

North Lanark Community Health Centre Volunteer Orientation Manual - September 2014



North Lanark
Community Health Centre

A part of Lanark Renfrew Health & Community Services



Ontario's Community
Health Centres

Every One Matters.

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Volunteer Orientation Manual

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Many thanks to Catherine Campbell and Peter Craske, (two volunteers of the North Lanark Community Health Centre) who developed the first edition of this Orientation Manual.

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What are Community Health Centres?



Community Health Centres have been in Ontario for many years. The Ontario government set up a funding program in 1982 to develop Community Health Centres (CHCs) as a significant part of our health care system. Ontario's 73 Community Health Centres (CHC's) and Aboriginal Health Access Centres (AHAC's) are one of the great success stories of the province's health system.

Five core goals govern Community Health Centres:

The provincial report *A Vision of Health: Health Goals for Ontario* identified five general goals to support a very broad definition of health, which stresses the connection between the health of the individual and the health of the community. These goals have since been adopted as provincial government policy.

The general long term goals are to:

- Shift emphasis to health promotion and disease prevention;
- Foster strong and supportive families and communities;
- Ensure a safe, high quality physical environment;
- Increase the number of years of good health for the citizens of Ontario by reducing illness, disability and premature death; and
- Provide accessible, affordable, appropriate health services for all.

Community Health Centres achieve these goals by:

- Combining primary health care with social services and support programs;
- Stressing individual and community participation in planning and offering a wide range of health promotion activities, and
- Offering an effective method to meet the needs of individuals and groups that may have difficulty in accessing existing services.

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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 Vision...

a community that is healthy and just and supportive of all.

Our Mission...

Together we support people and communities in achieving and maintaining their best possible health and social well-being.

Our Commitment...

- To provide holistic programs and services that are respectful, relevant and effective;
- To reduce barriers that prevent people and communities from achieving their full potential;
- To enable people to remain in, and participate in, the life of their community;
- To seek and share knowledge and resources so that individuals and communities are empowered; and
- To manage our resources responsibly.

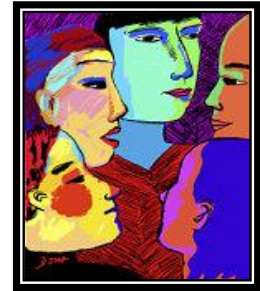
Our Strategic Directions for 2011-2016...

1. Maintain and further build excellence in meeting health and community needs
2. Reduce barriers to health and well-being caused by poverty
3. Increase our capacity to improve mental health and to reduce addictions
4. Continue to lead in health and social service integration
5. Foster innovation in the pursuit of excellence and quality service
6. Strengthen our advocacy and action for the conditions that lead to health and well-being
7. Further develop partnerships to strengthen our impact.

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A Place for Community

The North Lanark Community Health Centre provides a meeting place for others to hold activities, problem-solving discussions, workshops and meetings to support the development of a healthier community.



North Lanark Community Health Centre



Our Catchment Area is ...



The North Lanark Community Health Centre's primary care service area includes all parts of Lanark County that are north of Highway #7, and extends service to the parts of Frontenac County that are north of Highway #7 and the Township of Greater Madawaska in Renfrew County. The service area for the Healthy Young Families Program, which is for families with children aged 0 – 6 years, includes all of Lanark County.

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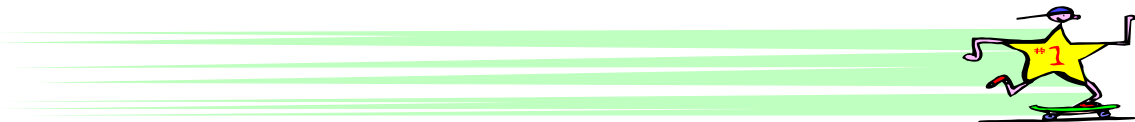
The Role of Volunteers in creating the NLEHC



When faced with the retirement of the community's last family doctor, a number of local residents worked tirelessly to find a replacement. With the assistance of the local District Health Council, they initiated a "community needs assessment". The needs assessment demonstrated the need for primary care services in the north Lanark area and supported the use of a broader model of primary care that could address issues of health promotion and education as well as treatment services.

Through the efforts and support of the community, a proposal was developed for a Community Health Centre, and funding was confirmed in 1992. In September 1993, the Centre was open for business in a temporary location. Services were developed, a capital project for a permanent building was completed, and a new facility for primary care and health promotion services opened in the fall of 1997. Ten years later, the Community Health Centre underwent a major capital fundraising and building expansion to provide for additional services to the community.

