



Community Care *News*

City of Kawartha Lakes

Fall 2009

Opening soon: CKL Community Health Centre



Community Care Health & Support Services staff Lesley Ford, Valmay Barkey and Mike Puffer are among the many agency reps excited to soon be opening the doors to the new Community Health Centre (CHC). For a special report on the CHC, its primary care staff and how the facility will serve local residents, see the Community Health Centre insert in this newsletter.

Agency receives \$6 million for Lindsay housing

Ground has been broken and construction is beginning on an affordable housing project that has been a longtime goal of Community Care and residents of the City of Kawartha Lakes.

In the summer, the Canada-Ontario Affordable Housing Program announced that \$6.12 million was approved for the Community Care Village Housing apartment project. The funding supports 51 affordable housing units at the corner of Victoria Avenue and Melbourne Street in Lindsay. Forty

of the units will be designated for senior citizens, and the remainder for people with disabilities. An additional 19 units will be set at market rent. The 51 affordable units will be one-bedroom models and the market rent units will be two-bedroom. The project is expected to be completed in late fall of 2010.

Intake for the affordable housing units will be through the City of Kawartha Lakes Housing Department (324-9870). Intake for the market units

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Community Care City of Kawartha Lakes 34 Cambridge St. South, 2nd. Floor, Lindsay Ontario K9V 3B8
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Website: www.community-care.on.ca

Outstanding Tag Days results achieved

The general public has once again proven to be very generous in its support of Community Care services and programs. The agency's 2009 Tag Days fundraising campaign took in \$14,271 in four communities (Bobcaygeon, Fenelon Falls, Kirkfield and Lindsay) over one weekend. The total is the highest raised for those four locals in the past five years.

Despite a challenging economy and the fact that more members of the public do not carry cash with them like they once did due to debit and credit card payment options, people across the City gave generously when asked by one of the many Tag Days volunteers.

In addition to the staff and volunteers at all locals who put in extra hours to ensure the success of Tag Days, the agency thanks the following City merchants who once again supported Community Care by allowing taggers to take donations from the public at their stores:

Bobcaygeon: LCBO, Shea's Foodland, Strang's Valumart, Tim Horton's. Fenelon Falls: Canadian Tire, LCBO, Sobey's, Tim Horton's. Kirkfield: LCBO. Lindsay: Canadian Tire, Country Market, Home Hardware, Loblaws, Valumart, Zellers.



Longtime Community Care volunteer Edie Ascroft (seen here at Canadian Tire in Lindsay) was just one of almost 100 volunteers who collectively raised more than \$14,000 for the agency during Tag Days in July.

Affordable housing for Lindsay

From P. 1

will be handled through Community Care beginning in the new year.

Rental rates for the project have not been firmly set, but will be confirmed as soon as possible in the new year, according to officials with Community Care and the City's housing department.

Increased demand doubles Omemeo Adult Day sessions

An increase in demand has led to Community Care expanding its Adult Day Program in the Omemeo area this fall. Previously offered once a week for the past five years (Thursdays), the program is now also being offered on Mondays (excluding holidays).

"Our research shows that there is definitely a need for a second day per week in Omemeo," said Rosanne Moloney, supervisor of the Adult Day Program. "The program offers respite care and socialization that many residents in Omemeo and outlying area indicated they wished to have."

Community Care's Adult Day service provides a range of social, physical and recreational activities designed to meet the needs of each client. The service is for seniors and people with special needs who experience difficulty managing the activities of

daily living, or who require caregiver support. The service is affordable and is presented by trained workers and dedicated volunteers who lend a hand, said Rosanne. The service can help improve quality of life for seniors, lift the burden from caregivers, and is designed to help clients remain active and living at home longer.

Hobbies, crafts, exercise, games, discussion groups, music and entertainment, sensory stimulation, special events and outings are enjoyed at each Adult Day session. Lunch and snacks are provided - all for \$15 per day.

