-determining their own recovery process.

Weekly peer support groups help reduce isolation caused by the negative impacts of stereotyping and stigma, from the mental illness itself, and from our rural geography. They also encourage ongoing group dialogue and address various issues related to mental illness and wellness, and provide a safe place where people can develop an increased sense of hope, self-awareness and insight, as well as empathy for others. Our social and recreational activities help build supportive friendships among individuals who have both unique and shared experiences in relation to mental illness and wellness. These activities also provide opportunities to define ourselves aside from our illnesses and labels.



All of the programs and services offered by the NLCHC help reduce the barriers faced by people on low and fixed incomes, and those who may be isolated because of our rural geography. Poverty, geographic isolation and other forms of exclusion can lead to an increased risk of both acute and chronic illness/disease – in individuals, families and communities – and we actively work to reduce or eliminate these, and other barriers.

Lanark Community Programs

Lanark Community Programs (LCP) is the "The Little Agency That Could." We began in 1979 with two programs, a staff of five and a budget of \$70,000.00. Today we have nine programs, a staff of 68 regular employees and over 400 contract workers for a



total full time equivalent staff of 150. We are assisted by 250 wonderful volunteers. Our budget is \$8.5 million and comes from Ministries of Children & Youth, Community & Social Services, Education, and Health. In addition, we receive funding from the Public Health Agency of Canada and the County of Lanark as well as from our various fundraising ventures.

Our main office is our eighteen thousand square foot building at 30 Bennett Street, Carleton Place. We also operate five Respite Homes throughout Lanark County and rent satellite offices in Smith Falls and Brockville.

Our nine programs are as follows: Infant and Child Development, Connections, Language Development, Behaviour Development, Autism - Intensive Behaviour Intervention, Autism - Applied Behaviour Analysis, Lanark Early Integration, Family Relief, and Therapeutic Riding.

All services are delivered in the client's natural environments in home and community, and all services stress the empowerment of clients, parents and other natural mediators. We serve Lanark County with some programs serving Renfrew, Leeds and Grenville as well. Please check individual program web-sites for full descriptions of each.

Of special note is the incredible community development work done by Lanark Community Programs. We belong on many different associations and networks and on 37 Boards for which we were founding members.

We are proud to be part of Lanark Renfrew Health & Community Services. As we celebrate 15 years of our coming together, we concur with our last Accreditation Review which urged us to "go on the road" as a uniquely successful model of health and community services working under one governing body serving a vast rural community.



A part of Lanark Renfrew Health & Community Services

Excellence . . .



The re-opening of the Cobden site of the Whitewater Bromley Community Health Centre has been anticipated for quite some time...and over the years, many people have earned their applause and our collective thanks for their contribution to making this happen! Indeed, the provision of primary health care services in Whitewater Region is the result of dozens of committed people who shared a common vision of bringing primary health care and allied health programs to area residents....and then worked tirelessly together to make it happen.

It all started way back in the late 1990's when Dr. Pye, a long-time physician from Cobden, was preparing for retirement. Dr. Pye and then Nurse Practitioner Bonny Johnson considered the North Lanark Community Health Centre (NLCHC) as a model of primary health care that could serve the residents in the Beachburg/Cobden communities. Around Bonny's kitchen table, a group of local citizens came together with the hope of securing greater access to primary health care services for area residents – eventually landing on the idea that they wanted to gain status as a fully funded Community Health Centre similar to the model in Lanark. The Mayors, Reeve and Warden of local municipalities joined the steering committee, supported by MPP Sean Conway, to lobby Queen's Park for CHC funding. The physicians at the Beachburg Medical Centre agreed to partner to support increased access to primary care in the community.

As an interim measure in 2000, the Ontario Ministry of Health agreed to fund a Nurse Practitioner initiative in Beachburg to provide primary care services, if the NLCHC would agree to serve as sponsor and manage the funding. In a similar way, a second Nurse Practitioner program was funded for Cobden in 2002.

