



# ConnectWell

## 2023-24 ANNUAL REPORT



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# About ConnectWell Community Health

ConnectWell Community Health is a multi-service, multi-site charitable organization established in 2001 through the voluntary integration of several pre-existing non-profit organizations in Lanark and Renfrew, including the North Lanark Community Health Centre (est. 1993), Lanark Community Programs (est. 1979), Connections (est. 1993), Mental Health Peer Support Project (est. 1999), and the Whitewater Bromley Community Health Centre (est. 2004), among others. One of the drivers for this integration was to encourage and deepen collaboration between health, social and developmental services for the rural residents in Lanark and Renfrew Counties.

As our integration has evolved, so too has our organizational structure, leadership team, board composition, corporate name, regional footprint and much more. ConnectWell Community Health has 240+ employees and 100+ volunteers who work together to support people and communities in achieving and maintaining their best possible health and social well-being. We provide a broad range of client and community-centred primary and allied health care, autism and developmental services, health promotion/community development and mental health services and supports in the rural communities across the Counties of Lanark, Renfrew, and Leeds and Grenville. Some of our services are also available virtually without geographic restrictions.

## Our Interdisciplinary Team of Staff

**Regulated front-line staff:** Chiropracist, Dentist and Dental Hygienist (partner service), Early Childhood Educators, Family Physicians, Geriatrician (Consulting), Kinesiologist, Nurse Practitioners, Occupational Therapists, Physiotherapist, Psychiatrist (Consulting), Psychologist, Psychotherapists, Registered Dietitian, Registered Nurses and Registered Practical Nurses, Respiratory Therapists/Respiratory Educators, Social Workers, Speech Language Pathologists.

**Other front-line staff:** Autism Service Therapists, Behaviour Analysts (Board Certified Autism Services), Behaviour Consultants, Communicative Disorder Assistants, Community Programs Coordinators, Community Health Workers, Family Support Workers, Health Promoters, Infant and Child Development Consultants, Mental Health Peer Support Workers, Program Assistants, Respite Service Workers, Residential Care Workers, School Readiness and Playgroup Facilitators, System Navigators, Therapeutic Riding Instructors/Therapists.

**Senior leadership team:** Chief Executive Officer and Director(s) of Corporate Services, Developmental Services, Respite Services, Mental Health Services, Lanark Primary Care, and Renfrew County sites.

**Administration and Support Staff:** Data, Finance & IT staff, Executive and Administrative Assistants, Receptionists, Medical Secretaries, Cleaners, Custodians, Maintenance.

