



HEALTH CARE THAT CHANGES LIVES



10TH ANNIVERSARY EDITION
QUEST COMMUNITY HEALTH CENTRE
ANNUAL REPORT 2018/19

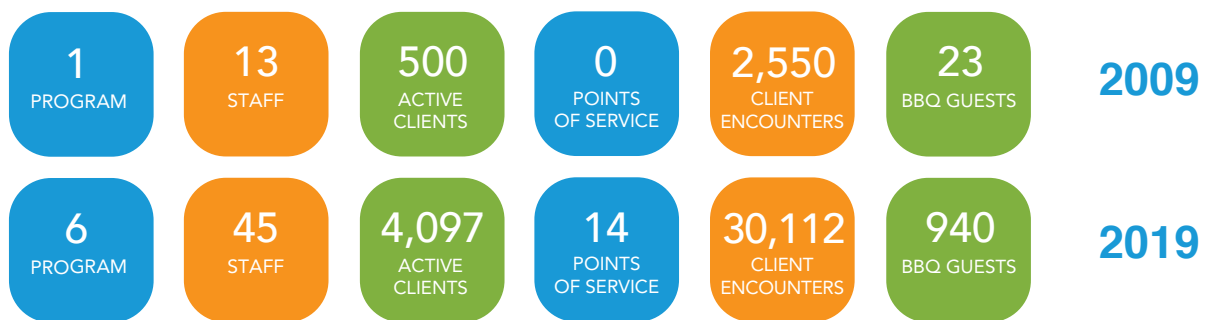


Quest CHC Board of Directors 2010 - 2011



Quest CHC Board of Directors 2018 - 2019

Working With Our Community - The Numbers Say It Well!



"No problem is too big or too complex at Quest. We are here to work as a team, alongside our Clients. And we have not come across a challenge that we cannot meet."
Staff

Quest CHC - 10 Years of Service Delivery In Our Community





Message from the Chair of the Board and Interim Executive Director

Welcome to Quest Community Health Centre's 2018-19 Annual Report. This year's report marks some amazing milestones including our 10th anniversary of service delivery. What a remarkable journey it has been!

Starting with the original vision of our founding Board of Directors, our first community volunteers, Quest has continued to be community-governed and now thrives with the active commitment of 272 volunteers.

In the past 10 years, Quest has gone from serving 500 clients to over 4100 with our team growing from 4 staff to 45 by 2018-19.

This growth is the result of our community stepping up together to create a CHC where people who experience social, economic and cultural barriers in the primary health care system are welcomed to an environment where everyone matters.

Quest continues to be vital in the lives of many thanks to community engagement with our partners and the support of many, including; our amazing interdisciplinary team of health care professionals, our dedicated Board of Directors, and our committed and resourceful Advisory Committees (Client Advisory Committee, Dental Advisory Committee and Urgent Service Access Team Project Management Team).

The past decade has also seen the growth of our programs and services as they have continued to diversify and expand from our core Primary Health Care Services to include many new program areas such as our Migrant Agricultural Worker Program (MAWP), Volunteer Dental and Chiropractic Programs as well as our Urgent Service Access Team (USAT).

Perhaps nothing illustrates Quest's advancement better than tracking the growth of our annual community BBQ. When we organized our first community BBQ back in 2009, we hosted 23 guests. This past year, Quest saw a record breaking 949 community members helping us participate, collaborate, celebrate and grow.

Quest's continued success has been greatly supported through the contributions of our community partners, both those who collaborate with us on projects, such as USAT and MAWP, and those who have moved in to co-locate with us such as LHIN Home and Community Care, Public Health, Aboriginal Health Access Centre, and the Feet First Program. These programs would not be possible in our community without the generous support of donors and funders including the Local Health Integration Network, Niagara Prosperity Initiative, Fowler Family Foundation, Henry Schein Canada, and the Registered Nurses' Association of Ontario, among others.

Community collaborations have helped Quest move forward service coordination, and the way we connect to and communicate with our community partners. This has evolved and grown to include care-enhancing platforms such as Clinical Connect, Health Partner Gateway, Information Decision Support as well as through our collaboration on initiatives such as the Health Links Action Table, working with our partners to scale and spread the Integrated Team Lead Model through the development of client-driven Community Care Plans that ensure effective collaboration.