Much of the planning, organizing, researching and lobbying needed to create the original and the expanded Community Health Centre in north Lanark County was the work of dedicated volunteers from our community. Volunteers are essential to the continued success of our Community Health Centre. They ensure that our programs and services reflect the needs, interests and traditions of the surrounding community. They link us to the community in a way that staff of the CHC cannot. The spirit of volunteer service runs deep in north Lanark. The willingness to "lend-a-hand" or "help a neighbour" is part of the heritage of this community. This caring attitude has benefited the Community Health Centre, our services, and our programs greatly.



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Our Volunteers tell us they get:

- Personal satisfaction from their volunteer positions;
- A sense of belonging from shared decision-making and participation in activities;
- A sense of personal accomplishment and community contribution;
- Challenges and responsibilities in line with their personal abilities;
- To see positive results and progress from their effort; and
- Personal growth, knowledge, and skills from training and team work.

Volunteer Rights and Responsibilities

Volunteers are a valuable resource to the North Lanark CHC, its staff and its clients. In recognition of this, they are accorded the right to:

- Be given meaningful volunteer assignments;
- Effective orientation, training and supervision;
- Involvement and participation;
- Recognition for the services they perform; and
- A safe and supportive environment for all.

Volunteering is
a work of heart



Our volunteers are asked to:

- Perform their duties to the best of their abilities;
- Remain committed to the mission statement, philosophy, values and goals of the organization; and
- Follow the organization's policies and procedures.

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What Volunteers Do



Our volunteer program was established to strengthen, enhance and augment the programs and services offered at the CHC. Our volunteers increase our ability to accomplish our goals and objectives. Many of the programs we offer would not be possible without the volunteer leadership, energy and support that we have.

All volunteer assignments enable our volunteers to use and develop their skills and abilities and contribute to building a healthier community. Our volunteer positions address the purpose of our organization, and enable volunteers to contribute in meaningful ways that reflect their abilities, interests and backgrounds.

We believe that community health is improved by combining the life experience, knowledge and skills of community members with the skills and knowledge of the CHC staff.

We welcome volunteers of every skill and ability level to fill a variety of positions at the Community Health Centre. Some volunteers help with occasional tasks; others help with on-going and regular weekly groups; and others provide specific knowledge and skills needed to meet the demands of complex projects. They all make a difference!

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Volunteer Positions and Current Volunteers (Fall 2014)

Community Members on Board Committees

Colin Sangster
Jean Dunning
David Orman
Myles Steele
Tony Whieldon



Physical Activity Leaders

(Fun and Fitness and Outdoor Walking)

Carolyn Jarvis
David Moat
Jane Beall
Jim Muise
Julie Howard
Kate Collins
Linda Russell
Louise Mitchell
Lynda D'Aoust
Michelle West
Sheila Kittle

General Support and Occasional

Betty Closs
Gwen Everson
Sam Draffin

Guys in the Kitchen

Don Mitchell
Ed Conroy

Living a Healthy Life Peer Leaders

Lucie Poulin

Mindfulness Based Stress Reduction Retreats

Melodie Benger
Sue Cavanagh

Mindful Movement/Qi Gong/Tai Chi

Camilien Cote
Sue Cavanagh

Roots of Empathy Instructor

TBC

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Community Volunteers Govern our Work

The philosophy and ideals of the Community Health Centre have little meaning if they do not reflect the needs of the people in the community. It is a fundamental principle of the Community Health Centre that those affected by decisions should have a voice in the different policies of the Health Centre. Participation may take a variety of forms, from being asked to comment or give input on the operation of the Health Centre, to having a vote as a member.

Under the legal entity of "Lanark Renfrew Health & Community Services (LRHCS)", five non-profit health and social service organizations in Lanark and Renfrew Counties joined together starting in 2003. The three "Parts" of our organization include: the North Lanark Community Health Centre; Lanark Community Programs; and the Whitewater-Bromley Community Health Centre. LRHCS is an incorporated and registered charitable organization.

The Board of Lanark Renfrew Health & Community Services (LRHCS) has responsible for the overall governance and stewardship across all "parts" of our organization, including the Community Health Centre. This includes legal matters, policy decisions, operations, and financial planning.

The Board is comprised of 12 community representatives elected annually by the membership at the Annual General Meeting. Members of the organization are entitled to serve as a member of the Board, and to vote at the Annual Meeting.