## Strategic Priorities for 2023-2028

**Increase equitable access for clients, caregivers, and families.**

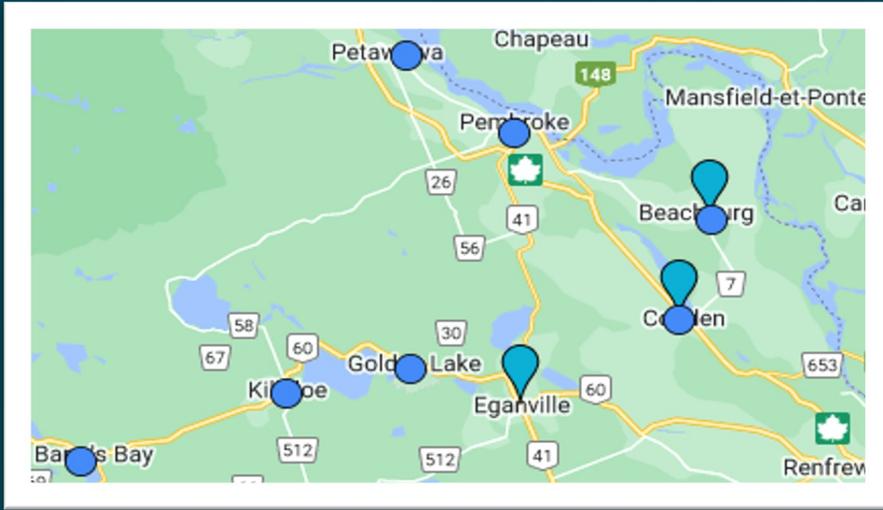
**Strengthen community partnerships.**

**Respond to pressures placed on service delivery.**

**Invest in staff wellbeing.**

**Plan for strategic growth and sustainability.**

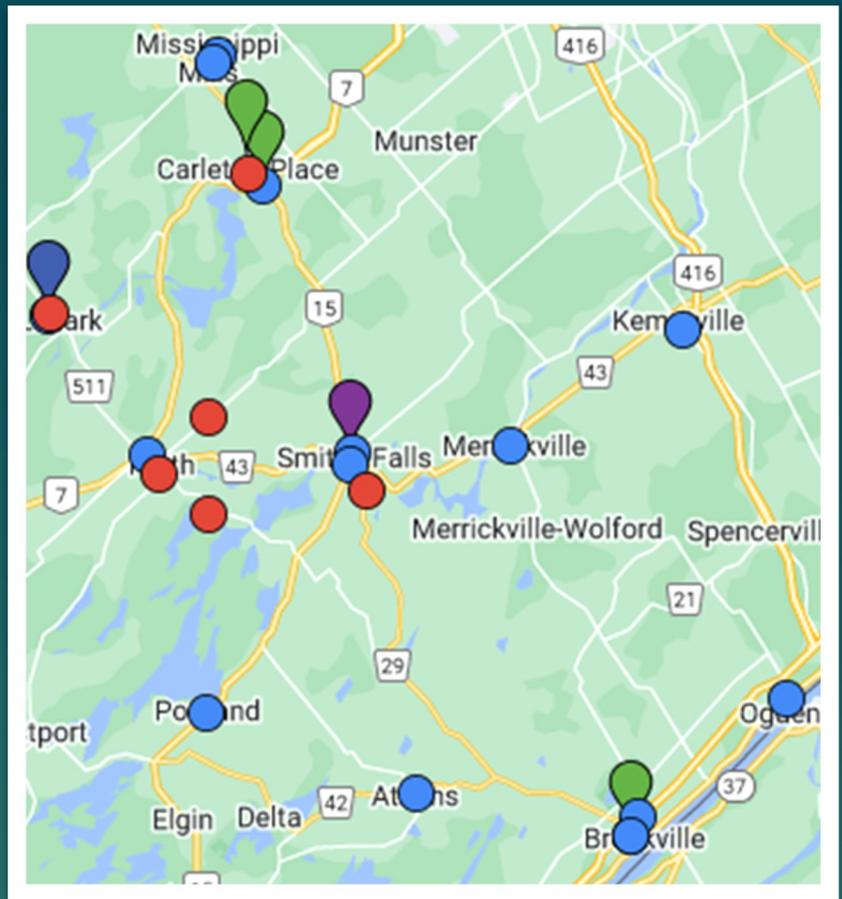
# Geographic Area Served



**Distances between:**

- Barrys' Bay to Beachburg = 86 km
- Beachburg to Eganville = 38 km
- Beachburg to Lanark Village = 113 km
- Lanark Village to Almonte = 32 km
- Carleton Place to Brockville = 79 km
- Lanark Village to Smiths Falls = 38 km
- Beachburg to Brockville = 213 km

-  Autism and Developmental Services Sites
-  Community Health Centre: Renfrew Sites
-  Mental Health Peer Support Site
-  Community Health Centre: Lanark Site
-  Lung Health Sites
-  Family Respite Homes





## Letter from Jean Dunning, Board Chair and Sarah Sark, Chief Executive Officer

We are happy to report that ConnectWell Community Health had another successful year of service delivery to our clients. The organization celebrated many achievements while creatively meeting challenges.

The first key success was the completion of a new five-year strategic plan. We partnered with the Tamarack Institute to guide us through the process. A collaborative effort of clients, partners, Board Directors, all levels of staff and volunteers resulted in 5 strategic priorities:

- 1) Increase access for clients, caregivers and families
- 2) Strengthen community partnerships
- 3) Respond to pressures placed on service delivery
- 4) Invest in staff well-being
- 5) Plan for strategic growth and sustainability

Staff are already aligning their work to the new directions and providing input to the ConnectWell operational workplan. Our Board has created a new committee (the **Quality, Risk and Strategic** planning committee) whose terms of reference include monitoring the organization's progress in meeting those goals.

