

West Elgin Council Presentation

Dawn Maziak, Board Chair
David James, Board Vice Chair
January 23, 2025

West Elgin Community Health Centre: Building momentum from humble beginnings.

The West Elgin Community Health Centre had a clear mission from the beginning

Larry Schneider

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The original site of the West Elgin Community Health Centre. Contributed jpg, WE, apsmc





Agenda

- **Centre Overview**
- **Board's Role and Strategic Plan**
- **Board and Community Challenges**
- **Other Information**



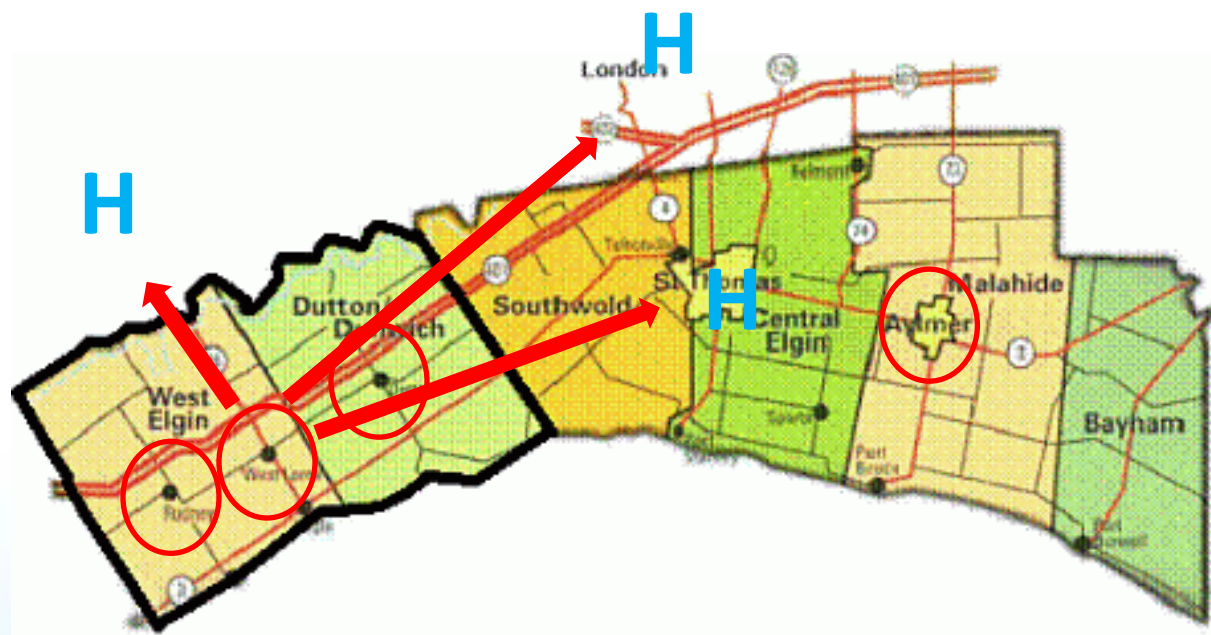
Centre Overview



History

- **December 2, 1992 Letters Patent**
- **July 1994 first services delivered**
- **January 2004 moved to current location at 153 Main Street**
- **February 3, 2012, Hub Official Opening**
- **July 10, 2024 celebrated 30th anniversary**

Historical Catchment Area



West Elgin and Dutton-Dunwich
(Approx 9,000 people, 3,500 households, 600 km²)



West Elgin CHC

- **\$7.0 million**
- **50 FTE**
- **70+ Volunteers**
- **~7,200 clients (3,100 primary care and 4,100 other programs and services)**



Hours of Service

- **Centre Hours:**
Monday, Wednesday, Friday 8:30am – 4:30pm
Tuesday and Thursday 8:30am – 8:30pm
- **Centre closes over lunch 12-1**
- **Assisted Living Program:**
7 days per week, 6:00am – 10:00pm plus overnight coverage
- **Clinical Team:**
24/7 on call phone coverage



Are We a Rural Health Hub?