The Omemeo program is held at Trinity United Church. Adult Day is also offered in Bobcaygeon, Burnt River and Fenelon Falls. Call 324-7323 to inquire about further details on the registration process.

Volunteers: Moving “from compassion to action”

Close to 200 of Community Care’s valued volunteers were able to attend the agency’s annual appreciation event held in the spring at Dunsford Community Centre.

The theme of the 2009 National Volunteer Week, “*From compassion to action*,” reflected the caring attitude that Community Care’s great volunteers display all of the time, said Glenn Wilcox, Chair of the agency’s Board of Directors.

“Through the contributions that people like yourselves make to our agency on a daily basis, you show that your caring - your compassion - has moved you to take some action,” Glenn told the audience.

“We know that volunteers do not usually expect or ask for a great deal of recognition and attention, but we at Community Care have been inspired to say thanks to you today for that.”

Presentations recognizing agency volunteers who have contributed 5, 10, 15 and 20 years of service with the agency

were made. City of Kawartha Lakes Mayor Ric McGee and Community Care CEO Valmay Barkey also paid tribute to the individuals who were honoured for their significant length of volunteer duty.

In the 2008-09 fiscal year, Community Care volunteers contributed more than 71,000 hours worth of their time to help local residents through the agency’s services. The bulk of the hours is directed to the agency’s volunteer transportation program, but people giving of their time and expertise are utilized and appreciated in every program and aspect of the agency.



Some of the Community Care volunteers presented with certificates of recognition for 5 years of time with the agency were, l to r: Karen Micheau, Darryl Guiotto, Margo Tilk, Julie Carroll, Sue Fillmore, Shirley Outram, Ray Cannon and David Baker.

For more photos from the volunteer appreciation event, see P. 8

AN EASY WAY TO HELP

Remember to donate grocery store receipts to Community Care. In **Bobcaygeon**, we collect slips from *Valumart* and *IGA*. In **Fenelon Falls**, we need slips from *Sobey's*. You can drop your receipts off at the Community Care offices in Bobcaygeon and Fenelon Falls. This fundraiser provides important dollars to support Community Care’s work.

THANK YOU

Thanks to the **United Way for the City of Kawartha Lakes** for its ongoing support.

The United Way provides funding for many of Community Care’s most vital programs.

Community Care is proud to be a United Way member agency. Please support the fall campaign.



United Way

Tasty changes to Mariposa Meals on Wheels

Officials affiliated with the Meals on Wheels service in the Mariposa area are excited about recent changes to the well-known Community Care program.

Early this fall, Community Care's Meals on Wheels program in the Mariposa area began providing food prepared at Buttertarts 'N More's family restaurant (Highway 7 and Elm Tree Corners Rd.). The hot meals are delivered to Mariposa area residents on Mondays and Wednesdays throughout the year.

"We are delighted with the arrangement with Buttertarts 'N More," said Community Care program manager Linda McLean. "Restaurant partners Linda Moss and John Lenneville have been very co-operative to work with and we are pleased to offer our current and future clients a good meal."

Since Community Care's inception in the 1980s, Meals on Wheels has been one of the central programs offered to local residents. The program provides nutritious hot and frozen meals to those who experience difficulty with meal preparation. The program ensures that clients' nutritional needs are met while also providing social interaction and a security check, as volunteers who make the deliveries



John Lenneville of Buttertarts 'N More's family restaurant hosted volunteers from the Mariposa Community Care Meals on Wheels program prior to the recent launch of the partnership between the establishment and the program. Hot meals are prepared and delivered in the Mariposa area twice a week. Call 786-2818 to order.

also ensure that clients are well. Meals are prepared according to Canada's Food Guide. A hot meal consists of soup and muffin, entrée and dessert. Special dietary restrictions are also accommodated. Cost of meals are \$6 each.

Mariposa area residents wishing to

order Meals on Wheels can contact volunteer Elaine Grills at 786-2818. Meals should be ordered three days in advance if possible.

