

Annual Report 2024-2025

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 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

Regulated front-line staff: Chiroprapist, 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 Shared Services, Developmental Services, and Community Health Centres.

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

ConnectWell's Strategic Priorities for 2023-2028

Increase	Strengthen	Respond	Invest	Plan
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.

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 Mission . . .

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

Our Vision . . .

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

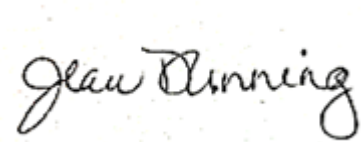
Letter from the Board Chair and Chief Executive Officer

ConnectWell experienced another busy year of celebrating our successes and seeking creative ways to meet our challenges. Here are just a few of the highlights:

- Our two new Board committees focused on advocacy initiatives and continued to support increasing access to primary health care and funding available for families of children with Autism.
- Along with nine other provincial community-based organizations, ConnectWell participated in the “For You, For Us” campaign headed by the Alliance to address wage inequality for staff in the community health care sector.
- We were successful in securing funding for some special projects in 2024-25; through the generosity of groups such as the Ontario Trillium Foundation, the Perth & District Community Foundation, and Health Excellent Canada, we were able to improve system navigation, support existing programming, and increase our outreach to ensure equity in the delivery of our services.
- Staff implemented our new performance partnership program (P3), participated in Bystander Training, and rebranded our Accessibility Committee as the IDEA (Inclusion, Diversity, Equity, and Accessibility) Committee

As we look forward to the year ahead, the organization will be focusing on sustainability and growth of programs. We will be leveraging our existing partnerships and establishing new connections to expand our collaborative impact across our service area.

Thank you to the incredible staff members who rise to the challenge of providing quality care and services in an ever-changing system. Your creativity, professionalism, innovation, and compassion are invaluable. As always, we recognize the many contributions of our amazing volunteers, including our Board of Directors. Our gratitude is also extended to our many community partners, funders, and stakeholders. The work we do relies on your support and contributions, and our collaborations have long-lasting and positive effects on the communities we collectively serve.



Board Chair



Chief Executive Officer



Board of Directors 2024-2025

Executive:

- Jean Dunning – Chair
- Nick Dibdin – Vice Chair
- Mary Lou Pratt – Secretary/Treasurer
- Tom Baumgartner – Past Chair

Directors:

- Stephen Bird
- Bruce Brough
- Carole Devine
- Miriam Hunt
- Jan Paul Barr
- Lesley Scharf
- Wayne Stryde
- Gerry Van Loon
- Michel Vermette

Retiring from the Board: Tom Baumgartner and Stephen Bird

Many thanks for your dedication to our staff, clients, and communities!

Programs and Services

The many ConnectWell programs and services we offer are planned with and for our community members to improve the determinants of health with the goal of achieving our mission:

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

The determinants of health are the non-medical factors that influence health outcomes and health-seeking behaviours. Examples of the determinants of health that ConnectWell programs aim to address include early childhood development; food insecurity; housing; social exclusion; employment and working conditions.

What is Social Prescribing?

Social Prescribing occurs when a healthcare provider refers a patient or client to social activities as part of their health care plan. Sometimes an actual written prescription is provided to emphasize the importance of the “prescription.” A social prescription can be a complement to clinical health care. It seeks to address an individual’s social needs and to empower them to improve their own health by building connections to others in the community.



Gives a structured pathway for healthcare providers to address the social determinants of health



Bridges the gap between clinical care and social care



Empowers people to be co-creators in improving their health and wellbeing

Why is Social Prescribing needed

The effects of social isolation on overall health is comparable to that of other risk factors such as smoking, obesity and physical inactivity.

(WHO)

Did you know...?

- ConnectWell service providers engaged in a total of 106,240 encounters with clients during the 2024-2025 fiscal year
- Community programs were offered at 16 locations across Lanark and Renfrew counties; 850 participants participated in 835 sessions focusing on healthy minds, healthy bodies, healthy eating, and healthy communities



Social engagement has a positive impact on our overall well-being. ConnectWell works with communities to support good mental and physical health.