- Primary Health Care
- Diabetes Education
- Mental Health
- Dietitian
- Health Promotion
- Systems Navigation
- Children/Youth Programs
- Physiotherapy
- Assisted Living
- Transportation
- Accessible Van
- Meals on Wheels
- Congregate Dining
- Friendly Visiting
- Caregiver Support
- Harm Reduction

New First Five Program



The flyer features a central white box with a blue hand logo and the text "First Five West Elgin". Above the box, cartoon animals (zebra, giraffe, monkey, elephant, and lion) peek over the top edge. Below the box, a green box contains the question "Is your child between the ages of 0-5 without a doctor or nurse practitioner?". Below this, a blue box lists the services offered. At the bottom, a blue box contains the text "By Appointment only Please Call (519) 773-3715 ext. 131 for more information, or to book." and "Clinic Locations in West Lorne & St. Thomas". A blue speech bubble with the text "Book Now!" is next to a cartoon tiger.

First Five
West Elgin

Is your child between the ages of 0-5
without a doctor or nurse practitioner?

Young Children's Wellness Clinic Offering:

- ✓ Well baby/child assessments
- ✓ Vaccinations
- ✓ Referral requests
- ✓ Acute illness assessment & treatment

By Appointment only
Please Call (519) 773-3715 ext. 131
for more information, or to book.
Clinic Locations in West Lorne & St. Thomas

Book Now!



Partners

- **Gamma Dynacare Lab Services**
- **Talbot Trails Physiotherapy**
- **Canadian Mental Health Association Thames Valley Addiction and Mental Health Services**
- **St Thomas-Elgin EarlyON**
- **Southwestern Public Health**
- **VON Middlesex-Elgin**
- **West Elgin and Dutton Dunwich Municipalities**
- **Alzheimer Society Southwest Partners**
- **Community Living Elgin**
- **Central CHC, East Elgin and Thames Valley Family Health Teams**
- **St. Thomas Elgin General**
- **Four Counties Health Srv**
- **Ontario Health at Home**



Active Client List by Geography

Active Client List by Geography (May 3 24)

Primary Care Clients

County/Area	Municipality	Clients	% Total Clients
West Elgin	Rodney	622	
	West Lorne	885	
		1510	50%
Dutton Dunwich	Dutton	389	
	Iona Station	47	
	Wallacetown	98	
		538	18%
Elgin	Aylmer	1	
	St Thomas	69	
		100	3%
Chatham	Chatham	82	
	Ridgetown	98	
		450	15%
Middlesex	Glencoe	60	
	London	120	
	Newbury	29	
	Wardsville	79	
		324	11%

Non-Primary Care Clients

County/Area	Municipality	Clients	% Total Clients
West Elgin	Rodney	496	
	West Lorne	643	
		1143	27%
Dutton Dunwich	Dutton	678	
	Iona Station	138	
	Wallacetown	164	
		991	23%
Elgin	Aylmer	478	
	St Thomas	163	
		902	21%
Chatham	Chatham	48	
	Ridgetown	42	
		236	6%
Middlesex	Glencoe	314	
	London	125	
	Newbury	102	
	Wardsville	87	
		921	21%

Clinical Wait List by Geography

County/Area	Municipality	Apr 23 24		Nov 8 24	
		Clients	% Total Clients	Clients	% Total Clients
West Elgin	Rodney	25		25	
	West Lorne	53		85	
		78	27%	110	25%
Dutton Dunwich	Dutton	19		22	
	Wallacetown	6		16	
		26	9%	43	10%
Elgin	St Thomas	7		22	
		9	3%	31	7%
Chatham	Bothwell	21		26	
	Chatham	22		50	
	Ridgetown	25		30	
	Thamesville	29		35	
		137	48%	177	40%
Middlesex	Glencoe	6		10	
	Kerwood			10	
	London	5		22	
		30	10%	62	14%



Board's Role



Board Executive

- **Chair**
- **Vice-Chair**
- **Secretary-Treasurer**



Board Committees

- **Committee of the Whole**
- **Finance**
- **Governance**
- **Client and Family Advisory Council**
- **Fundraising**