Pat Krose, one of the original members around the kitchen table, went on to fill many volunteer roles along the way: Steering Committee member, WBCHC Satellite Board Member, WBCHC Advisory Board Member, LRHCS Board Member, etc. Pat knows as well as the other steering committee members, the amount of time, talent, ingenuity, grit, laughter, hard work and determination that went into trying to accomplish this vision. "At first, we didn't know what a Community Health Centre was – we just knew that there was a need to replace Dr. Pye when he and other providers retired. Eventually, we began to understand the benefits and strengths of a CHC for a rural community. Over the years, our communities became really supportive of this undertaking. We aren't a rich region, and yet our bike-a-thons, golf tournaments, Victorian teas, and wine tastings were strongly supported and donations were really generous".

Izett McBride served as chair of the WBCHC Steering Committee around 2004. "We had no idea what a tremendous amount of volunteer time, energy and commitment this was going to take. We were just a bunch of volunteers from the community who were interested in improving our health services. We formed a steering committee and incorporated. Dave Shields served as our inaugural chair, and we had active and committed leadership all along, but it was really tough going sometimes. People really needed to work together to make it happen, and they did that. You wouldn't believe the amount of work that people did!"

In late 2004, a surprise announcement was received from the Ministry of Health whereby the centres in Beachburg and Cobden – as well as Rainbow Valley CHC in Killaloe – would become satellites under the supervision and funding stream of the North Lanark CHC. The understanding at that time was that the satellite funding was to get WBCHC started, with the 'promise' that full funding would follow in two years – granting WBCHC stand-alone CHC status.



In order to safeguard future development and with funding support from the local Civitan Club and the Municipal Council, the WBCHC Advisory Board purchased the current building at 70 Main Street Cobden. The partnership with NLCHC proved successful with funds flowing from the Community Health Branch for the purchase and renovation of the Cobden building. Most recently, LHIN funding has assisted with the current renovations.

John Jordan, Executive Director of Lanark Renfrew Health & Community Services, has since noted that "because of a number of factors, such as the economic need to find system efficiencies through program and service re-design, the political move to establish regional decision-making structures known as Local Health Integration Networks (LHINs), and the technological changes with electronic medical records and telemedicine that facilitate faster communication and sharing of data and information, the move to independent CHC status no longer aligned with the Ministry of Health and Long Term Care's strategy, and repeated applications for independent status were turned down."

Fortunately, because of the solid working relationships that had been built over several years, the operational efficiencies that had developed, and expertise that existed across our organizations, the WBCHC Advisory Board and the Board of the NLCHC (renamed Lanark Health and Community Services) were well-positioned to consider this new reality.

In March 2012, the Directors of both the Lanark Health and Community Services Board and the WBCHC Advisory Board convened a day-long retreat in Calabogie to lay the groundwork for governance integration between these two Boards. A full consensus emerged, and in June 2013, at the Annual General Meeting, we marked our transition to the newly named "Lanark Renfrew Health & Community Services" (LRHCS). As LRHCS continues this work, along with the elected Board Directors from Renfrew County, we seek to ensure rural residents in the communities we serve are able to achieve and maintain their best possible health and social well-being.

Our hats are off to the members of the Whitewater Bromley CHC Steering Committee and Advisory Board who have worked tirelessly over the years to secure primary health care services and health promotion programs for the rural residents of Whitewater Region. They have been actively

supported in this venture by local municipal governments, (formerly the Townships of Westmeath, Ross and Bromley which eventually became Whitewater Region), service clubs (Civitan and Lions), area churches, Women's Institutes, individuals, families, businesses, and other health service providers. Without people working together, having and holding onto a vision, none of this would have been possible. That's excellence in action!

Congratulations on the re-opening of 70 Main Street and thank you to all!



Sean Conway M.P.P. with Whitewater Bromley Steering Committee, Cobden, May 1999. Seen left to right: Bonny Johnson, Sean Conway, Elke Smith, Merton Glenn, Lynne Langton, Wayne Remus, Melva Glenn, Louis Edmonds - report author, Peter Sattelberger, Pat Krose, and Joe Conway. Absent for photo were: Leanne Thom, Marie Zettler, Arthur Cobb, Joanne Pratt, and Leona Miller.