Volunteers are part of our team and are essential to providing the many programs ConnectWell offers. We call them our Volunteer Champions for good reason!

**fuel
inspire
create**

**51 Volunteers
2000+ Hours**

Without the contributions of our Volunteer Champions, the following programs would **not** be possible: Curbside Dinners, Diner's Club, Fitness Classes, Good Food Boxes, Mindful Movement, Mindfulness Retreats, Walking Groups, and more.



ConnectWell Community Health's Volunteer VITALity project was funded by the Government of Canada's Community Services Recovery Fund.

Community Volunteer Income Tax Program (CVITP)

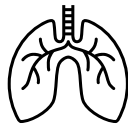
For over 10 years, ConnectWell's Community Volunteer Income Tax Program (CVITP) has been helping people file their income tax returns.

This initiative provides free tax preparation assistance to individuals with modest incomes and simple tax returns. Our program is led by the CVITP Coordinator who coordinates all aspects of the program for smooth program delivery.

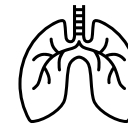
Volunteers go through a recruitment and screening process and receive comprehensive training. This program works in partnership with the Canada Revenue Agency (CRA) and is offered throughout Lanark County, extending services to residents in Renfrew County and across Ontario.

This year we were also fortunate to receive grant funding from the Perth District Community Foundation to further support delivery of the program. To accommodate diverse needs, services were provided over the phone, in-person drop-in clinics, and special appointments.

This past year, 2348 tax returns were filed through the ConnectWell's Community Volunteer Income tax program.



Lung Health & Rehabilitation Program



The ConnectWell Lung Health & Rehabilitation Program, encompassing 23 different locations across Renfrew & Leeds Lanark Grenville counties, has expanded the program into Renfrew, at the Ancient Rivers Family Health Team. Along with community needs, the willingness of rural health service providers to partner, collaborate and integrate are key reasons why new funding for a purchase of service agreement was approved. The additional funding addresses gaps in lung health services in parts of Renfrew County.

The participants in our newly piloted Pulmonary Rehab (PR) Program in Cobden as well as our existing PR programs (Barry's Bay, Carleton Place, Kemptville), are experiencing profound changes in their daily lives. Here is some of what they have said: *"This program has been extremely valuable to my health. I not only received the education required to manage my chronic condition, but it has also provided a support system that has helped me cope with everyday life. I have made some new friends from rehab classes that have also become part of my support system."* *"The excellent care I received over the past 2 visits has helped immensely to provide the reassurance, confidence and hope I need."*

Foundational Family Services: Little Explorers



The Little Explorers program had a successful start as a new initiative within ConnectWell Autism Services this year, supporting existing and new clients.

The program has offered valuable resources to parents and guardians—not only through ConnectWell Autism Services and our Entry to School program but also by linking families to community supports, such as the EarlyON Centre.

Providing a welcoming and enriching experience for both children and their families, Little Explorers has fostered a sense of community among parents, giving them the chance to connect with others who share similar experiences. That sense of connection, coupled with a shared vision for inclusion, stands out as one of the most meaningful aspects of the program.