For information on Meals on Wheels services in other areas of the City, call (705) 324-7323 or visit www.community-care.on.ca

Ring in New Year's Eve with Community Care

Once again this year, Community Care is partnering with the Kawartha Trans Canada Trail Association to present Little Caesar & the Consuls in concert at the Lindsay Fairgrounds. Tickets to the dinner and dance are \$75 per person and are on sale at Down to Earth Outfitters (82 Kent St. W., Lindsay) or the Lindsay Central Exhibition office (354 Angeline St. S.).

Doors open at 6:30 p.m., hot buffet dinner will be served at 8 and the music will begin at 9.

What's cooking? New developments to Lindsay program

Community Care didn't exactly win Lotto 6/49, but a recent draw has led to providing options for the preparation of hot meals for the Meals on Wheels program in Lindsay.

Starting in December, hot meals for Lindsay will be cooked at the agency's 34 Cambridge St. S. location, utilizing a new heating cart from Apetito Hotserve, the company that supplies the program's meals.

Earlier this year, Community Care was the winner of one of the Apetito heating carts, which can cook 36 Apetito frozen entrees and soups at a time. Meals take one hour to cook. The agency actually will utilize two carts in its kitchen, ensuring that up to 72 clients can be accommodated each day, Monday to Friday.

"It's an innovative solution for Meals on Wheels programs," said Pam Caswell, account manager with Apetito. "All Apetito food is prepared in federally inspected facilities to provide the safest products possible. This new system of preparing the meals closer to their delivery time should mean that they are more nutritious, warmer and the possibility of bacteria will be reduced."

The announcement was made at Lindsay Community Care's volunteer dinner on Oct. 28. At that event, close to 150 volunteers enjoyed a meal that was a complete Apetito product - pot roast, vegetable lasagna, soup and desserts.

For further information about the Lindsay Meals on Wheels program, contact program manager Kerri Daley at 324-7323.

OVA ceremony salutes "builders of communities"



Some of the 37 Community Care volunteers who were honoured at the 2009 Ontario Volunteer Awards ceremony in Lindsay gathered after receiving commendations for 5, 10, 15 or 20 years of support to the agency. L to r: Ruth Hubley (Coboconk), Darlene Smith (Somerville), Val Harris (board of directors), Shirley & Ben Penney (Lindsay), Shirley Outram (Bobcaygeon), David Wright (Fenelon Falls), Lorna McNabb (Kirkfield), Bob Mitchell (Bobcaygeon), Margo Tilk (Kirkfield), Marjory Mitchell (Bobcaygeon), Victoria Booth (Lindsay), Heidi & Grant Stephens (Lindsay).

Mission Statement

Community Care provides high quality support services that promote the ability of seniors & special needs clients to remain as independent as possible in their own communities throughout the City of Kawartha Lakes.

We are a charitable, non-profit, volunteer-based organization. Monthly or yearly donation arrangements are possible, as well as bequests, planned giving or special occasion donations. Gift certificates for all paid services are also available. Our Registered Charitable /BIN number is 10552 6248 RR 0001.



- To the Royal Canadian Legion in Fenelon Falls, for a \$2,000 donation to the adult day program and Meals on Wheels in Fenelon Falls.

- To Community Care Kirkfield & District volunteers who raised more than \$1,500 through the 50/50 draw at the Kirkfield Festival in the summer. Volunteers Una Sykes, Nan Feld, Connie Donovan, Joyce Townes, Carol DeGrace, Shelley Low, Don Meyer, Joan Fox, Gail Benoit, Ruth Scharf and Barbara Woodrow sold tickets, set up and cleaned up following the event. Winner of the draw was Rejeanne Coombs of Cambridge.