Reduce Barriers...



All parents want their children to have experiences in life where they feel successful, happy and included. For parents with adult children with developmental and intellectual disabilities this is no different but these opportunities are sometimes harder to come by. Adults with disabilities face daily barriers - emotional, practical, and medical - that make recreation and leisure activities hard to access. Additionally, individuals and families with disabilities often experience significant economic hardship as a result of their life circumstances - including frequent and costly medical procedures, adaptive equipment, transportation needs, and interrupted employment to provide family care.

The Family Relief Program (FRP) of Lanark Community Programs (LCP) has had an unwavering commitment to respond in a comprehensive and holistic way, to the unique needs of some of the most vulnerable families in our community. The needs of families are always the driving force of programs LCP develops. Five years ago, several families whose children had finished school and had little or no access to daytime activities approached FRP staff to see if they could pool their resources and structure a small individualized and tailor-made program to meet the needs of their children who were entering adult-hood.

This is when the Social Recreation Program (SRP) of Family Relief was born. Using the already established Respite Homes as a base, the SRP directly addresses the social isolation faced by young adults with developmental and intellectual disabilities and complex needs, regardless of their financial circumstance. Day programs are now offered at each of the 2 Respite Homes and two other locations in Lanark County, located in/near the towns Perth, Smiths Falls and Carleton Place.

Each Social Recreation Program offers individualized programming based on each young adult's specific needs and interests. Whenever someone wants to learn or try something new, or experience employment and volunteer placements, learn life skills, develop social skills, enjoy recreational experiences, or learn something specific such as how to play an instrument or how to make an Adirondack chair, staff try to accommodate the request and break the skill down so the individual can master it. For example, in one group, the young women have formed a craft circle where they create sock horses (akin to "sock monkeys") and outdoor yard flowers made of wire stems, stones and re-purposed wood. The beauty of this program is that while the participants are engaged in an activity they are also with their peers and are making new friends.



Jan Paul-Barr, Caseworker with the FRP, feels great satisfaction and reward when seeing or hearing about all the changes that take place with individuals receiving such individualized service. "I hear about these successes every week, from the program leaders Lil, Sarah, Tara and the parents. It's wonderful to see a non-verbal, anxious individual with some difficult behaviours thriving in an environment with small numbers, structure and one-on-one support, or a young woman getting more easily involved her community and successfully completing tasks, or a young man with complex needs, in a wheelchair, having a smile spread across his entire face when he does music therapy for the first time!"

One of the most important outcomes is the friendships the young adults make with their peers. According to Jan, there are so many examples that she has a hard time keeping up with the list. "Just yesterday, an individual in the program offered to do exercises with another person who is recovering from a surgery, and offered her words of encouragement! At the gym, another individual was having difficulty taking off his workout shirt and his friend stepped in to help before staff could assist him." The impact of the program on both the participants and the staff is captured in Jan's assessment: "Those of us working with the Social Recreation Program hear success stories every day. We are gratified that we can offer the program and are so privileged to be involved with such a great group of individuals."

All people, regardless of income and life circumstance, can thrive when they are given support to learn in a social environment that is small and unique to their needs!

Innovation . . .

Innovation requires a unique mix of creativity, necessity, spark and tenacity...and this provides an explanation for how a "small town" program involving horses and a vulnerable population that costs over \$200,000 year, operates without any core funding, provides reduced fees for all and additional subsidies for those in greatest need, engages over 175 volunteers and 10,000 hours of time, receives referrals from 25 different sources, (You get the picture!) can stay in operation for 29 years and be the envy of similar programs in larger and wealthier communities!



The Therapeutic Riding Program, operating from 3 farms in both Lanark and Renfrew Counties, provides specialized riding lessons to children and adults with physical and/or developmental disabilities. The program had its start in Lanark County in 1986 with just twelve young riders. In 2012, the LRHCS Board was approached to extend governance and operational support for the development of a similar program in Renfrew County. This relationship continues.