Along the way, Quest has remained dedicated to providing high quality services and to continuous quality improvement. Last year, the Board of Directors created a new strategic plan to guide our steps over the next 3 years. We are currently implementing our 10th Quality Improvement Plan, which has evolved to include items such as a health equity indicator which we feel is fundamental to the work of CHCs, and we are in our 2nd year of our three-year journey to becoming an RNAO Clinical Best Practice Spotlight Organization.

We are grateful to have had our team's hard work and efforts recognized through the awarding of two Provincial Transformative Change Awards from the Alliance For Healthier Communities. The first recognizing the innovative work done by our USAT collaborative (members including Niagara Health, Canadian Mental Health Association (CMHA), and Community Addiction Services of Niagara (CASON)) and the latest for our Rainbow Niagara LGBTQ+ Services.

We have certainly spent the last decade growing and learning together, and with growth, comes change. This year we have experienced significant change with the retirement of Quest's 1st employee and founding Executive Director, Coletta McGrath. Coletta has certainly been a fierce champion of the CHC Model of Health and Wellbeing. Her leadership has played a huge role in shaping Quest's growth and development into a vibrant CHC that is 10 years strong. Coletta's leadership helped to create the strong foundation on which Quest continues to evolve and grow. Coletta will certainly not be forgotten for all her contributions, especially while our clients and community members rest and relax in the newly dedicated 'Coletta McGrath Welcome Area'.

Lastly, we want to express our gratitude to each one of you who have been part of Quest's remarkable journey over the past 10 Years. Thank you for being with us in reaching out and forming a healthier community for all.
It's been an amazing decade, and our work is far from over.

Rick
Rick Kennedy **Board Chair**

Jenny
Jenny Stranges **Interim Executive Director**

A Few Moments In Time





Our Mission: Quest Community Health Centre supports individuals experiencing social, economic and cultural barriers by providing primary healthcare services and promoting wellness, community and social justice.

Our Vision: A healthy and engaged community that participates, collaborates, celebrates and grows.

Our Core Values:

Client Centred

We champion individual resilience, clients being the experts for their own lives, clients as leaders, and clients' goals guiding the services we provide.

Integrity and Accountability

We are ethical, professional and trustworthy. We embrace open, community-centred governance, holding ourselves accountable for our commitments and making the most effective and appropriate use of our resources.

Collaboration

We partner to achieve our mission and vision, and a climate of mutual support and harmony to maximize healing, human potential, and community.

Social Justice, Equity and Access

We take action as allies and advocates for social change. We are committed to reducing barriers to access and achieving equitable, inclusive and respectful primary health care for all.

Innovation

We encourage critical thinking, open communication and the exploration of new ideas and practices in order to create a stronger and more responsive primary health care system.

Continuous Learning

We support a culture of continuous learning in order to better serve our clients and community.

→ Quality

As a centre of excellence in Primary Health Care, we will continue to provide high quality, equitable, and timely services.

"I am so appreciative of what Quest has done for me. I am really comfortable coming here, I struggle daily with anxiety and depression and there are days I don't even want to leave the house. I feel safe here, I feel comfortable and I can get help in all areas of my life and all under one roof."

Client

Community Health and Wellbeing Week 2018

Building Healthier Communities Together

Community Celebration

Participants at events throughout the week are invited to celebrate the finale of Community Health and Wellbeing Week. Come and enjoy the tasty food prepared by the Cooking Class, learn about what the Queenston Neighbours Project has been up to and congratulate the recipients of the Healthy Community Builder Awards.