Strategic Plan

Strategic Plan

2023-2026

VISION

Vibrant and Caring
Communities, People,
and Workplace

MISSION

Partnering with our
communities to
achieve the best
health and wellbeing
for all

VALUES

Compassion
Excellence
Collaboration
Accountability
Respect
Equity



West Elgin
Community
Health Centre

Strategic Directions

REIMAGINE



Reimagine how our care and
services improve equitable
health and well-being
outcomes

- Enhancing accessible primary healthcare
- Supporting the mental health of youth and young families
- Meeting the changing needs of those aging and their caregivers
- Addressing the housing and food security challenges faced by those living in poverty
- Advancing social justice through Reconciliation and by taking care of our environment
- Telling Our Story by engaging with our communities

RECONNECT



Reconnect with our team
to co-create a
meaningful, healthy, and
compassionate
workplace

- Focusing on innovative recruitment, engagement, and succession planning strategies
- Co-creating joy and kindness in the workplace
- Equipping staff with the resources they need to do their work
- Pursuing funding to strengthen total compensation for staff
- Providing meaningful experiences for more volunteers
- Leading with courage using open, respectful and timely communication

REDESIGN



Redesign a stronger
healthcare system in
collaboration with our
partners

- Engaging in and influencing the outcomes of the Elgin Ontario Health Team
- Implementing shared opportunities with our primary care partners
- Leveraging partnerships and community connections to support our clients
- Creating a resilient, responsive organizational structure



Vision

- **Vibrant and Caring Communities, People and Workplace**





Mission

- Partnering with our communities to achieve the best health and wellbeing for all





Values

- **Compassion**
- **Excellence**
- **Collaboration**
- **Accountability**
- **Respect**
- **Equity**



Strategic Directions

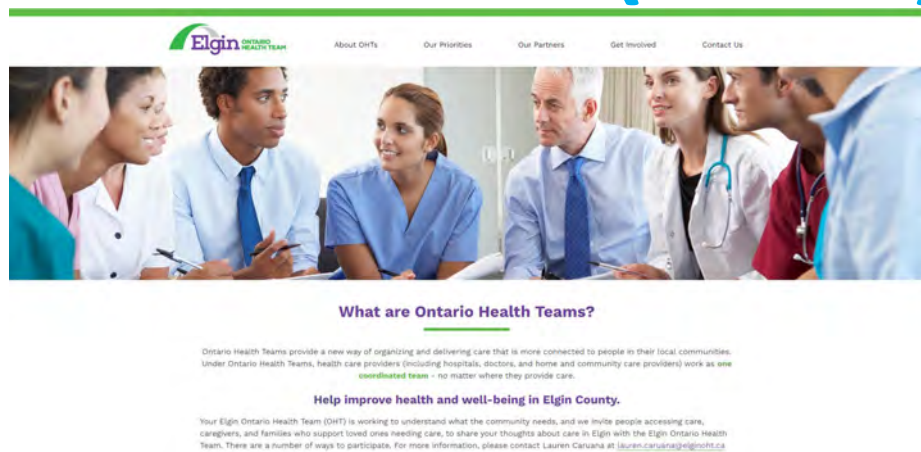
- **Reimagine how our care and services improve equitable health and well-being outcomes**
- **Reconnect with our team to co-create a meaningful, healthy, and compassionate workplace**
- **Redesign a stronger healthcare system in collaboration with our partners**



Elgin Primary Care Partners

- **Joint meetings with Boards of Central CHC, and East Elgin and Thames Valley FHTs on Dec 2019, May 2021 and Nov 2023**
- **Senior Leaders meet monthly to discuss Elgin-wide concerns**

Elgin Ontario Health Team (EOHT)



- www.elginohht.ca
- January 2019 Three sponsoring agencies Central (CCHC) and West Elgin Community Health Centres (WECHC) and St. Thomas Elgin General Hospital (STEGH)
- Deanna Huggett ED hired in March 2022
- Initial target population Seniors Respiratory Health including Chronic Obstructive Pulmonary Disease (COPD)



Board and Community Challenges

- Lack of space to service clients living in Rodney
- Increase in unattached clients
- Lack of base funding increase to address wage disparity and operations "keep the lights on"
- Imminent retirement of aging local physicians