Riders in the Therapeutic Riding Program range in age from two to 73 years and have a wide variety of both physical and developmental disabilities including: cerebral palsy, spina bifida, Down Syndrome, stroke, spinal cord injury, amputation, sight and hearing impairments, learning disabilities, autism and attention deficit hyperactivity disorder.

Therapeutic Riding is a holistic approach with physical, emotional, cognitive and mental health benefits. Physical benefits take place

as the swinging and rolling gait of the horse moves the rider's pelvis, trunk and shoulders in ways very similar to a natural human walking gait. All riders – but especially those usually confined to a wheelchair – can find the motion and movement of a horse to be exhilarating! Exercises done while seated on the horse help improve posture, reduce spasticity, and increase strength, coordination, flexibility and muscle control. Riding also allows riders to develop their concentration, planning, problem-solving, memory and communication skills. Increased self-esteem and confidence motivate riders to set higher goals. They are thrilled when they learn to ride their horse through obstacle courses and compete in games, races and activities during riding lessons. The riders experience success and accomplishment and realize they are capable of achieving challenging new goals in other areas of their lives.

Joan Robinson, a physiotherapist-by-day, has been volunteering with the Therapeutic Riding Program for the past 25 years! She attributes the success and longevity of the program, and her longevity as a volunteer, to the enthusiasm, care and commitment of everyone involved with the program. "It's really neat to see kids on their first time, when they aren't at all sure about getting on this big animal, get over their fear and apprehension....and to see their parents be so delighted to see their kids -especially those who are in wheelchairs-sit up and ride a horse, with huge smiles on their faces. It is something they can do...and it's so liberating. This program has been developed so well over such a long period of time and with such care about safety. The instructors are so highly trained and skilled and the horses are chosen very carefully. It's a relaxed, friendly and supportive environment for the riders and their families. It's very neat to watch. A lot of kids and parents report it is the highlight of their week and they would ride everyday if they could. It's a really special program and it's such an expensive program to run. It's such a credit to LCP, the staff, volunteers and this community that we are able to raise the amount of money required to run this, and that it's going strong, and getting stronger, after 29 years. I hope it continues for 29 more!"



Integration & Advocacy...

In business, government, and not-for-profit organizations, “integrations” are being encouraged, supported, created and funded. Across Lanark Renfrew Health & Community Services, much of our work is accomplished through various forms of integration. While there are many competing and complex ways to define “integration”, at the core, integrations are about agreements to share resources to better and/or more efficiently deliver a product or service. This past year, after repeat attempts at stating the need and trying to make the case, new funding from the Champlain Local Health Integration Network (LHIN) enabled us to roll-out two integrated primary care programs: Primary Care Outreach to Seniors (PCO-Seniors) and expansion to the Lanark Renfrew Lung Health Program.



The PCO-Seniors program started in 2009 at a Community Health Centre in Ottawa, and has now been expanded to CHCs across eastern Ontario – including North Lanark. Vulnerable, isolated seniors with complex care needs, aged 65+, and living at home qualify for free support. The aim of this program is to reduce the number of emergency room visits, prevent hospital admissions, reduce isolation and allow seniors to live in their own homes for as long as safely possible. Through a shared-care approach involving other health professionals, geriatric partners, community agencies and the Community Care Access Centre, the PCO teams made up of a Registered Nurse and a Community Health Worker provide early intervention, assessment and monitoring of health conditions

and link people with supports and services in the community. As part of this integration, Southeast Ottawa CHC hosts the centralized referral system and provides coordination for all 11 PCO sites in eastern Ontario. We are working with the LHIN to expand this service to Whitewater Bromley CHC.