Quest's Interdisciplinary Quality Team, drafted and implemented our **Quality Improvement Plan**, which was approved by the Board of Directors and successfully submitted to Health Quality Ontario and the HNH B LHIN. **Key features of this plan included:**

- Given the high priority that CHCs place on health equity, Quest's Quality Team felt it was imperative that we add a quality indicator prioritizing health equity as a quality dimension. The team mapped all of our current programs, services, community development initiatives and networks based on our 7 priority populations and the 12 social determinants of health. The team identified gaps that could either be addressed in collaboration with community partners or could guide Quest's future programming development. **Thus far, Quest has connected clients to numerous community resources as well as developed two initiatives to address gap areas.**
- An additional quality focus this year involved developing consistent evaluation tools and processes across all Quest group areas. An internal scan was completed to identify tools currently being used, and a systematic approach for consistent evaluation is being developed.
- Quest has also been on-boarded to become a participant in **Health Partner Gateway (HPG)**; this provides a single electronic solution to securely exchange **Coordinated Care Plans** amongst collaborating care partners. It has been built to connect with longer term e-health initiatives and to enable partners access to shared health information. This has helped enable high quality, coordinated, efficient, client- driven care. This was a significant step in terms of implementing the **Integrated Community Lead (ICL)** model of care for individuals. The use of coordinated care plans was also integrated into our quality work plan as well as a team performance metric.



Urgent Service Access Team (USAT)



Quest Community Health Centre, Niagara Health, Canadian Mental Health Association-Niagara Branch and Community Addiction Services of Niagara have collaboratively developed the Urgent Service Access Team (USAT). USAT is a regional resource that works with clients on a short term basis to ensure linkage and connect clients to ongoing primary health care, mental health and addictions services, and supports that address the Social Determinants of Health.

Who we serve / Our Team



Individuals who frequent the emergency department who experience mental health and/or addictions



Individuals who experience opioid dependency (current or within the last 12 months)



Individuals who would benefit from an Integrated Community Lead approach to care and Coordinated Care Plan



Nurse Practitioner
Outreach Nurses
Outreach Social Workers
Therapist
Client Coordinator



*"Quest has an amazing staff.
All put me at ease and include me in my care."*

Client

Ensuring appropriate resources are in place to address client and community needs has also been a key quality dimension for Quest. Our approach has been to focus on increasing resources to address community needs and serve more clients. **Strategies have included the following:**

- Building Quest's base of volunteers and learners to support the expansion of various initiatives and groups. Several College departments have been contacted, including the departments of Recreation and Leisure; Exercise Science Human Performance and Fitness; and Health Promotion. Quest has been successful in recruiting various volunteers in order to expand service delivery to co-lead initiatives such as **Art Journal Group**, **Quest Jams Music Therapy Group**, as well as to make Reiki treatment, available to clients.
- Increasing volunteer recruitment efforts for interpreters to support the **Migrant Agricultural Worker Program**. This included building connections with various community partners and educational institutions.
- Increasing supports for individuals experiencing mental health and addictions, Quest has been an active participant at the **Niagara Health Links Action Table** whose focus has been identifying how best to implement **Health Links** and **Coordinated Care Plans (CCPs)** for clients experiencing complex care needs, and increase overall community participation in the coordination process.

*"Amazing health care in a warm and caring environment.
I always feel my needs are being met and that my voice is being heard."*

Client

Complex Care Clinic

A new client came into Quest for an intake. The client had been rejected by many different primary care providers previously and was scared he would be rejected again due to long term opioid prescription use. We connected him to our Complex Care Clinic and together, the client and Quest developed a shared treatment plan to address his pain and chronic disease issues. The client reported having felt broken but felt he now had found hope, help and care at Quest.

Staff

*"I am so grateful
for Quest; everyone
here has been so
great to me.
I feel good
about myself;
I don't feel like
people are judging me.
I'm confident again."*

Client



→ Partnership

We will optimize collaborative partnerships to increase community capacity and create a client-centred experience that integrates and is seamless.