Staff Years of Service



Joanne Guthrie
Behaviour Program
Coordinator
30 years

Paula Coleman
Autism Family
Support Coordinator
20 years

Kathleen Crowe
Autism Therapist
20 years

Susan Hanssen
Medical Secretary
20 years

Lara Mylly
Health Promoter
20 years

Heather Robertson
Nurse Practitioner
20 years

Brenda Arbery
Nurse - RN
15 years

Renata Dekeyser
Clinical Supervisor
15 years

Jacqueline Kirkland
Nurse Practitioner
15 years

Carolyn Savage
Respiratory Therapist
15 years

Mary Jean Coyles
Connections Home
Visitor
15 years

Celine Britton
Nurse - RN
10 years

Sarah Byrne
Community Health
Worker
10 years

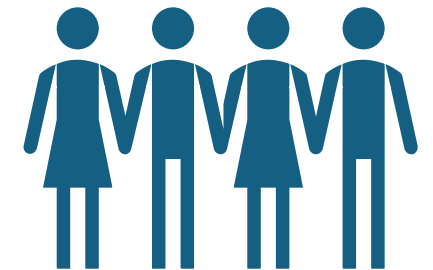
Meredith Cullen
Nurse - RN
10 years

Jodi Halpenny
Administrative
Assistant
10 years

Jessica Messier
Behaviour Analyst
10 years

Emma Phillips
Respiratory Therapist
10 years

Andrea Schaefer
Peer Support Worker
10 years



Staff Retirements

Joanne Morin
GFHB Coordinator
28 years

Brenda Powers Ross
Director, Renfrew sites
21 years

Teri Rheaume
Physician
20 years

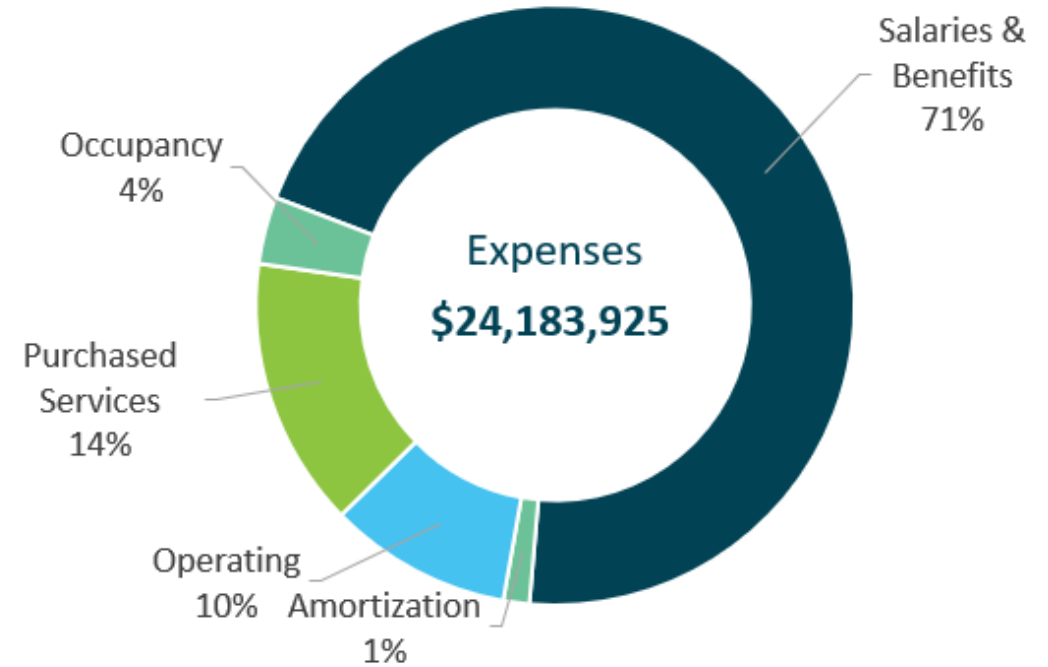
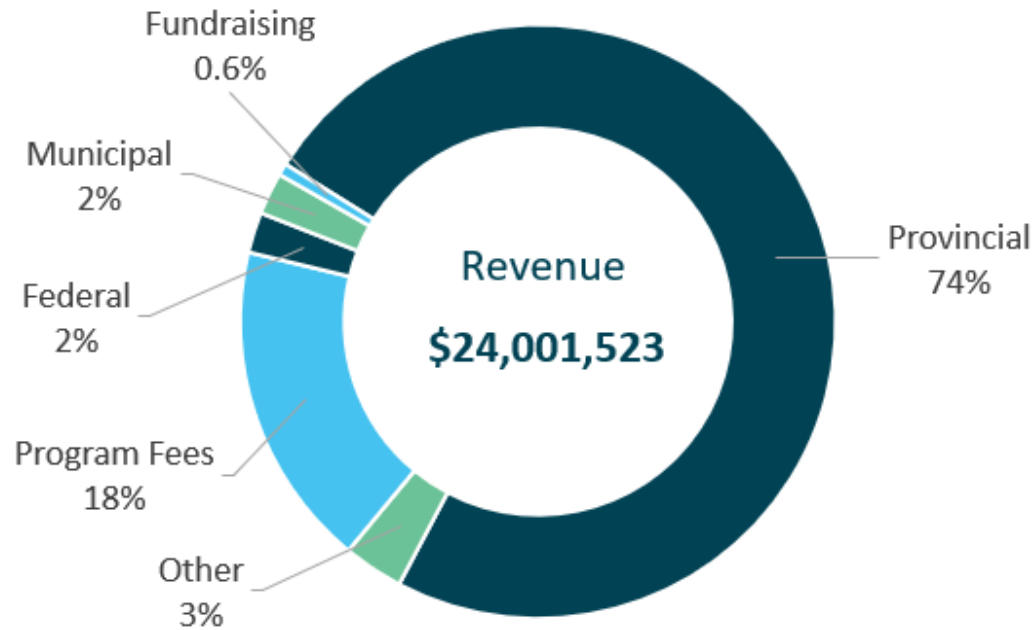
Laurie Ann Glenn
Nurse Practitioner
18 years