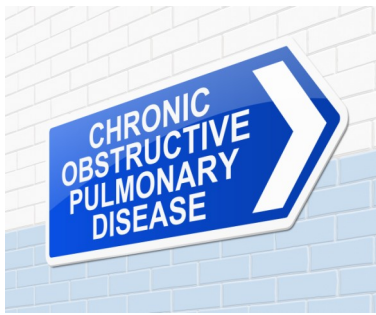
The need for this program in North Lanark is great. Since the start of service in September 2014, the PCO team has had over 900 service interactions and a client caseload of 48 – with new people coming on every month. Registered seniors receive home visits from Community Health Worker Joellen McHard and Registered Nurse Meredith Cullen. Joellen and Meredith bring an abundance of resourcefulness and commitment to their work with seniors as well as effective teamwork.

One senior’s story clearly demonstrates the effectiveness of the program. During the initial home visit, Joellen and Meredith identified a number of areas of concern. Using a “falls risk checklist”, Meredith determined a high risk of falling. The team then offered to assist the client in finding reliable transportation so she could attend the free, 12-week falls prevention exercise program offered at the NLCHC. Joellen secured transportation for her and helped her reconnect with members of her local church congregation. Because the individual was also having difficulty securing enough food, she was linked with the local food bank and provided accompaniment to the centre. In addition, Meredith provides ongoing health monitoring, education and information by consulting with the family doctor and other health care providers to coordinate care. By addressing the issues impacting on this senior’s health and well-being and providing the supports necessary for her to remain in her own home, she is enjoying a huge improvement in her quality of life.



Continue to Lead

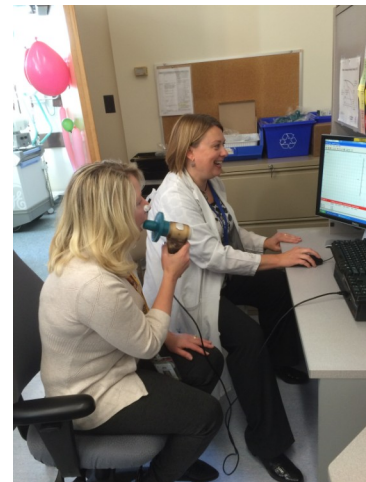
The Lanark Renfrew Lung Health Program (LRLHP), encompassing 8 different locations (*Lanark Village, Beachburg, Killaloe, Portland, Smiths Falls, Merrickville, Carleton Place and Almonte*) and 5 different organizations (*Lanark Renfrew Health & Community Services, Rideau Community Health Services, Rainbow Valley Community Health Centre, Country Roads Community Health Centre, and soon to be the Smith Falls Nurse Practitioner-Led Clinic*), is another integration success story. Along with community needs, Respiratory Therapist and Program Coordinator Christina Dolgowicz attributes the willingness of rural health service providers to partner, collaborate and integrate as a key reason new funding was approved.



The additional funding addresses gaps in lung health services in parts of Lanark and Renfrew Counties. Registered Respiratory Therapists (RRT) who are also Certified Respiratory Educators (CRE) are now available to work with CHC and non-CHC clients with Chronic Obstructive Pulmonary Disease (COPD). Funding has also been provided to start a community-based Pulmonary Rehab Program consisting of a 16-session exercise and education program led by a Physiotherapist and an RRT/CRE. This initiative is significant as COPD is one of the top five reasons for admission to hospital, yet community support and resources remain limited in the community. Pulmonary Rehab is considered to be Best

Practice in the treatment of COPD, yet most rehab sites are located in urban centres such as Ottawa and Kingston.

Christina knows that the Lanark Renfrew Lung Health Program is good for clients, health care providers and the health care system. She explains, "RRTs provide concrete and detailed support to help people learn about their lung disease, become aware of their triggers and symptoms, understand the medications they are taking and why, and provide tools so that people can stay healthy and remain functionally independent as long as possible. When this is done, we can see huge changes and benefits for people. The participants in our Pulmonary Rehab Program are experiencing profound changes in their daily lives. Here is some of what they have said: *'Before I had the oxygen therapy and exercise, I couldn't walk 100 feet. Now I can walk 5 blocks. I even walked 9 km once since I started the program.'* *'I can now go shopping without the walker and walk the entire time with the cart. I used to have to stop and sit down several times while I was shopping.'* *'My stamina is better. I can go shopping without using the cart. I am using a basket instead.'* *'I find the stairs up to my apartment aren't as hard. I can walk farther than I used to without stopping.'* One man proudly told me how he could now shovel his driveway, clean off his car, bike around the neighbourhood, and be outside for extended periods of time."