98.5% REPORT

The providers treated them in a respectful and non-judgmental way; they would recommend the clinic to others; they found the clinic very useful




Screen for Life
Cancer screening sees what you can't

Book your screening test today at 1-855-338-3131

Partnership Development has always been a key factor to Quest's growth and success. **This past year saw the expansion of partnership through co-location with a variety of unique programs, including:**

- **De dwa da dehs nye>s Aboriginal Health Access Centre** established a Point of Service at Quest's 145 Queenston Street location. This initiative has gone a long way to increase service access in Niagara for individuals who identify as Indigenous as well as increased collaboration for coordinated care planning among our two agencies.
- In 2018-2019 Quest worked closely with the **Local Health Integration Network (LHIN)** to embed a Home and Community Care Coordinator within our CHC. This has enhanced access to Home and Community Care Services for our clients who often experience barriers to receiving home care as the two services are able to collaborate more closely in the shared care model as well as enhance coordinated care planning.
- **Quest's Urgent Services Access Team (USAT)** has further expanded Points-of-Service to ensure ready access to clients across Niagara including two new sites such as Positive Living Niagara's Consumption and Treatment Services and Towards Recovery Clinic, a local addiction medicine clinic.
- USAT has also partnered with Niagara EMS in the delivery of their **Mental Health and Addiction Response Team (MHART)** services, a low acuity response team for mental health concerns. USAT participates in ride-alongs as well as providing follow-up care to clients identified by the service.
- **Cornerstone Community Church** reached out to Quest CHC about co-locating and partnering to further optimize access to services for Migrant Agricultural Workers in Niagara-On-The-Lake. This new partnership not only involved a newly renovated clinical space, easily accessible by our clients, but also enhanced programming and service delivery made possible through the support of this vital community partner.
- Quest further strengthened our partnership with **Centre de Santé** to support the **Interprofessional Primary Care (IPC) Program**. An IPC Therapist and Community Outreach staff have joined us at Quest's 145 Queenston Street location, providing services to solo practitioner physicians who would otherwise not have access to these allied health providers.
- The **Screen for Life Cancer Screening Coach** has continued to provide monthly services at Quest CHC location. This partnership has allowed increased ready access to cancer screening for individuals who experience barriers to accessing preventative screening such as mammograms.

"Proud to be a part of a respected, supportive and compassionate organization that exists so that no one is left behind."

Volunteer

Quest continues to grow our partnerships with clients, community organizations and coalitions across Niagara, as we focus on strengthening service integration in the following ways:

- ➔ Quest has continued to leverage the expertise and knowledge of individuals with lived experience who utilize our services through our **Client Advisory Committee**. This committee provides a venue to maximize client voices, participation and feedback that aids Quest in shaping our programs and services.
- ➔ Community collaboration continues to be an important part of the work we do at Quest. Quest has maintained active participation with the **Niagara Poverty Reduction Network (NPRN)**. Over the past year, Quest chaired the **Health Equity Task Force** and participated on the Coordinating Committee. Together we advocated for the development of peer supports in emergency departments for individuals experiencing homelessness, including the education of health care providers to improve understanding and cultural sensitivity related to the link between poverty and health care outcomes.
- ➔ Quest has re-established our role as a **Good Food Box Host** site, providing our clients with improved access to low-cost, local produce through a monthly delivery system. Working collaboratively with **Greener Links for Learning**, the coordinating organization, Quest developed an internal process to make this service available to clients.
- ➔ Quest continued to participate in the **Niagara Connects Collaborative**, most recently in the **Open Data Summit**. This summit focused on how data and geographical mapping can help agencies educate the community about the benefits of their services as well as make informed decisions to guide service development.



*"Thank you
for providing a safe
space and health care
for trans patients."*

Client

Point-of-Service Care

USAT has been providing Point-of-Service Care on a weekly basis at the Consumption and Treatment Services (CTS). This has increased access to care, our ability to engage clients who use the CTS and to build and expand our relationship with the community. By providing low barrier care to clients in active use, we are able to provide client-driven support that focus on harm reduction, system navigation, and care coordination. The communities' response to the opioid crisis has resulted in some great initiatives including the establishment of the Overdose Prevention and Education Network of Niagara, increased naloxone distribution and the development of the CTS. We at Quest are glad to be supporting this really important work.

