

TEAM MEMBERS

OUR AMAZING STAFF IS MADE UP OF
Physicians, Nurse Practitioners,
Nurses, Health Promoters,
Counsellors, Youth Workers,
Dietitians, Outreach Workers,
Therapists, Kinesiologists
& Support Staff



NIAGARA FALLS
**COMMUNITY
HEALTH CENTRE**

905-356-4222
www.nfchc.ca

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Hours of Operation

Mon 8:00am - 4:30pm
Tues..... 7:30am - 7:30pm
Wed 8:00am - 4:30pm
Thurs.... 7:30am - 7:30pm
Fri 8:00am - 4:30pm
Sat 9:00am - 12:00pm
Sun closed



2019 ANNUAL GENERAL MEETING

EVERY ONE MATTERS

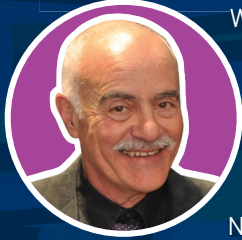


NIAGARA FALLS
**COMMUNITY
HEALTH CENTRE**



AT NIAGARA FALLS COMMUNITY HEALTH CENTRE

We have passion!



While the last fiscal year saw the excitement of the Niagara Falls Community Health Centre (CHC) move into our new facility, this past year has seen more change at the CHC and in the Ontario health care environment.

Not long after last year's AGM, we welcomed in a new Executive Director, Ricky Kwan. Although Ricky was only with us for a short period of time, we appreciate his contributions and wish him success in his future endeavours. Rest assured, the CHC is in very capable hands, with existing staff, including interim Executive Director, Laura Blundell, stepping up to ensure the continuity of our operation.

Although much remains to be answered regarding the proposed health care changes at the Provincial level, the CHC has taken this opportunity to strengthen our partnerships throughout the Niagara Region.

This past year saw the initiation of collaborative meetings between the four Niagara Community Health Centres, attended by Board Chairs and Executive Directors, culminating in a well-attended leadership symposium. In addition, the CHC is a signatory of the Niagara Ontario Health Team (N-OHT), which has been given approval to proceed to the full application phase this fall. In the coming year, the CHC Board will continue to explore new opportunities, while maintaining our main objective of providing great client care.

I would like to personally extend my appreciation to the CHC Board of Directors for their volunteer commitment. Also, thanks to the HHNB-LHIN, Ministry of Health and the Ontario Trillium Foundation for providing us with the financial resources necessary to carry out our mission. Finally, thank you to our staff for their commitment and dedication. Regardless of what change lies ahead, the one thing that remains constant at the CHC is that our staff is passionate about their work in serving our clients.

Respectfully | **Franco Piscitelli**, BOARD CHAIR



NIAGARA FALLS
COMMUNITY
HEALTH CENTRE

EVERY ONE WELCOME
EMPOWERING
STRONGER COMMUNITY
QUALITY HEALTH CARE

BOARD OF DIRECTORS



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DIRECTOR



Carol Stewart-Kirkby
DIRECTOR

Our Funders

The Ministry of Health and Long Term Care
through the Hamilton Niagara Haldimand Brant
Local Health Integrated Network (LHIN)
& Ontario Trillium Foundation



YOUTH OUTREACH TEAM IS IN ITS
SECOND YEAR OF OPERATION AND IS

“Going Strong & Growing Every Day!” WOW

We achieve this goal by providing a variety of health related group programs, as well as one on one outreach appointments. There are many different topics covered within our group programming; some of which include cooking classes, mindfulness techniques and anger solutions, and even summer camps! The Youth Outreach Team also provides outreach services that allow our clients one-on-one appointments with staff. During these

appointments, we are able to help clients connect to

community resources, advocate for needs, assist in completion of forms and applications, and support youth and family members experiencing life challenges. Our youth team is unique, and consists of staff with diverse skill sets who provide top quality care to all patients.