The changes people see in an improved quality of life, decreased shortness of breath and increased ability to self-manage are also reflected in decreased emergency department visits, admissions or re-admissions to hospital, and overall health care utilization. It's good for everybody.

Over the coming months, Christina sees the need "to keep focused on streamlining care, working on quality improvement and improving service standards while ensuring that local needs are met. This means continuing to explore partnerships with area hospitals, family health teams, Nurse Practitioner-led clinics, solo health care providers and Health Links as well as expanding lung health services to those who need it most. The right care at the right time in the right place".

Collaboration, cooperation and commitment are integral to effective integration. It also requires a fair bit of determination and persistence to successfully advocate for new resources in order to create and support the integration. As evident in the Primary Care Outreach to Seniors and expanded Lung Health Programs, the impact can be clearly measured in the improved health of the clients we serve.

Mental Health . . .



"Mindfulness" is a frequently used buzzword these days. It has been discussed in the British Parliament as an antidote to both unemployment and depression and embraced by organizations as diverse as Google, the US military and Oxford and Harvard Universities. But mindfulness practices can be more aptly described as an antidote to *buzz*. By definition, mindfulness aims to reduce the constant buzzing, humming and reacting that our modern brains are trained to respond to.

We are living in times of constant and accelerating change.

Along with modern-day demands and worries about our finances, health, job security or workload, we are also bombarded daily by hundreds, if not thousands, of text messages and emails. Many of us have so much on our minds at any given time that we get through our days by working on "autopilot". Our level of distraction and busy-ness has become so great that it's not uncommon for any of us to set off in the car and arrive at our destination only to realize that we remember little or nothing about the journey, or to start a conversation with someone and forget midway through a sentence what we were trying to say.

Stress symptoms can affect our bodies (headaches, muscle tension or pain, chest pain, fatigue, stomach upset, sleep problems), our thoughts and feelings (anxiety, restlessness, lack of motivation or focus, irritability or anger, sadness or depression) and our behaviours (over or under eating, angry outbursts, drug, alcohol or tobacco abuse, and social withdrawal). Stress that's left unchecked can contribute to serious physical and mental health problems including high blood pressure, heart disease, obesity and diabetes, to name a few.



Mindfulness training helps us focus on the present moment, rather than allowing our thoughts to be hijacked by past regrets or future worries. Contrary to popular belief, mindfulness practices are not about "zoning out" or about stopping our thoughts, feelings or emotions – rather they are more about "zooming in" and paying close attention in a gentle and deliberate way. Mindfulness doesn't prevent us from feeling emotions, but it can provide more space for us to see our thoughts and emotions more clearly - perhaps changing the way we react to them.