Staff

Migrant Agricultural Worker Program

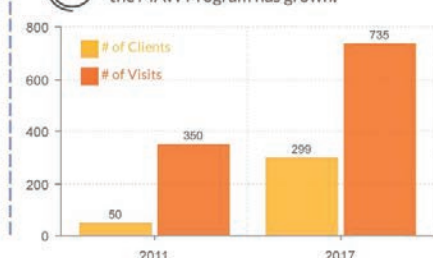
THE PROGRAM

Services Provided

- Primary Care Clinics (Sundays)
- Farm Health Care Visits
- Care Coordination
- Follow-Up Care
- Health Promotion
- Transportation Assistance
- Accompaniment
- Language Interpretation
- Community Capacity Building



Since the inception of the program in 2011, the MAW Program has grown:



Our Team

- Our clinics are supported by Quest staff, students and over **300 volunteers**:
- Physicians
 - Nurse Practitioners
 - Nurses
 - Allied Health Professionals
 - Interpreters
 - Drivers
 - Medical and Nursing Students
 - General Volunteers



Leadership

We will foster a culture of learning, leadership and growth.



Quest would not be the thriving and adaptive agency that it has grown into over the last 10 years without the exceptional leadership provided by Quest's clients, staff teams, volunteers and Board of Directors.

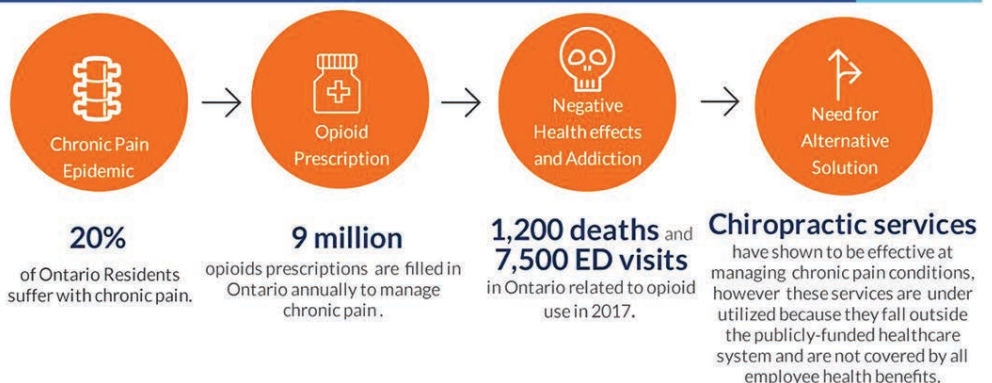
Evidence of their transformative leadership is demonstrated in various initiatives including:

- The initiation of our **Best Practice Spotlight Organization (BPSO)** project in conjunction with the Registered Nurses' Association of Ontario. Quest has identified five relevant best practice guidelines (BPGs) related to our priority populations and service provision. A gap analysis of services related to each guideline was completed to determine next steps. All Quest nursing staff have completed BPG Champion training and will be taking leadership roles in terms of implementation and roll out.
- Thanks to the rich feedback from clients we obtain every year through our client experience surveys '**Hot Topics in Health**' was created. This new monthly drop-in group discusses a variety of topics based on client identified interests. Since its inception in the Fall 2018, it continues to be one of our most popular groups.
- Quest's Board Chair and Executive Director (ED), along with the Chairs and EDs from the three other Niagara CHCs (**Bridges, Niagara Falls, Centre de Santé Communautaire**) participated in a "**Governance to Governance**" meeting which resulted in the creation of the Niagara CHC Collaborative, an ongoing initiative to share resources and enhance the work of CHCs across the Niagara Region.

Volunteer Chiropractic Program



THE NEED



"The staff are always very professional, and willing to answer all my questions. I walk out of here and feel good, the general atmosphere at Quest is so warm and friendly, lovely."

Client



- Quest is honoured to be the recipient of a second **Alliance for Healthier Communities 'Transformative Change Award'**. This year's award recognized our Rainbow Niagara LGBTQ+ Services. Quest is so very proud of the amazing services provided by our interdisciplinary team in providing culturally competent LGBTQ+ services for sexually and gender diverse individuals and families across their lifespan. Services include:

Culturally competent primary health care

Support and care for gender independent children

Follow-up for gender confirming surgery

Outreach

Trans specific health care

Assessment and referral

Mental health support and counseling

Groups and health promotion

This also includes various community capacity initiatives such as Pride Prom, community presentations to social services, schools, and medical providers and support to **Gay Straight Alliances**, **PFLAG**, and collaborating with various LGBTQ groups and coalitions such as **Niagara's Senior Pride Network**.

