



Rideau Community
Health Services



Rideau Community Health Services Board Members

Pamela Blackstock, Chair
Anne Carter, Vice-Chair
Rod Fournier, Treasurer
Carole Roberts, Secretary
John Mundy, Director
Paula Hurtubise, Director
Wendy Quarry, Director

Don Dutton, Director
Tom Beach, Director
Jenifer Willis, Director
Janice Hopkins, Director
Graeme Bonham-Carter,
Director

ANNUAL
REPORT
2011/2012

Vision Statement

Healthy people
creating

healthy communities



Our health system is changing, and as a part of that system, Rideau Community Health Services (RCHS) is changing too. Formerly known as Merrickville District Community Health and Services Centre, the corporation's members approved the new name in 2011 to better reflect the communities we serve throughout Lanark, Leeds and Grenville. The core parts of RCHS (Merrickville District Community Health Centre, Smiths Falls Community Health Centre, Rideau Valley Diabetes Services and the South East Diabetes Regional Coordination Centre) kept their familiar names.

The board now includes members from Newboro, Elgin, and Carleton Place, as well as from the Merrickville district. As a community-driven and governed, not-for-profit corporation, we are working to better incorporate the voice of the wide RCHS community in decision-making.

A new Strategic Plan for 2012-17 is now in place. Planning took into account trends affecting the people and communities served by RCHS, changing health needs, and new directions within the health system.

We believe the RCHS Strategic Plan is well aligned with the new directions outlined in recent government reports such as Ontario's Action Plan for Health Care. In March RCHS partnered with the Leeds, Grenville and Lanark District Health Unit and the Town of Smiths Falls in hosting a community meeting on shifting the conversation from "health care" to "health". This meeting began the conversation, and generated great ideas on how people can work together to create healthier lives in healthier communities.

We worked with local health partners to deliver the innovative and award-winning Better Health Project. We also contributed to the health system in the summer of 2011 when Smiths Falls became an evacuation centre

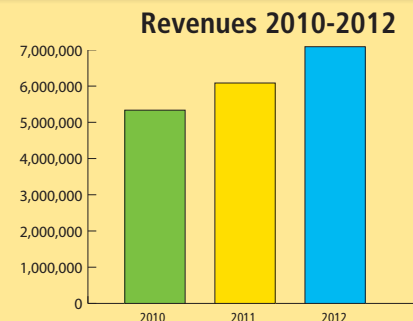
for guests from Deer Lake in Northern Ontario, who were evacuated because of forest fires. RCHS provided primary care services to over 200 people over 2 weeks.

RCHS is able to provide services to our communities thanks to the financial support from the Ministry of Health and Long-Term Care, the South East Local Health Integration Network, the Ministry of Community and Social Services, and the people of Ontario.

We greatly appreciate our Board of Directors, employees, volunteers, corporate members, and partners, who dedicate many hours of work and support. Thank you for your commitment and passion. Finally, thank you to you, our community, for your support of RCHS.

Pamela Blackstock
Chair,
Board of Directors

Peter McKenna
Executive Director

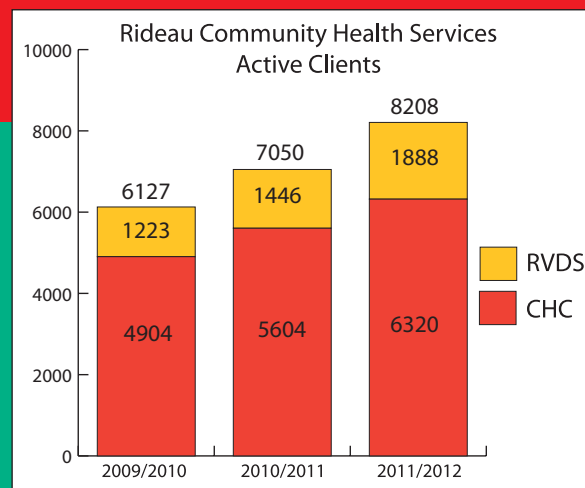


STATEMENT OF OPERATIONS			
	2010	2011	2012
REVENUES:	\$5,308,271	\$6,201,651	\$7,026,825
EXPENSES:			
Salaries & Benefits	\$3,896,346	\$4,689,170	\$5,524,900
Operating	\$1,393,111	\$1,449,252	\$1,474,469
Total Expenditures	\$5,289,457	\$6,138,422	\$6,999,369
Excess of Revenue over Expenditures	\$18,814	\$63,229	\$27,456