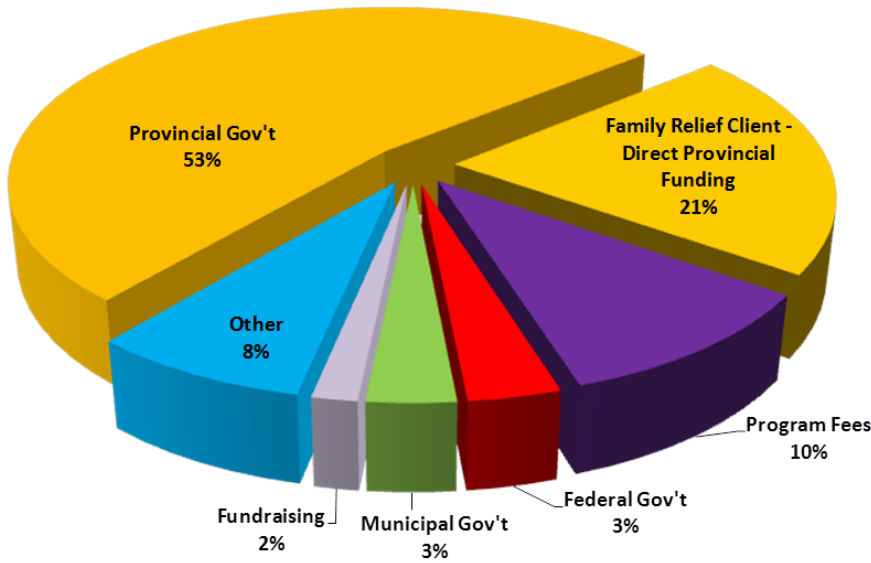
For these, and many more reasons, all Parts of LRHCS provide some form of intensive, evidence-based Mindfulness or Mindfulness Based Stress Reduction programs. Ray Parchelo, Social Worker at the Whitewater Bromley CHC, has offered his "Change Your Mind" program since 2007. The North Lanark CHC, in partnership with Lanark Community Programs, has presented the "Mindfulness Based Stress Reduction" program developed by Jon Kabat-Zinn in 1979, in both Lanark Village and Carleton Place since 2009. To date, over 250 people have attended these programs. Program evaluations consistently demonstrate the positive impact this program is having on the lives of participants. Between 2009-2013, the North Lanark participants experienced an average 50.5% reduction in scores using the Burns Anxiety Inventory (measure of generalized stress and anxiety). 94% of participants reported the program had a positive impact on their sense of health and wellbeing. 75% said they were coping much better and 25% reported they were coping somewhat better. While program evaluations and scores tell an important part of the story, perhaps the effectiveness of all the programs is best reflected in the words of one participant:

"Attending this program has been a transformative experience for me. Before starting, I had a significant amount of everyday anxiety and stress. I constantly worried about past and future and had difficulty concentrating and enjoying life. I feel like I own my life now. I have an increased sense of worth, have clarity and perspective, and joy due to the meditation practices learned and used in my life."



Funding and Allocations

Revenues



LRHCS Financial Summary

Fiscal Year 14/15

REVENUES:

Govt contributions	12,059,490
Amort deferred contributions	225,064
Fundraising and donations	245,009
Program Fees	1,559,837
Other Revenues	953,594

TOTAL REVENUES: 15,042,994

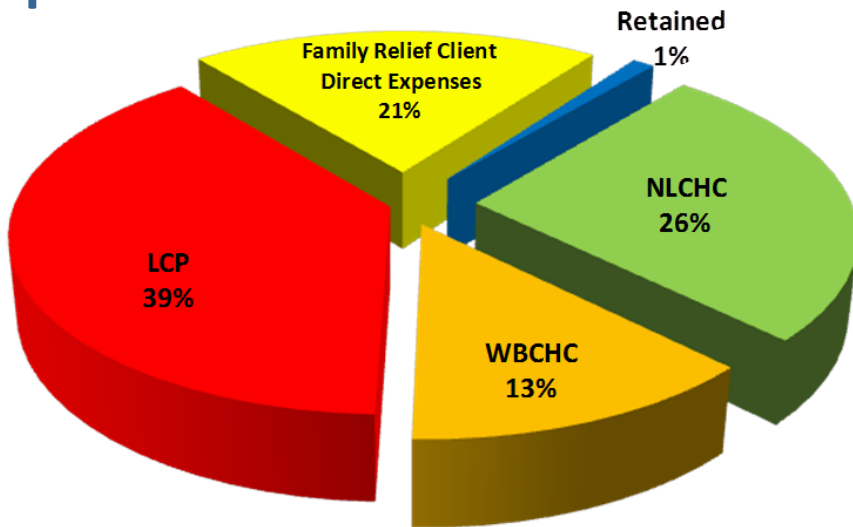
EXPENSES:

Advertising and recruitment	21,645
Amortization	243,462
Client Services - Family Relief	3,127,272
Computer, medical and resource materials	229,352
Insurance	45,183
Meeting, memberships and publications	54,249
Non-recurring expenditures	145,939
Office supplies, postage and courier	132,448
Professional fees	43,226
Programs and projects	602,007
Purchased services	246,874
Rent and accommodations	320,731
Repairs and maintenance	233,992
Salaries and benefits	8,948,389
Telephone	146,725
Travel, training and transportation	329,976

TOTAL EXPENSES: 14,871,470

Retained for future programs/services 171,524

Expenditures



Money, Money, Money

Thank You to All Our Funders and Donors.

Special Mention to Our Largest Contributors:

Ontario Ministry of Health and Long Term Care, Champlain Local Health Integration Network (LHIN)

Ontario Ministry of Community and Social Services

Ontario Ministry of Children and Youth Services

Public Health Agency of Canada (Community Action Program for Children (CAPC) and the Canada Prenatal Nutrition Program (CPNP))

Ontario Ministry of Education

County of Lanark

Staff Recognition . .

20 Years of Service

Joanne Guthrie	Lanark Community Programs
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25 Years of Service

Penny Pitcher	Lanark Community Programs
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15 Years of Service

Bonny Johnson	Whitewater Bromley CHC
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Ellen Penney	North Lanark CHC
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Greg Walsh	North Lanark CHC
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10 Years of Service

Heather Robertson	Whitewater Bromley CHC
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Kristian Davis	Whitewater Bromley CHC
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Lara Mylly	Whitewater Bromley CHC
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Ray Parchelo	Whitewater Bromley CHC
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Teri Rheaume	Whitewater Bromley CHC
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Susan Hanssen	North Lanark CHC
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Beverley Toderian	Lanark Community Programs
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Kate Ford	Lanark Community Programs
------------------	---------------------------

Kathleen Crowe	Lanark Community Programs
-----------------------	---------------------------

Lydia Seaby	Lanark Community Programs
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Paula Coleman	Lanark Community Programs
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Shauna Trachy	Lanark Community Programs
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Years of Service

Become a Member . . .

Why become a member?

Lanark Renfrew Health & Community Services is a not-for-profit organization with a volunteer community-based Board of Directors that governs the organization.

Membership gives you the opportunity to participate and vote at meetings of the general membership, including the Annual General Meeting. If you are a member of the Organization, you may stand for election to the Board of Directors for the Organization. You will receive regular notices of meetings of the general membership. You may also wish to become involved as a member of one of the board committees.

How do I become a member?

To become a member you must be 18 years of age or older. Please fill in the form below and return in the enclosed self-addressed postage paid envelop. Memberships are for a three-year period, ending on May 1st of the third year. In order to continue your membership, you must renew it by May 1st of the third year. There are currently no membership fees.

Do I have to be a client of any of the services offered by the Organization?

No! Membership is simply a way for you to support the organization and it allows you to participate in the decision-making process of the organization.



Lanark Renfrew Health & Community Services

207 Robertson Drive, Lanark, ON K0G 1K0

jfoster-komendat@nlchc.on.ca

Membership Form

Name: _____

Civic Address: _____

Postal Code: _____

Phone: _____

Date: _____

Our Board of Directors

Stephen Bird, Chair

Nic Maennling, Vice-Chair

Robert Fletcher, Secretary/Treasurer

Ann Munroe, Past Chair

Noreene Adam, Board Director

Terry Anderson, Board Director

Tom Baumgartner, Board Director

Bev Buchanan, Board Director

Dana Buchanan, Board Director

Bill Janes, Board Director

Jean Knowles, Board Director (Appointed to fill vacancy)

Melanie Mills, Board Director

Warren McMeekin, Board Director

Pamela Salvarakis, Board Director

Board Recognition

Ann Munroe

8 years (2 terms plus past chair)

Pamela Salvarakis

1 year

For more information visit our website: www.lrhcs.ca

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