- Quest clients, staff and community members led the development and implementation of **Quest's 2nd Annual Canadian Walking Challenge**, collectively walking the distance across Canada over the course of 8 weeks. The challenge was a huge success, with nearly 75 participants and over 13,000 km travelled, surpassing our goal.
- Quest continues annually to foster a culture of leadership through staff training and development in programs such as **Leadershift with Community Health Ontario**, **Community Shift through the IVEY School of Business** as well as through the leadership opportunities offered by the RNAO's Best Practice Spotlight Organization project.

One stop shop

Our team developed and initiated a Diabetes Focused Visit (DFV) Clinic. The DFV clinic is an interdisciplinary approach to diabetes self-management and support. By having a focused clinic, clients' diabetes care, that may have been overshadowed in general provider visits by other acute health issues, is now being well supported. We have received great feedback from our client evaluations including that they enjoy the 'one stop shop' approach to diabetes care.

Staff

*What can I say,
I love the place.
It feels like the
family you wish
you had."*

Client



→ Telling Our Story

We will increase awareness of the exceptional role Quest plays to improve the lives of our clients and strengthen our community.



Ensuring that the **CHC Model of Health and Wellbeing** does not continue to remain the “best kept secret in healthcare”, has been a strong focus of Quest’s overarching strategic plan. **Our initiatives have included:**

- This year, Quest’s Marketing, Communications and Fund-Development Committee of the Board of Directors unveiled our new Quest tagline – ‘**HEALTH CARE THAT CHANGES LIVES**’. Our goal was to develop messaging that is simple, clear and actionable. This has been met with much positive feedback from our clients and community.



- This year marked Quest’s inaugural participation in **St. Catharines Santa Claus Parade**. Quest staff, clients and volunteers came together to decorate our float and march our banner in the parade. All in all, a very successful first-time event and an opportunity for the community to learn more about the **CHC Model of Health and Wellbeing**. There has been enthusiastic support from our team for our continued participation next year!

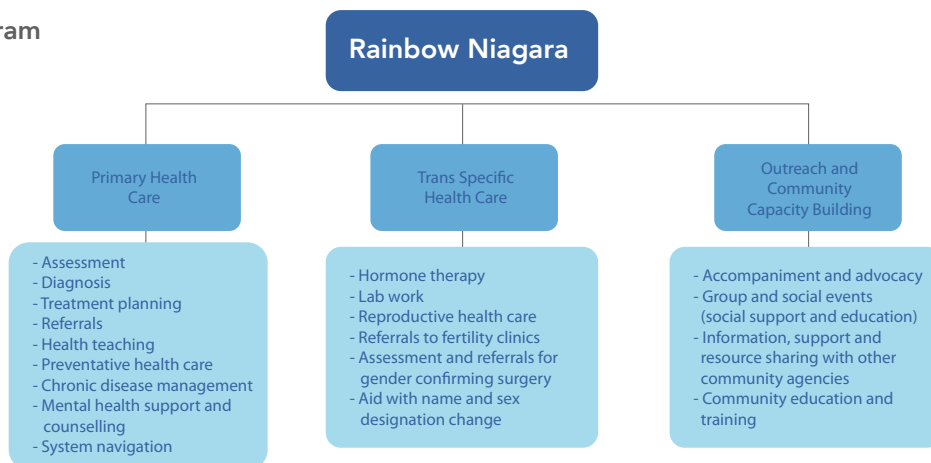
Rainbow Niagara LGBTQ+ Services



THE PROGRAM

Since 2010, Quest’s Rainbow Niagara program has grown to serve:

- 3100+ LGBTQ+ clients, including 2445+ trans clients.
- An average of 506 unique LGBTQ+ clients per year, including 425 trans clients per year over the past three years.
- A wide geographic area (with 72% of clients residing outside of St. Catharines and 51% of clients residing outside of Niagara).