Active Clients

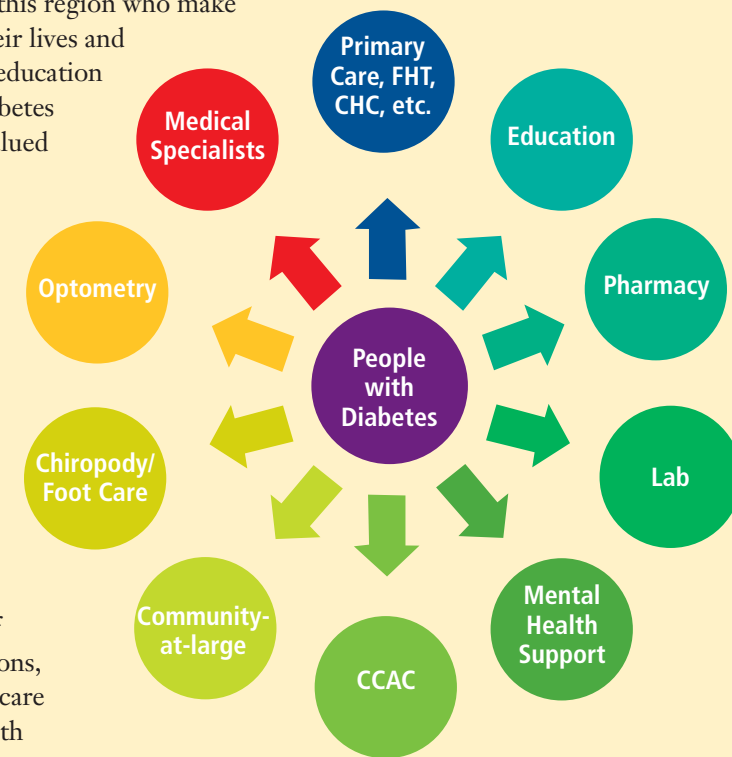
CHC active clients is the number of clients who received service individually or in a group within the previous three years. For example, for the fiscal year 2009-2010, 4904 individual clients received service between April 1, 2009 and March 31, 2010.

NOTE: 60% of new CHC clients in the past year did not previously have a physician.



The South East Diabetes Regional Coordination Centre (SEDRCC) has been talking with people who are living with diabetes to better understand what works and what doesn't work about the diabetes services across the South East region. To date we have connected with about 75 people through individual encounters or focus groups, and have gained valuable insight into the diabetes health care system in the South East. Consumers tell us there are many knowledgeable and caring health care providers in this region who make a difference in their lives and that the diabetes education programs and diabetes educators are a valued and vital resource when it comes to managing diabetes. Some of the challenges reported include accessibility of services, the lack of mental health supports in the region as well as the cost of diabetes medications, supplies and foot care services. The South

East is a large region with a large rural population which means clients often travel long distances for services. The SEDRCC has been working with diabetes education programs to promote greater outreach so clients can access services closer to home. Through the development of the SEDRCC website (www.sedrcc.ca), we will continue to support and engage consumers, while promoting best practices and facilitating information and resource sharing among service providers.



Mission

As a community-governed organization within Ontario's health and social service system, we engage individuals and communities to improve health.



Deer Lake Evacuation By The Numbers

- 10 Hours: time it took from first call for help to have a fully functioning primary care unit up and operational at Gallepeau Centre
- 14 Continuous Days: length of time the primary health care clinic operated
- 647: total number of Deer Lake guests who arrived in Smiths Falls at midnight
- 2,010: number of kilometres between Deer Lake and Smiths Falls
- 269: clients assessed by CHC primary care team over the 14 days
- 1: baby girl born to young mom from Deer Lake while she was awaiting to return home



Rideau Community
Health Services



Merrickville District
COMMUNITY HEALTH CENTRE

P.O. Box 550, 354 Read Street
Merrickville, ON K0G 1N0

T: 613.269.3400 F: 613.269.4958



Smiths Falls
COMMUNITY HEALTH CENTRE

2 Gould Street, Unit 118
Smiths Falls, ON K7A 2S5

T: 613.283.1952 F: 613.283.6322

Stand **UP** to Diabetes

South East Diabetes Regional Coordination Centre

2 Gould Street, Unit 118, Smiths Falls, ON K7A 2S5

T: 613.283.6798 F: 613.283.5834

RideauValley
DIABETES
Services
Lennoxville, Leeds & Grenville

2 Gould Street, Unit 118
Smiths Falls, ON K7A 2S5

T: 613.284.2558 F: 613.284.2591

2479 Parkedale Ave., Unit 2
Brockville, ON K6V 3H2

T: 613.498.1555 F: 613.498.9922

Every **One** Matters.

www.rideauchs.ca