- To Lindsay volunteer Lorna Synott, who was honoured by the Retired Teachers of Ontario with the District 18 Award of Merit at the RTO annual

Community Care Health & Support Services was recently saluted for a milestone achievement with local subscribers to the Lifeline emergency response system. Jill Watson (right) of Philips Lifeline presented Lindsay program manager Kerri Daley with a plaque acknowledging the agency's 250th installation of an emergency response system. For further information about Lifeline and the role it can play to assist helping you live at home, contact 324-7323.

general meeting. Lorna was recognized for her many years of service to the RTO. One part of the honour is a \$200 donation to the recipient's charity of choice and Lorna selected Community Care.

- To Bobcaygeon Community Care volunteer Bob Mitchell, a retired Royal Bank of Canada employee who successfully applied for an RBC Employee Volunteer Grant of \$500 for the agency.

- To Lindsay Community Care volunteer Alex Murphy, who once again helped the organization via a \$500 grant from his former employer Bell Canada and that company's Employee Giving Program.

- To Community Care Kirkfield volunteer Don Meyer, who led the charge in annual membership sales once again this year. The money raised through \$5 memberships helps to offset the cost of printing and mailing the agency newsletter. Great work Don!

- To longtime Community Care employee Charlotte Clay-Ireland, who after many years of stellar work as Specialized Transit Supervisor in the administration office, has embarked on a new career closer to home with Community Care Northumberland. Charlotte's many clients and colleagues wish her the best of success!

Live safely and independently in your own home

Lifeline has provided peace of mind to seniors and their families for over 30 years.

Just press the help button and you are connected to a caring professional in seconds! Help is on the way.

How Lifeline Works

Subscriber pushes their help button → The Lifeline Communicator Unit dials our Response Centre → Lifeline summons immediate help and ensures it arrives promptly

A Response Centre Associate assesses the situation

Call Community Care City of Kawartha Lakes Lifeline
1-800-LIFELINE
1-800-543-3546
www.lifeline.ca

HELPS Lifeline

Coming up...

Thursday, Nov. 5 - 7th annual Festival of Fashion supporting the United Way & Community Care. At the Victoria Park Armoury, Lindsay. Supported by Scotiabank of Lindsay.

Saturday, Nov. 28 - Pancake breakfast supporting Community Care, Victoria Park Armoury, 8 - 11 a.m., during the Christmas Village event. Tickets on sale at Community Care.

Thursday, Dec. 31 - annual New Year's Eve dinner & dance with Little Caesar & the Consuls, Lindsay fairgrounds. Supporting Community Care & the Kawartha Trans Canada Trail Association, the event features a buffet dinner, followed by the concert. Tickets: \$75/person, available at Down To Earth Outfitters or fairgrounds office.

Julie Carroll: Always "Going that extra mile"



Everyone at Community Care was saddened by the recent passing of longtime Fenelon Falls volunteer Julie Carroll. Julie was a dedicated and caring volunteer with the Community Care transportation, Meals on Wheels and Sobey's Shopping programs. Fenelon support services administrator Ann MacKay says Julie was always reliable and clients and staff looked forward to when she would "report for duty."

Julie was a recipient of a 2009 Ontario Volunteer Service Award for her Community Care contributions. She was also a passionate advocate for women and children in distress, and worked for many years at the Oshawa YWCA Women's Shelter.

To quote from her obituary notice: "She was always there for friends and relatives alike, going that extra mile, lending an ever-attentive ear, making a supreme contribution to the lives of everyone she touched."

United Way campaign supports agency

The 2009 fundraising campaign in support of the United Way for the City of Kawartha Lakes is currently underway. Funds raised through donations and pledges to the United Way support 44 different programs offered by 15 local agencies, including Community Care. Each

year, the agency is grateful for financial support that is directed to programs such as Meals on Wheels, specialized transportation, respite care and Connecting Seniors.

In 2008, local citizens contributed more than \$400,000 to the United Way campaign. This year's fundraising goal is \$501,000. There are many different ways to give - by supporting the many different special events (including the *Festival of Fashion*) this fall, donating through payroll deduction programs offered at many places of work, or by making a one-time gift via cash, cheque or credit card at the United Way's office (50 Mary St. W., Lindsay).