Current Board of Directors (2014-2015)

Stephen Bird (Chair)
Nic Maennling (Vice Chair)
Robert Fletcher (Secretary/Treasurer)
Ann Munroe (Past-Chair)

Bev Buchanan
Bill Janes
Dana Buchanan
Melanie Mills
Noreene Adam
Pamela Salvarakis
Terry Anderson
Tom Baumgartner
Warren McMeekin

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*We work to promote health and wellness
in the community by providing:*

- Health care services,
- Health information and education,
- Health promotion activities and programs,
- Opportunities for individuals to be involved in their health and the health of their community through advocacy and social action; and
- Opportunities for individuals to make informed choices and decisions about their health.



Our "Primary Health Care Team"



This team includes: nurse practitioners, physicians, primary health care nurses, health promoter and counselor. They work as a team with other health professionals at the Community Health Centre to enhance the health of clients.

Our health services include physical examinations, diagnosis, treatment, urgent care, monitoring, after-hours consultation, hospital care, follow-up, referrals and health education.

Physician - provides primary health care using a medical approach, with an emphasis on health promotion, client education and responsibility, in addition to regular medical treatment. Clients admitted to hospital in Perth or Smiths Falls, will be attended to by the Community Health Centre's physicians.

Nurse Practitioner - provides primary health care including: information, teaching, counseling, physical assessments, screening and treatment of minor illness. The emphasis is on wellness and prevention.



Primary Health Care Nurse - provides client support, nursing care and educational programs in health promotion, disease prevention and health advocacy activities. The Diabetes Program, Flu Shot Clinics, Senior's Health Programs, etc. are examples.

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Social Worker - provides assessments, individual and family counseling, case management and facilitation of groups. Other services include: crisis intervention, consultation and community education.

In addition to the primary health care team, specialty services in the Community Health Centre enhance the overall effectiveness of our Health Team.

The "Allied Health Staff" include:



Asthma Respiriologist - provides support and education to clients and their families related to lung health and respiratory illnesses ie COPD and asthma.

Chiropodist - treats people with diseases and abnormalities of the feet.

Dietitian - promotes and supports good nutrition through community work and individual counseling.

Health Promoter - plans, develops and carries on health promotion activities within the Community Health Centre and in the community, through outreach programs and in collaboration with other community groups. Examples of the activities include: programs for youth, dealing with the issues of tobacco use, etc.

Psychiatrist - provides psychiatric assessment and consultation and is also available for community education programs.

Healthy Young Families Program - is for families in Lanark County with children aged 0-6 years old. The Healthy Young Families staff includes a Nurse Practitioner, Dietitian, Social Worker, Community Developer and Support Staff. Programs include: well-baby, child and adult clinics, nutrition counseling, individual family and couple counseling, hearing assessment, community presentations, community outreach and consultation.



The Volunteer Coordinator - develops volunteer opportunities at the Community Health Centre and provides orientation, training and support for volunteers.

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Current Staff

Management:	John Jordan Amy Vanderspank Jane Coyle Brenda Donnelly Richard Eady	Executive Director Director of Finance Director of Health Services Office Administrator Information Systems Coordinator
Healthy Young Families:	Maggie Chapman June Kvamme Laurie Ann Glenn Lydia Seaby Michelle King Stacey	Support Staff Social Worker Nurse Practitioner Speech Therapist Social Worker
Primary and Allied Health Care:	Alicja Gruder Ashley Boudens Brooke Simpson Catherine Mann Christina Dolgowicz Deb McGuire Dorothy Mercier Ellen Penney Greg Walsh Halina Shannan Joellen McHard Kara Symbolic Ken Crawford Leigh Wahay Lori Campbell Lynn Demsey Jechel Margaret Edwards Mark Reiter Martha Duncan Myers Meredith Cullen Michael Bingley Morgan Hawn Sherry Baltzer	Physician Dietitian Nurse (term) Psychiatrist Lung Health Intensive Case Mgr for Youth Telemedicine Clinical Support Nurse Physician Mental Health Support Project Seniors Outreach Community Health Worker Community Health Promoter & Volunteer Coordinator Physician Physician Nurse Nurse Practitioner Mental Health Support Project Chiroprapist Clinical Health Promoter Seniors Outreach Nurse Nurse Practitioner Nurse Social Worker/Counselor
Administrative Support:	Diana Dobbie Doug Kersey Joanne Komendat June Hall Stacey Crosbie Susan Hanssen Wilma Lee	Receptionist Data Officer Admin Assistant/Governance Medical Secretary Receptionist Medical Secretary Receptionist

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Membership



Membership in the Community Health Centre is open to anybody over 18 years of age. There is no charge for the 3-year renewable membership. Membership forms are available through the Volunteer Coordinator. You do not have to be a client or volunteer of the Community Health Centre in order to be a member, nor do clients or volunteers of the Community Health Centre have to become members.