The second key success this year was being awarded another four years of accreditation by the Canadian Centre for Accreditation. ConnectWell met all of the mandatory requirements for accreditation. The review team also recognized that ConnectWell Community Health has a strong governance decision making system that fosters a strong working relationship between the board and the CEO and supports ConnectWell Community Health's organizational goals and objectives.

Some other success to highlight include work on a new Performance Management process, Organizational reviews with TAP Strategy & HR Consulting, new central intake designed for Respite and Developmental services, new funding in Renfrew County to support children 0-5 years who have no primary care access, and our volunteer vitality project funded by Canadian Red Cross grant.

ConnectWell managed some significant challenges this year. Changes in Autism services funding has meant that our teams are working diligently to develop new and creative approaches to meeting the needs of families. Recruitment of staff in the community health sector continues to be a challenge for us and our partners. We continue our efforts to recruit new staff across the organization as well as advocacy work with our partners to raise awareness of this important issue. We cannot do the work we do without qualified staff; the impact is felt across the organization in primary care, respite and developmental services.

We know that creativity is a skill our staff have in abundance and senior staff are collaborating to explore how best to encourage and support the staff's innovative approaches to meeting client needs. The work of the organization is also supported by dedicated volunteers, community supporters and organizational partners. We extend our sincere thanks and gratitude to each of you for your continued belief in our values and our commitment to serve.

## We Believe . . .

... In the right of all people to have conditions and resources for good health, including peace, shelter, education, food, income, access to health care, a stable ecosystem, sustainable resources, social justice, equity and social inclusion.

## Our Vision . . .

... A community that is healthy, equitable, and supportive of all.

## Our Mission . . .

... To work collaboratively to enable people and communities to achieve and maintain their best possible health and social wellbeing.

### Board of Directors

Jean Dunning, Chair

Nick Dibdin, Vice Chair

Kim O'Connor, Secretary-Treasurer

Tom Baumgartner, Past Chair

Bruce Brough, Director

Carole Devine, Director

Kim Groskleg, Director

Miriam Hunt, Director

Tambrae Knapp, Director

David Moat, Director

Jan Paul Barr, Director

Mary Lou Pratt, Director

Lesley Scharf, Director

### Retiring from the Board

Kim O'Connor, 6 years

Tambrae Knapp, 2 years

David Moat, 2 years

Kim Groskleg, 1 year



It was another year of change and growth at ConnectWell. We are grateful for the invaluable contributions of our staff, partners, and volunteers as we continue to develop supports and services for our clients and communities.

Here are a few notable highlights from 2023-2024 :

## **Centralized Intake (Do It Workgroup)**

### **One Voice, One Client, One Team.**

Staff in Developmental and Respite services identified the need to give clients and families access to a new, client centered, centralized intake process which will benefit both clients and staff through collaborative sharing of information, reducing repetition during individual program intakes and streamlining the intake to service delivery process.

Representatives from various programs in Developmental and Respite services were invited to join a Centralized Intake Workgroup. This was a new development format for ConnectWell, which yielded a positive, successful outcome. Group participants relied on each other's strengths and talents, and sourced additional information from ConnectWell staff in other key positions. This created a product that was informed by the frontline staff who will be using it. Members of this workgroup will remain connected to this project during implementation, to advise the System Navigation team on the knowledge gained in the workgroup process.

We are excited for the anticipated pilot of this amazing initiative in Fall 2024.



Submitted by the Do It Workgroup

# WE COULDN'T DO IT WITHOUT YOU!



You are  
positively the heart  
of our communities.

[connectwell.ca](http://connectwell.ca)

**ConnectWell**  
COMMUNITY HEALTH



At ConnectWell Community Health, our volunteer champions fuel change, inspire connection, and create a feeling of belonging and opportunity.

Many of the programs we offer are only made possible through the voluntary efforts of our 110+ active volunteers, who worked together this past year to deliver life-changing programs and services to 3182 people in our community.