Officials estimate that each year, one in three local citizens make use of at least one program that is supported by United Way funding.

For further information about the local United Way, contact the agency at (705) 878-5081 or visit www.ckl.unitedway.ca

"Meet & Greet" luncheons are back

Weekly lunch socials presented by Community Care Health & Support Services have returned to the Victoria Park Armoury.

Each Wednesday at noon, Community Care and the Lindsay Seniors Association present the popular "Meet & Greet" lunches. The event features a hot meal and the opportunity for a social time with new or old friends, says Community Care Lindsay program manager Kerri Daley.

Cost of the lunches is \$7/person. Tickets are limited to 50 each week and must be purchased by the Monday prior to the event. The tickets are available at Community Care (34 Cambridge St. S., second floor, 324-7323) or the Lindsay Seniors Association office at the Armoury (210 Kent St. W., 878-8261).

Anyone interested in assisting with preparation or presentation of the lunches can contact agency volunteer co-ordinator Leighanne Quibell at (705) 324-7323, ext. 239.

Volunteers saluted for milestone years of support *(continued from P. 3)*



20 years of service saluted

Community Care volunteer Victoria Booth of Lindsay, joined by City of Kawartha Lakes Mayor Ric McGee and agency board chair Glenn Wilcox, was thanked for 20 years of organization support.



1.5 decades each!

Both Mariposa Community Care volunteer Jean Webster and Stuart Dodge of the Kirkfield & District local were honoured for more than 15 years of involvement with the agency.



Among the volunteers thanked for 10 or more years of service at the 2009 appreciation event were, l to r: Dave McClelland (Lindsay), Joan Caswell, Earl Thurston (Lindsay), Norma Edgson and Jim McCaughey (Bobcaygeon).

Are you on our mailing or e-mail list?

To receive the Community Care newsletter or monthly electronic (e-mail) updates, contact marketing & development director Mike Puffer at 324-7323, ext. 222, or mpuffer@community-care.on.ca

Hail to the Gallant Volunteer

I believe that each volunteer is a hero
 For, without them, we might never know
 Some of the joys and comforts
 Which upon us they do bestow.

Yes, these are just your average Jane or Joe
 Who give of themselves
 With the great effort
 That they seldom show.

The sunshine that they bring to you & to me
 That not everyone can see
 They give from a heart
 That is large indeed.

Let us hope that the blessings they bring
 Are returned, two-fold
 And that the wealth of their story
 Be ever told!

Violet Cave, 2009

Meet your CHC health care team!



Health care professionals and support staff at the City of Kawartha Lakes' Community Health Centre assembled recently for the first time in anticipation of the CHC's fall opening. Front row, l to r: Yvette Roy (part-time registered nurse), Melinda Cooper (full-time registered nurse), Janet Klein (part-time registered nurse), and Dr. David Klein (part-time primary care physician and collaborating physician). Back row, l to r: Beth Deeth (medical administration/receptionist), Lauren Gogal (registered dietician), Sarah Pearce (nurse practitioner candidate), Dr. Michelle Snarr (full-time primary care physician) and Christie Chandler (medical administration/receptionist). Local residents who do not currently have a primary health care provider can now apply to the CHC.

City of Kawartha Lakes Community Health Centre - opening soon

Several years of advocating and many months of planning at Community Care will soon pay off in the form of a Community Health Centre (CHC) for the City of Kawartha Lakes. By mid-November 2009 the local CHC will open its doors at 108 Angeline St. S. in Lindsay. As medical and administrative staff prepare for the much-anticipated opening, many local residents currently without access to a primary health care provider are eager to apply to become a client/patient of the CHC.

The staff, including the medical team pictured on the previous page, have trained in the operation of

the electronic medical records system for CHCs. The centre will represent an invaluable service with a focus on providing primary health care to orphaned clients/patients within the CKL.

The interim location at 108 Angeline St. S. has three examination rooms, an area for client counselling, spacious offices and work stations for allied health and primary care providers, and a large multi-purpose room for health education sessions and meeting space.