Membership gives you the right to vote at meetings of the general membership, including the annual General Meeting. Members also have the right to stand for election to the Board of Directors for the Community Health Centre.

Hours of Operation

Monday	9:00 - 12:00	and	1:00 - 7:00
Tuesday	9:00 - 12:00	and	1:00 - 7:00
Wednesday	9:00 - 12:00	and	1:00 - 7:00
Thursday	9:00 - 12:00	and	1:00 - 4:30
Friday	9:00 - 12:00	and	1:00 - 4:30

The Community Health Centre is also open at times during evenings and weekends for activities, health promotion and health education programs.



Appointments



The Community Health Centre works on an appointment basis, with a portion of each day set aside for dealing with sudden illnesses. When it is considered necessary, practitioners will make home visits. Client appointments are not scheduled on Thursday mornings.

It is not necessary to have a referral to meet with the allied health staff, except for the chiroprapist and psychiatrist.

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Telephone On-Call Service

Telephones are answered every day from 9:00 am to closing.

After regular hours, dialing the North Lanark CHC telephone number puts the client through to the "on-call" answering service. The operator will directly refer all medical inquiries to the on-call physician, who will then telephone the client.



The physician will provide advice on what to do. They might suggest an appointment, or if necessary, refer the client to the emergency department.

The **On-Call Service** is an exclusive service to the clients of the North Lanark Community Health Centre operated in partnership with Country Roads Community Health Centre in Portland.

Urgent Care Clinic



An urgent-care clinic is offered Monday through Friday 9:00 - 10:00 am, on a first come, first-served basis. You do not need to be a client of the Health Centre to use this service. No appointment is required.

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Our Ongoing Programs and Services

- Asthma Program:** Ongoing services for asthma education, prevention, management and treatment for CHC clients, and research project to determine the prevalence of COPD in smokers.
- Chiropodist:** Specialized foot care treatment to clients of the CHC.
- Counselling:** General counselling services for adults.
- Diabetes Clinic:** Type 2 Diabetes Clinics provide consultations with a variety of practitioners.
- Diabetes Information and Support:** A monthly group designed to support people with diabetes, their families and friends.
- Guys in the Kitchen:** A monthly cooking group for men to learn healthy shopping, eating and cooking skills in a fun, social and supportive environment.
- Healthy Young Families Outreach:** Staffed by Nurse Practitioner, Dietitian and Social Worker. Weekly clinics provide well baby, child and adult care; pre and post natal care; immunizations; infant/ child hearing and vision; nutritional counselling; individual, family and couple counselling.
- Healthy Young Families:** Workshops include: Time Out for Parents; Taking Care of You; Parenting as Partners; Single Parenting; CPR/First Aid; Making Your Own Baby Food; New Directions - The Toddler Years; Clean and Green - Making Your Own Non-Toxic Household Cleaners
- Fun and Fitness!** Weekly exercises classes for older adults and seniors are held in community halls across north Lanark. They classes are led by qualified volunteer instructors. Fitness classes are tailored to accommodate the exercise needs of older adults.
- Educational Workshops:** Workshops are offered on a range of topics, including: budgeting, depression and stress, grief and loss, gardening, youth and mental health, understanding food labels, home energy conservation etc...
- Living a Healthy Life:** A 6-week self-management program for people living with any chronic condition.
- Medical Care:** For clients of the CHC - appointments through the Reception Desk.

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Mindfulness Based Stress Reduction: A nine week program offered to help adults who are interested in making changes based to related to the stress and anxiety in their lives.

Nutritional Counselling: Information on good eating habits and healthy lifestyle choices

Psychiatric Consultation: Monthly consultation services from psychiatrist for clients of the CHC

Recreation Fund: Provides financial assistance to individual children and youth to participate in sport/recreation activities

Roots of Empathy: Program offered at Maple Grove School to develop empathy in children

Sr's Health Promotion: Community nurse provides basic health checks for seniors at the Rideau Lakes Home Support community lunches

Smoking Cessation: Counselling and support for individuals who want to learn more and get support to quit smoking.

Urgent Care Clinic: Urgent care provided on a first-come first-served basis 9 - 10 am daily

Volunteer Opportunities: Community members can get more involved in the Health Centre by volunteering in a number of our community programs

Walking Group: Meets every week rain or shine. Different communities and levels of ability are served

Yoga: A ten week course appropriate for beginners or those who are recovering from illness or injury.