So what have we been up to since our last AGM? This year we have expanded our program offerings to include Rent Smart and Road to Empowerment. Rent Smart prepares young adults to be upstanding tenants and to know their rights. We have adapted the Road to Empowerment program for optimal impact and delivery to youth, teaching them

We are funded by a 3-year Ontario Trillium Foundation Grow Grant, which allows all our programming to come at not cost to families. Our goal is to assist youth in increasing self esteem, learned skills, social-emotional well being, independence, connectedness to the community and improve overall wellbeing.

to advocate for themselves, solve problems and have their voice heard.

We have held special events for the 2SLGBTQ+ community, including a movie matinee and an acoustic coffee house open mic night with over 30 people in attendance! We’ve shifted our “LGBTQ+ Youth Group” to the new “Queer Youth Collective”, a weekly safe space group with an alternating schedule of age ranges, providing a wider reach of 2SLGBTQ+ youth we serve. Our Lunch Bunch program at Stamford Centre Library has grown exponentially, seeing an average of 50 students per lunch hour every school day. Here we provide food to the

youth while providing outreach services to assist youth in various capacities. All of our growth this year has lead us to 605 group interactions and 772 individual interactions, ultimately registering 385 youth to our Youth Outreach Program!

Stay tuned for our next AGM to hear about our continuous impact on Niagara Falls youth!

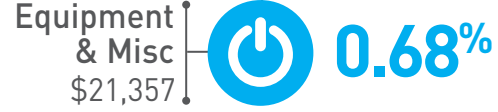


YOUTH OUTREACH TEAM



Expenses

WHERE THE MONEY GOES



SERVICES STATISTICS



Total Face to Face Visits

Primary Care	6,537
Health Promotion	1,853
Nutrition.....	218
Counselling.....	964
COPD.....	349
TOTAL	9,921

Other Interactions
(telephone/third party/interdisciplinary care)

Primary Care	2,710
Health Promotion	1,292
Nutrition.....	129
Counselling.....	565
COPD.....	119
TOTAL	4,815

Group Sessions.....	1,588
Group Participants.....	15,137
Internal Referrals.....	687
External Referrals.....	1,149



5 YEAR
RECOGNITION



Tera
Dallman

Amanda
Fisher

THANK YOU FOR YOUR
DEDICATION TO OUR TEAM!



10 YEAR
RECOGNITION

Bronwyn
Sage



NFCHC COMMUNITY ENGAGEMENT & PARTNERSHIPS

- AOHC ED Provincial Network
- AOHC South-Western Constituency
- Alliance for Healthier Communities (formerly AOHC)
- Brock Med Plus/IEQUIP
- Buckley Towers
- CMHA
- CASON
- Coronation Centre - Seniors Active Living Fair
- Elections Task Group (NPRN)
- Family and Children's Services Niagara
- Family Mental Health Network
- Gateway
- Gift from the Heart
- Health Equity Working Group (NPRN)
- Healthy From the Start
- HNHB LHIN ED CHC Network
- Housing Task Group (NPRN)
- ICC/COPD Steering Committee
- John Howard Society of Niagara
- Jubilee CRC Refugee Committee
- NCDSB
- Niagara Addiction & Mental Health Network
- Niagara Connects
- Niagara Dental Health Coalition
- Niagara Diabetes Network
- Niagara Falls Community Outreach (Soup Kitchen)
- Niagara Falls Mayors Youth Advisory
- Niagara Falls Public Library
- Niagara Health
- Niagara Health Trust
- Niagara North Community Legal Services
- Niagara Opioid Prevention and Communication Network
- Niagara Poverty Reduction Network Roundtable (NPRN)
- Niagara Region Homelessness Services
- Niagara Region Housing First
- Niagara Region Public Health
- Niagara Region Screen for Life Mobile Coach Network
- Niagara Tobacco Cessation Network
- Nightlight Youth Services
- Ontario Works
- Project Share
- Seniors Pride Network of Niagara
- Smiles for Miles - Mobile Dental Hygiene Services
- Southwest Health Promotion Network
- Southwest Program Directors Network
- Sub-region Anchor Table
- The City of Niagara Falls
- The Raft
- USAT
- YMCA of Niagara
- YWCA
- Youth Strategy Task Group