Quest is currently the 3rd largest Trans Health Clinic in Canada.



- ➔ Quest participated in the [Alliance for Healthier Communities Community Health and Wellbeing Week](#) themed 'Building a Healthy Community'. The week culminated in a community celebration, where participants and community members were invited to celebrate, share a delicious meal (graciously prepared by clients and staff) and honour the recipients of the '[Healthy Community Builder Awards](#)'. These awards recognized local volunteer groups, organizations and individuals who continue to go above and beyond to build a healthier community both within and outside of Quest. Recipients of this award included Niagara Connects, the Queenston Roundtable Coordinating Team, and Henry Schein's Vice President of Marketing and Communications.
- ➔ Quest was happy to volunteer in this year's [Mayor's Golf Tournament](#). This provided an opportunity for participants at the golf tournament to learn more about Quest CHC, our clients and the services we provide.



"Found compassion, respect, open mindedness and treated like a person not a number."
Client

Thankful

I really enjoy going to colleges, universities, and other community agencies to talk about our work at Quest. I am always amazed at the questions and comments from learners as they are first exposed to the model of interdisciplinary care at CHCs, and concepts like harm reduction, creating safer spaces, and the impact of the Social Determinants of Health on overall health outcomes. It's always rewarding when a learner comes to me at the end of a session saying, 'Wow. This is exactly the kind of work I want to do.'

Staff

"This is the best place I have ever been that help and care about going the distance for people."
Client



→ Resources

We will creatively seek and secure sufficient and stable resources to strengthen and grow.

"Working but not having coverage or benefits really limits the help I can receive for my health concerns, but having a chance to be part of the chiropractic program here at Quest has brought a new light to my treatment. I know it may not cure it but certainly helps me deal with the chronic pain."
Client



Leveraging adequate resources to support the continuing evolution and growth of client and community needs is a key focus of our strategic plan. **Quest was successful in securing resources in the following areas:**

- Quest received a one year grant funding from the Niagara Prosperity Initiative to expand our **Volunteer Dental Program (VDP)** through a Volunteer Coordinator role. This role was key in enhancing volunteer recruitment, retention and the diversification of our VDP services. This funding was instrumental in expanding our volunteer pool including the addition of various specialties including oral surgeons, denturist, as well as, the generous support of the Niagara Dental Arts INC dental lab.



- **Quest's Volunteer Dental Program** was able to expand services through the purchase of additional restorative dental equipment thanks to the generous contributions from the **City of St. Catharines Mayor Invitational Golf Tournament**. Donations to Quest CHC services are always appreciated to help ensure we have the resources available to serve our clients in program areas that do not receive funding.



- **Senior Pride Network Niagara**, a local community network at which Quest participates, received a Seniors Community Grant from the Ministry of Seniors Affairs for programming for older LGBTQ+ adults in Niagara. The funds were distributed through Quest to support the facilitation of three workshops for LGBTQ+ seniors across the region.

Volunteer Dental Program



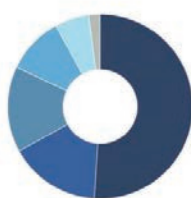
THE PROGRAM

Since the inception of the program in 2013, the volunteer dental professionals have achieved;



All of this was made possible through the generous donation of 6067 volunteer hours provided by dental assistants, dental hygienists and dentists.

Treatment Provided



Scaling	51
Restoration	16
Exam	15
Extraction	10
Emergency Care	6
Other	2

- Quest is excited to continue to work alongside the **Ministry of Health and Long Term Care (MOHLTC)** on our **Capital Development Project**. The MOHLTC approved Quest's Capital Toolkit thus approving Quest's square footage allocation for our future site. This new space will allow Quest opportunities to expand services for clients, diversify our programming, as well as, increase our ability to work collaboratively with the community.

- Quest hosted our first integrated agency-wide **Volunteer Appreciation Event** to celebrate the contributions of our many volunteers from our numerous program areas. Individuals from Quest's Dental, Chiropractic, LGBTQ+, MAW, and General Services programs were acknowledged. Information was presented on each program to reflect the significant role that volunteers play in our day-to-day operations. Representatives from each program spoke about their experiences with Quest, and all volunteers were presented with certificates of appreciation. **To date, Quest has over 270 volunteers providing services and supporting our clients.**

Thank You!