Challenges – Recruitment and Retention

- **Health Human Resource**
- **Staff turnover due to lower salaries compared with hospitals/long term care combined with challenges of commuting.**
- **Most staff have not had salary increase since 2020 - brought them to 2017 salary rate.**



Challenges 2 – Base Funding

- **85% of budget is for salaries and benefits**
- **15% is for everything else**
- **Base funding increases 6.5% over 15 years**



Expression of Interest - Expansion

- Submitted jointly in June 2023 with Central CHC in St Thomas
- Requested 2 Nurse Practitioners, 1 Registered Practical Nurse, 2 Therapists, 1 Medical Secretary, 1 System Navigator – (\$750k unsuccessful)
- Mar 1 24 Thames Valley Family Health Team received \$1M for Elgin/St. Thomas

Advocacy for Staff

Ontario Community Health Compensation Market Salary Review

MEMBER ADVOCACY RESOURCES

Objective

Based on the key findings of the Ontario Community Health Compensation Market Salary Review report, our member organizations are seeking to increase the Ontario government's awareness of the pay equity gap between the community health sector and other health care and broader public sector organizations, such as hospitals and educational institutions. Our goal is to mobilize the government to invest in the community health sector to reduce the wage gap and support staff recruitment and retention.

To ensure you are supported in potential interactions with MPPs, politicians, ministers, or government staff, we have prepared an overview of the report, key messages, as well as key facts that you can use to help advance our advocacy efforts.

Overview of the report

The Ontario Community Health Compensation Market Salary Review presents the findings and recommendations coming from a study of the market compensation of benchmark jobs in the community health sector. The study aims to review the market compensation of 79 benchmark jobs that are common across various community health organizations, and to develop a common salary structure based on the market median. The study also analyzed the compensation trends, challenges, and gaps in the community health sector, and compared the recommended rates with the Ministry of Health funded rates.

The report provides data from various sources, such as surveys, collective agreements, and public data, and offers guidelines for implementing the provincial grid and addressing the compensation issues.

The main findings of the report are:

- The community health sector is facing significant staffing challenges, such as high turnover, low compensation increases, rural location needs, and lack of growth opportunities.
- The compensation of the benchmark jobs in the community health sector is lagging relative to the market median and the broader public sector, and the Ministry of Health funded rates are significantly below the market rates.
- The study developed an updated salary grid based on the market median and the previous structure and provided guidelines for implementing the provincial grid and addressing the compensation issues.

The report is intended to help community health organizations to attract, retain, and motivate their employees, and to ensure fair and equitable compensation practices.



The Ontario Community Health survey was a collaborative effort by ten provincial associations to provide insightful data for primary care and community care providers.



Every
One
Matters.



Support for community health care goes **both ways!**



The Community Health Care sector is dealing with a **\$2 billion wage gap** compared to their peers doing work in similar settings, like hospitals or schools.

WHY IT MATTERS



Essential care

We serve millions of people in Ontario each year.



Staffing crisis

We're losing workers daily.



Recruitment

We're struggling to attract new talent.

THE IMPACT



Longer wait times



Overcrowded emergency rooms



Cuts to services

The Ontario Government needs to take urgent action so we can continue to deliver the health care millions of Ontarians can rely on.

**FOR US.
FOR YOU.**



West Elgin
Community
Health Centre

Every
One
Matters.



Partnering with ROMA



Proven Practices to Improve Access to Primary Care in Ontario's Rural, Remote, and Northern Communities



Alliance for Healthier Communities
Alliance pour des communautés en santé



**Fill the Gaps Closer to Home
Improving Access to Health Services for Rural Ontario**

**Proposals from
Rural Ontario Municipal Association**

January 21, 2024

STRICTLY CONFIDENTIAL UNTIL RELEASED BY ROMA



Other Information

Communications Task Team

- Eight Chronicle articles by Larry Schneider (Mar 28 – Sep 20)
- 30th Anniversary Video
- Updated program brochures for fall fairs and community presentations
- Humans of WECHC for Facebook, website and in Chronicle
- Tables at both fall fairs plus entered Rodney parade and West Lorne Santa Claus parade