Dorothy Mercier
Nurse - RPN
12 years

Jeff Kohl
Peer Support Worker
5 years



Financial Summary

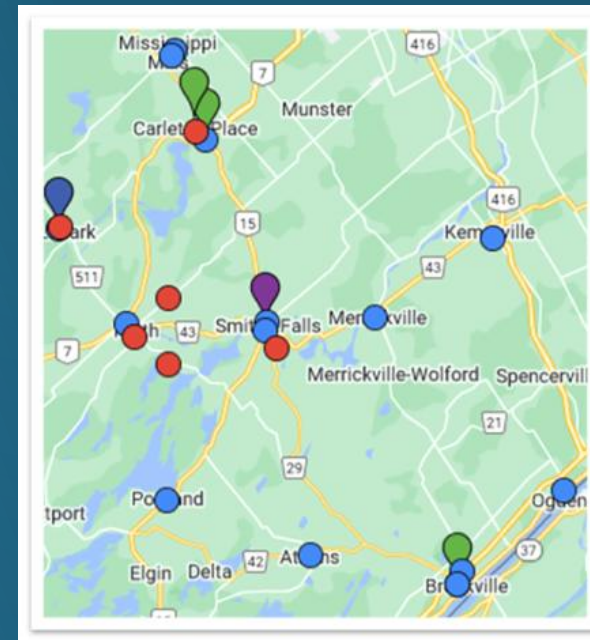
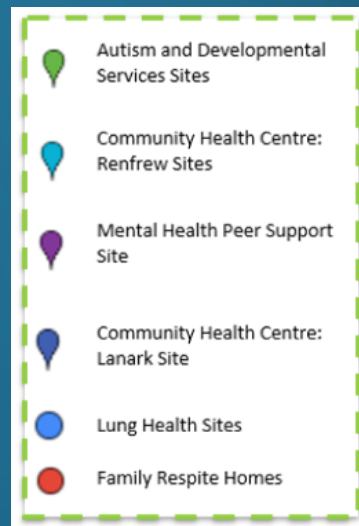


Please email info@connectwell.ca for a copy of the audited financial statements.



*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.

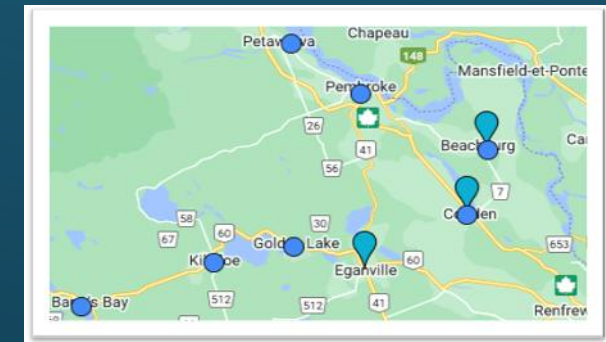


30 Bennett Street
Carleton Place, Ontario
K7C 4J9
613-257-7619

207 Robertson Drive
Lanark, Ontario
K0G 1K0
613-259-2182

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



20 Robertson Drive
Beachburg, Ontario
K0J 1C0
613-582-3685