Volunteers contribute so much to services at Quest. Without their dedication and contribution of time and expertise, we wouldn't be able to do everything we do. They make such a difference to the lives of our clients, and our clients appreciate all of their generosity!

Staff



"Everything is all under one roof at Quest, including all the awesome social programs. I spend more time here than I do at home. I think that Quest is the best thing, I have had so many opportunities since I started here, Quest staff makes me feel like I am a somebody."

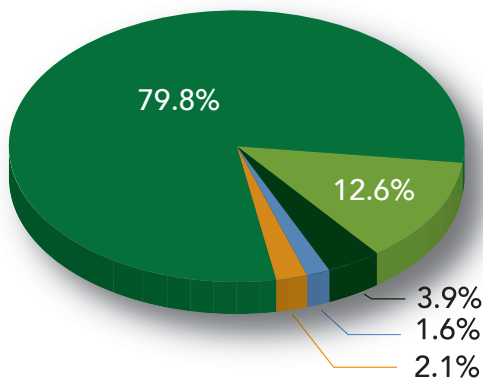
Client



Question: What do you get when you combine holistic practice, health promotion, accessibility, learning & innovation, ecological and environmental responsibility, empowerment & collaboration, and accountability?

Answer: A healthy engaged community supported by a strong thriving organization thanks to you, our clients, community partners, team, volunteers and board members.

Summary of Financials 2018/2019

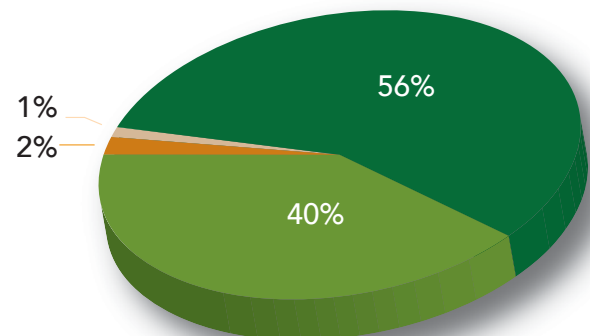


REVENUES: \$ 4,361,070.00

Quest CHC Operations	\$ 3,478,132.00
Urgent Services Access Team	\$ 550,386.00
Migrant Agricultural Worker Program	\$ 171,500.00
Volunteer Dental Program	\$ 68,071.00
Community Funded Projects	\$ 92,981.00

EXPENSES: \$ 4,219,584.00

Salaries & Benefits (LHIN)	\$ 2,381,334.00
Operating Expenses (LHIN)	\$ 1,677,198.00
Salaries & Benefits (Other)	\$ 99,626.00
Operating Expenses (Other)	\$ 61,426.00



The above information is extracted from our audited financial statements.
Audited financial statements are available at Quest CHC or online at www.questchc.ca

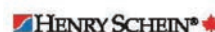
Quest CHC Board of Directors

Rick Kennedy	Chair	Mary Jane Johnston	Director
Gail Riihimaki	Vice Chair	Janice Arnoldi	Director
Blair Hutchings	Treasurer / Secretary	Francesca Vergalito	Director
Carol Nagy	Director	David Veres	Director
Jon Watson	Director	Jennifer Tsang	Director
Anne Marie DiSanto	Director		

Quest Community Health Centre Staff

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Andrew Forster	Jessica Price	Sandra Lane
April Horodenchuk	Jesslyn Froese	Sara Towner
Allison Whyte	Jim Brooks**	Shannon Douglas
Beverley Dyer	John Greene	Shilpee Rana
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Emily Kedwell	Natalie Childs	Virginia Buonocore
Erin Walters	Nazila Azizi	
Fady Ishak**	Qiongying (Emily) Zhou	
Jaime Fay	Rachelle August	

** Independent contracts





Client Driven

"Quest is everything."
Client



Collaborate



Grow



Community



Participate



Celebrate

*"The staff are super kind,
and make me feel like
I matter."*
Client



Grow