For a look at what programs and services the CHC will provide, read on in this special section!



Community Care
City of Kawartha Lakes



Community Care
Health and Support Services
City of Kawartha Lakes

Evolving agency logo represents expanded services and province-wide affiliation

With the City of Kawartha Lakes Community Health Centre becoming reality, Community Care's agency name and corporate "look" have evolved to reflect expanded services and mandate.

The agency's logo (top) has undergone some style and design changes in the past few months. The new symbol (bottom) retains elements of the previous "heart and leaf" logo while also

incorporating the C "swirl" that many CHCs across Ontario use. Since Community Care is now more than just traditional support services or a community health centre, our name has also been updated to reflect the organization's unique operating style. We hope you like the Community Care Health & Support Services City of Kawartha Lakes look!

Diverse CHC programs and services planned by the team

The City of Kawartha Lakes Community Health Centre will provide primary health care services through the collaboration of physicians and nurse practitioners. Each professional strives to promote client health through health promotion, disease prevention and education while supporting the clients' current health care needs. *Read more about primary health care and the interdisciplinary team approach in this special section.*

In addition to the primary care services to be made available at the CHC, plans call for allied health providers, including a registered dietician, social worker, physiotherapist and health promoter. These services will be available to all members of the public and are not restricted to those people who will be using the primary care services at the CHC. This will provide an excellent opportunity to reach

out to those residents who due to extensive wait times and lack of services in the area, have not been able to obtain such help in the past. As the CHC continues to assess the needs of the client population served, new programs and services will be developed. Assessments have already identified the need for diabetic health teaching, foot care clinics, and additional mental health services in the municipality.

Plans are also underway for a mobile unit which will allow access to CHC programs and services for residents who may not have the ability to get to the main site in Lindsay. Programs such as blood pressure clinics, foot care services and education sessions will be among the services provided by the future mobile unit, which will make scheduled visits to outlying areas throughout the City.

Partnerships will be key to CHC service delivery

There are approximately 60 Community Health Centres across Ontario, but it is safe to say that the City of Kawartha Lakes' CHC will be unique in its



Valmay Barkey

service delivery model and approach to serving the municipality. Since the Ontario Government announced that management and operation of a CHC for the City would be put in Community Care's hands, staff and boards of directors have worked

tirelessly to ensure that the centre will meet the area's special needs.

Longtime Community Care Executive Director Valmay Barkey (now with the title of Chief Executive Officer) has consistently stressed that the operating philosophy of establishing a CHC has been to augment the services and programs that have been offered by the agency for almost 25 years.

"The idea will be to practice a continuum of care in an inter-professional setting," she said. "This means connecting local individuals to the services that they need. With the addition of the health centre, Community Care will be able to offer more support than ever to residents of the City of Kawartha Lakes."

Engaging the Community

Following the awarding of the CHC in the fall of 2007, Community Care embarked upon an extensive planning process involving a series of public consultations to inform local residents and to get input about what the priorities of service should be. In addition, potential partners and stakeholders were identified for future collaboration opportunities.

With the unique and often challenging demographic factors of the City in mind (high senior population, large geographic area with many rural settings), key gaps and needs in local health care were identified. They included:

- need for access to primary care providers for all
- a lack of mental health, addictions and substance abuse programs
- lack of information on what services are available locally
- chronic disease prevention and management (significant for the City, which has higher than

average rates for most chronic diseases)

- oral health programs
- transportation, especially outside of the Town of Lindsay, is challenging
- enhanced foot care service

Many more gaps and needs were identified through the engagement phase. As the CHC's ability to take on more programs grows, all identified needs will be given due consideration.

Community Health Status

As most residents know, the City of Kawartha Lakes is designated as an "underserved" area for primary care physicians. It is estimated that 20,000 residents are without access to a primary care provider - there is a need for 16 additional primary care physicians. As a result, the priority client base for the new CHC will be individuals and families in the City who currently do not have their own primary physician. Decisions about selecting the first clients are currently being made by the health care team.