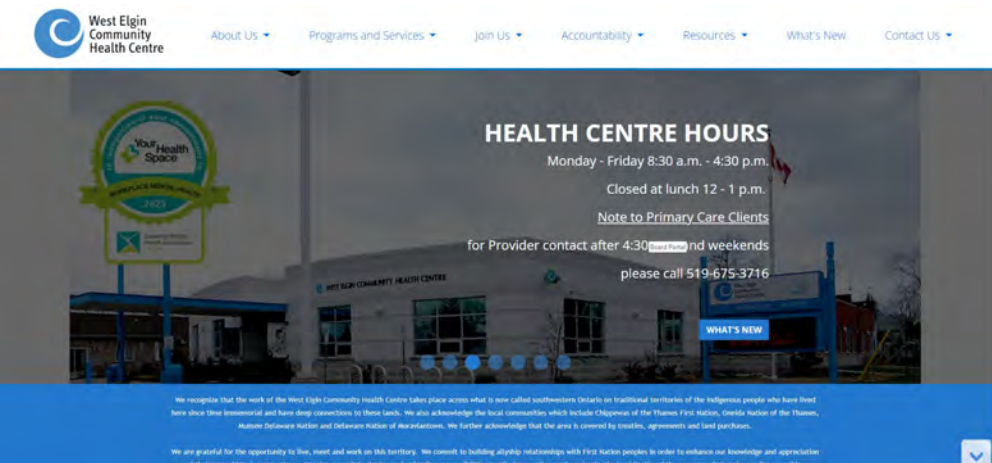


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hc.on.ca

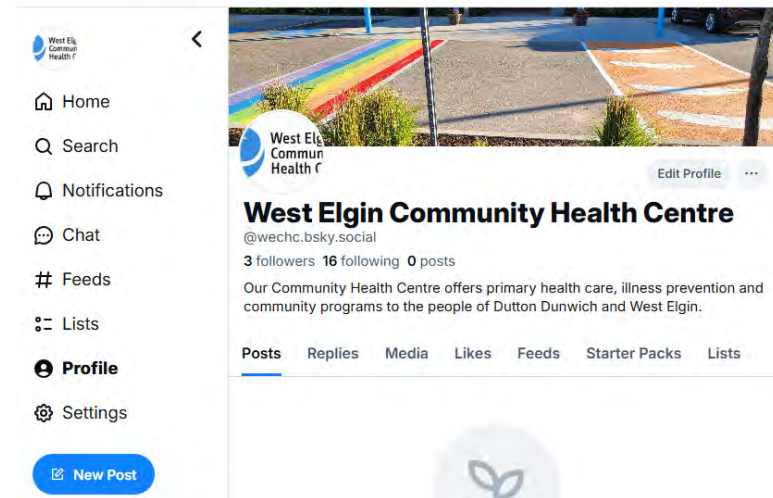
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Website/Social Media

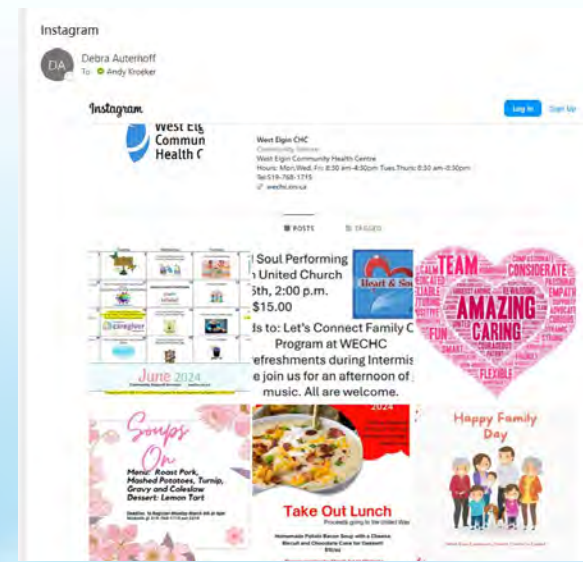


<https://wechc.on.ca/>

<https://www.facebook.com/wechc/>



<https://bsky.app/profile/wechc.bsky.social>





Questions?



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Community
Health Centre

www.wehc.on.ca

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Matters.