Overall, our volunteers contributed a remarkable 12,500 + hours of services – equivalent to almost 7 full time employees.

Submitted by the Volunteer Team

## Primary Care: Bringing Services to Our Communities

### WORKING WITH PARTNERS TO CONNECT CLIENTS

The Lanark site telemedicine team worked with the Lanark Leeds and Grenville Ontario Health Team and Rideau Community Health Services to create a centralized intake for telemedicine referrals for the Lanark, Leeds, and Grenville communities. Virtual care services benefit those in our communities who may experience transportation challenges or who do not have reliable access to the internet at home. Nurses are available to support clients during their appointments and help arrange any follow-up care that is needed. To learn more about this initiative, please call 1-877-321-4500 or visit [www.llgoht.ca](http://www.llgoht.ca).



Rideau Community  
Health Services

Your Community Health Centre



Lanark, Leeds & Grenville  
Ontario Health Team

Working together to improve care in our communities

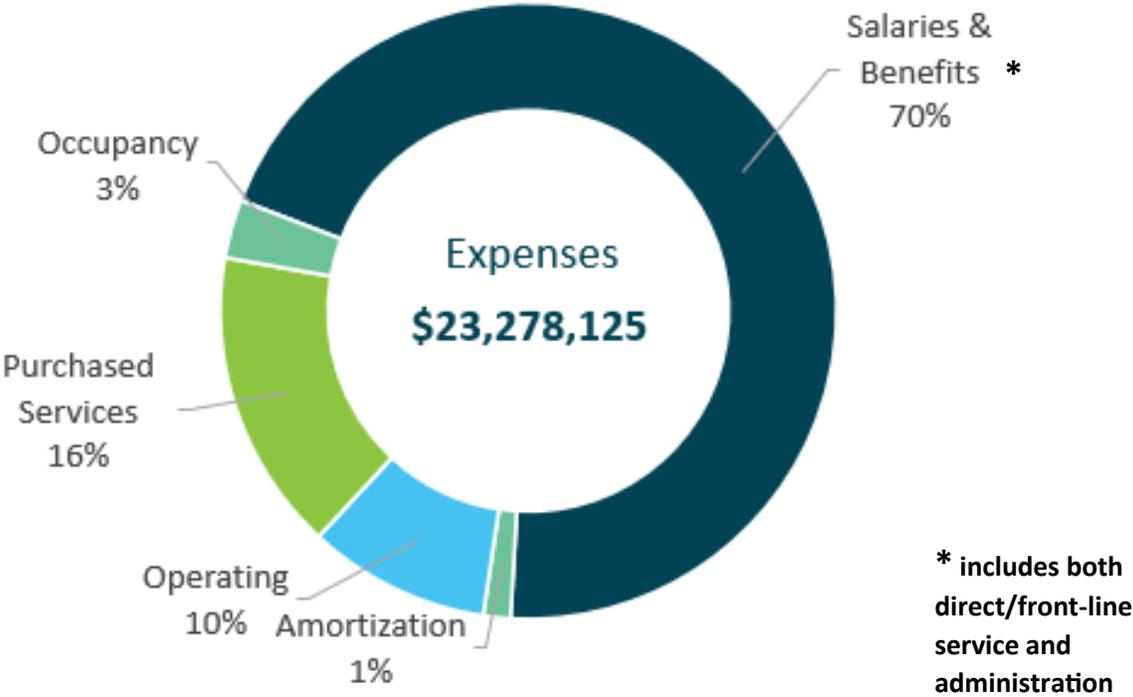
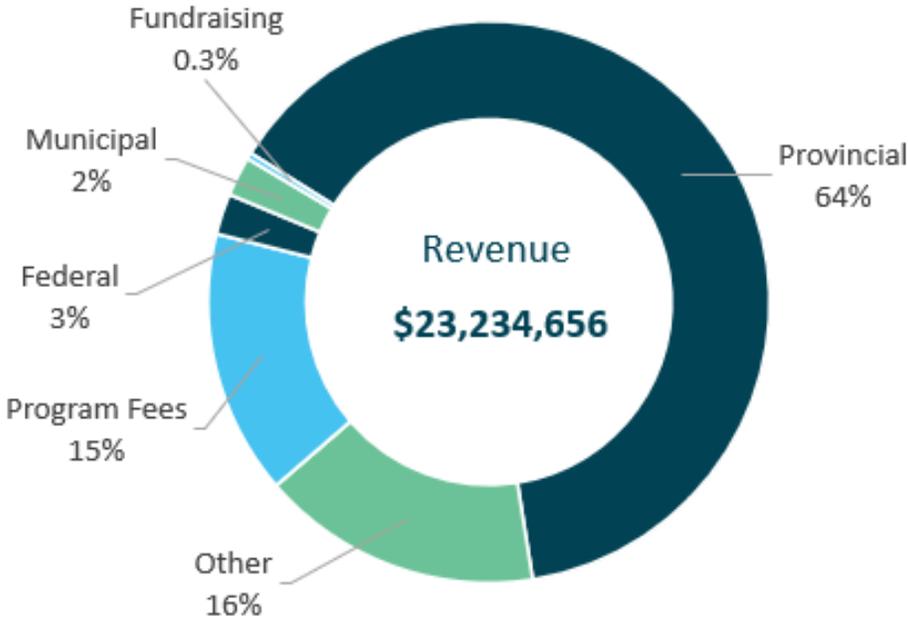
### OVERCOMING CHALLENGES TO SUPPORT CHILDREN