Community Care intends to collaborate with existing local agencies and service providers to enhance care in the community. The partnership approach is to avoid duplication of services, to add capacity to the system where it makes the most sense, to enhance existing programs and services, to ensure the broadest reach across the City, and to achieve comprehensive seamless care, Valmay says.

Central Location

Community Care has entered leased temporary space for the CHC at 108 Angeline St. S. in Lindsay. Meanwhile, efforts continue to find an optimum site to construct a new facility that will house both the CHC and Community Care's traditional support services and administrative offices. Officials also hope to establish part-time satellite locations throughout the City, and a campaign to raise funds for CHC needs, such as a mobile unit, will be launched in 2010. Anyone wishing to get involved in the campaign can contact the agency to discuss how to help.

"Perhaps most importantly for everyone to know is that Community Care's longtime commitment to the health of our community will not change," Valmay says. "We will continue to use a team approach, with valuable volunteers to help us in our service provision throughout the City of Kawartha Lakes."

Utilizing interdisciplinary care, maximizing scope of practice

“The best-kept secret in the health care system”

Canada’s national newspaper, The Globe & Mail, recently stated that Community Health Centres’ approach to care may be the ideal model of health care for the future of this nation. Worthy of implementing in the City of Kawartha Lakes, Community Care Health & Support Services feels.

CHCs in Ontario use an “interdisciplinary approach” to providing primary care. The core of the success that CHCs are experiencing all across the province lies in that approach as well as a collaborative practice model, says Bill Davidson of the Association of Ontario Health Centres.

What is meant by “interdisciplinary care?” It is client-focused - the needs of the individuals being served at health centres are wrapped around them on a case-by-case basis, and it is a model that brings together a range of health providers, promotion, and human resource staff to work as a team. “They will work collectively with the community in a mutual relationship that supports and improves health, addresses illness and chronic disease and health conditions, and responds to the unique needs of the community,” says Davidson, who is the Executive Director of Langs Farm CHC in Cambridge.

In other words, interdisciplinary care means connecting individuals to the health services they need. Community-centred primary health care, such as what will soon be offered at the City of Kawartha Lakes CHC, may be the wave of the future for many. It’s certainly a very attractive model to many physicians who enjoy practising at a CHC instead of operating a private practice.

Dr. Kevin Mandell, family physician with the Rexdale CHC, is very positive about the model. Working in a salaried position, rather than a fee-for-

service situation allows doctors much more time to spend with their patients, to really provide the services that they need, he says.

Other CHC physicians concur, and add that without the restrictions of having to worry about salary, they can “do what I need to do, when I think I need to do it, and not have to think about all the other things” involved with a private practice, says Dr. Itamer Tameri of Stonegate CHC, Etobicoke.

“It also lets me have a lot more flexibility with respect to my practice - whether I want to do procedures in the office that can take a lot of time (and frequently fee-for-service physicians don’t get

compensated well for that), I can now do them if I think it’s necessary instead of having to send that person off to see somebody else to get that done, Dr. Tameri adds.

With health professionals at the CHC maximizing their scope of practice and working collaboratively and communicating regularly about general challenges or specific cases, the CHC team will function effectively and efficiently.

Such communication approaches will hopefully lead to strong health outcomes for many health issues such as chronic disease management - a particular challenge for the City of Kawartha Lakes due to its very high seniors population and other factors contributing to significant chronic disease rates. The CHC model is such that it will address other determinants of health, such as income, housing, employment and environmental factors.

So, are Community Health Centres still a best-kept secret? For the residents of the City of Kawartha Lakes, hopefully not for very much longer!

With excerpts provided by “Family Medicine at Its Best,” Association of Ontario Health Centres.

**Do you have more questions
about the
Community Health Centre?**

**Contact Val Barkey
at the CHC offices
108 Angeline St. S.,
Lindsay ON K9V 3L5**

(705) 324-7323, ext. 151