In the Winter of 2023, the Ontario Ministry of Health launched the 2023-24 Preventive and Health Promotion Primary Care to Unattached Children initiative (0-5). ConnectWell Renfrew County received funding to develop a collaborative pediatric service delivery model addressing preventive and health promotion needs.

Renfrew County is the largest geographical county in Ontario with a significant population of unattached children. The collective aim of this initiative is to mitigate barriers to service through innovative solutions and a clear program scope. The goals include developing an interprofessional and intersectoral model of care for those 0-5 and families tailored to Renfrew County with the intent to enhance access to vaccinations for this cohort as well as provide system navigation, support and referral to those facing additional barriers.

Work continues with our Renfrew County partners to explore key findings and determine next steps. We are encouraged by the enthusiasm of the community for this important initiative and look forward to announcing the next phase of the project.

# Financial Summary



Please email [info@connectwell.ca](mailto:info@connectwell.ca) for a copy of the Audited Financial Statements

# Staff Service Recognition

**25 YEARS**

300 MONTHS

1,300 WEEKS

9,125 DAYS

219,000 HOURS

13,140,000 MINUTES

**Wilma Lee, Receptionist/Property Lead**

**Amy Vanderspank, Director—Corporate Services**

**Joanne Bond, Autism Therapist**

**Brenda Powers Ross, Director—Renfrew Sites**

**June Hall, Medical Secretary**

**20 YEARS**

240 MONTHS

1,040 WEEKS

7,300 DAYS

175,200 HOURS

10,512,000 MINUTES

**15 YEARS**

180 MONTHS

780 WEEKS

5,475 DAYS

131,400 HOURS

7,884,000 MINUTES

**Amanda Maloney, Respite Services Autism  
Coordinator**

**Tricia Mackay, Nurse Practitioner**

**Michael Shane, Finance Coordinator**

**10 YEARS**

120 MONTHS

520 WEEKS

3,650 DAYS

87,600 HOURS

5,256,000 MINUTES

**Katie Tedford, Autism Therapist**

**Jane Coyle, Director—Mental Health Services and  
Connections**

# Staff Retirements



**Carol Anne McNeil**  
*Director*  
*Respite Services*  
**40 years**



**Ray Kamm**  
*Finance Officer*  
**20 years**



**Doreen Schroeder**  
*Medical Receptionist*  
**16 years**





*Eagle feather design contributed by  
Indigenous artist Margaret Summers*

The work of ConnectWell  
Community Health takes  
place on the traditional  
unceded territories of the  
Indigenous nations who have  
lived on these lands since  
time immemorial. In  
particular, we acknowledge  
the Anishnaabeg, Huron-  
Wendat, Haudenosaunee and  
Oneida peoples.



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