



*Healthcare
that
Changes
Lives*

**Annual Report
2019-2020**



Message from

the Executive Director and Chair of the Board

Welcome to Quest Community Health Centre's 2019-2020 Annual Report. This past year since our last AGM can certainly be summed up with the words "change" and "growth."

At Quest CHC, there has never been a time when the need for leadership to pursue positive change has been more critical than it has been in the past year.

In 2019 Quest entered its second decade of providing client centred primary care which came with significant change. We said farewell and thank you to our founding Executive Director, Coletta McGrath and welcomed Quest's new Executive Director, Nancy Garner. Our health system in Niagara was entering into a new era as well with the formation of the Niagara Ontario Health Team. Quest is proud to be an active partner in the creation of this new approach to health care delivery in Niagara. Perhaps the most pressing change in all of our lives was the arrival of the COVID-19 pandemic that challenged us to find new ways of providing client centred care.

One thing that we have learned throughout this year of change and growth is that the more individuals embrace change, the more they will be able to deliver the kind of client experience that is vital to those we serve. Our quality services could not have been sustained without our astounding interdisciplinary team of health care professionals, our dedicated Board of Directors and volunteers, our committed community partners and our devoted Advisory Committees (Client Advisory Committee, Dental Advisory Committee and Urgent Service Access Team Project Management Team). Being respectful of how individuals respond to change has been paramount throughout this year as a provider of quality healthcare services and as a partner in the community.

This year was another year of growth for the organization.

The Peer Support Worker Project continued to grow with additional funding through the Niagara Prosperity Initiative, allowing for 2 Peer Workers to serve individuals experiencing homelessness in the Emergency Departments.

The Seasonal Agricultural Worker Program received additional funding from the HNHB LHIN to bring onsite primary and mental healthcare supports to temporary seasonal agricultural workers during the pandemic.

We further cultivated our partnership with Niagara Public Health in the development of our new Ontario Seniors Dental Care Program with 2 new dental operatories.

As a result of the Best Practice Service Organization fellowship through the Registered Nurses Association of Ontario, Quest now offers PrEP (Pre-exposure prophylaxis) to residents of Niagara who are at risk of HIV infection.

A deeper partnership with CMHA Niagara had Quest provide a new RPN to the Safe Beds Program increasing health screening and care for individuals utilizing Safe Beds reducing reliance on the Emergency Departments.

Quest transitioned to a new Electronic Medical Records System allowing for greater opportunity to provide virtual care, reduce missed appointments and increase capacity.

As a solid community partner, Quest CHC has actively participated on the Niagara Ontario Health Team planning and governance tables.

Our organization grew its social media presence with a renewed website, new Facebook and Instagram accounts.

We are proud to have been nominated for 3 Pride Niagara Unity Awards, receiving 2 of these awards that honoured our work within the LGBTQ2 communities.

The Covid-19 outbreak was a unique and unprecedented scenario for everyone. It was and still is a shared world experience. Despite this, Quest CHC never closed its doors. We felt compelled to do our part in keeping individuals out of the hospital system that was quickly becoming overburdened. The nimbleness and willingness of the Board, Staff and Volunteers ensured that services to our clients continued to be available. Using strategies that were quickly developed around increased infection control and virtual platforms, was able everyone at Quest CHC to ensure business continuity.

Managing this positive change allowed for no disruption of service and no disruption of organizational governance. We quickly learned if you want things to be better they have to be different.

We would like to thank each and every one of you who have been part of Quest's remarkable journey of change and growth this year. We would like to mention in particular the valued contributions of Jenny Stranges (Program Director) who led the agency for 7 months as the Interim Executive Director and Francesca Vergalito who completed her term on the Board this year. Thank you for working with us to make a difference for so many in our community.

We hope you will agree that this year of growth and change was not a sprint; it was and continues to be a marathon. We look forward to our continued work together to ensure healthcare that changes lives is and always will be available to those we serve.

Nancy

Nancy Garner, Executive Director

Rick

Rick Kennedy, Board Chair



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



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



Client Centred

We champion individual resilience, clients being the experts of 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.

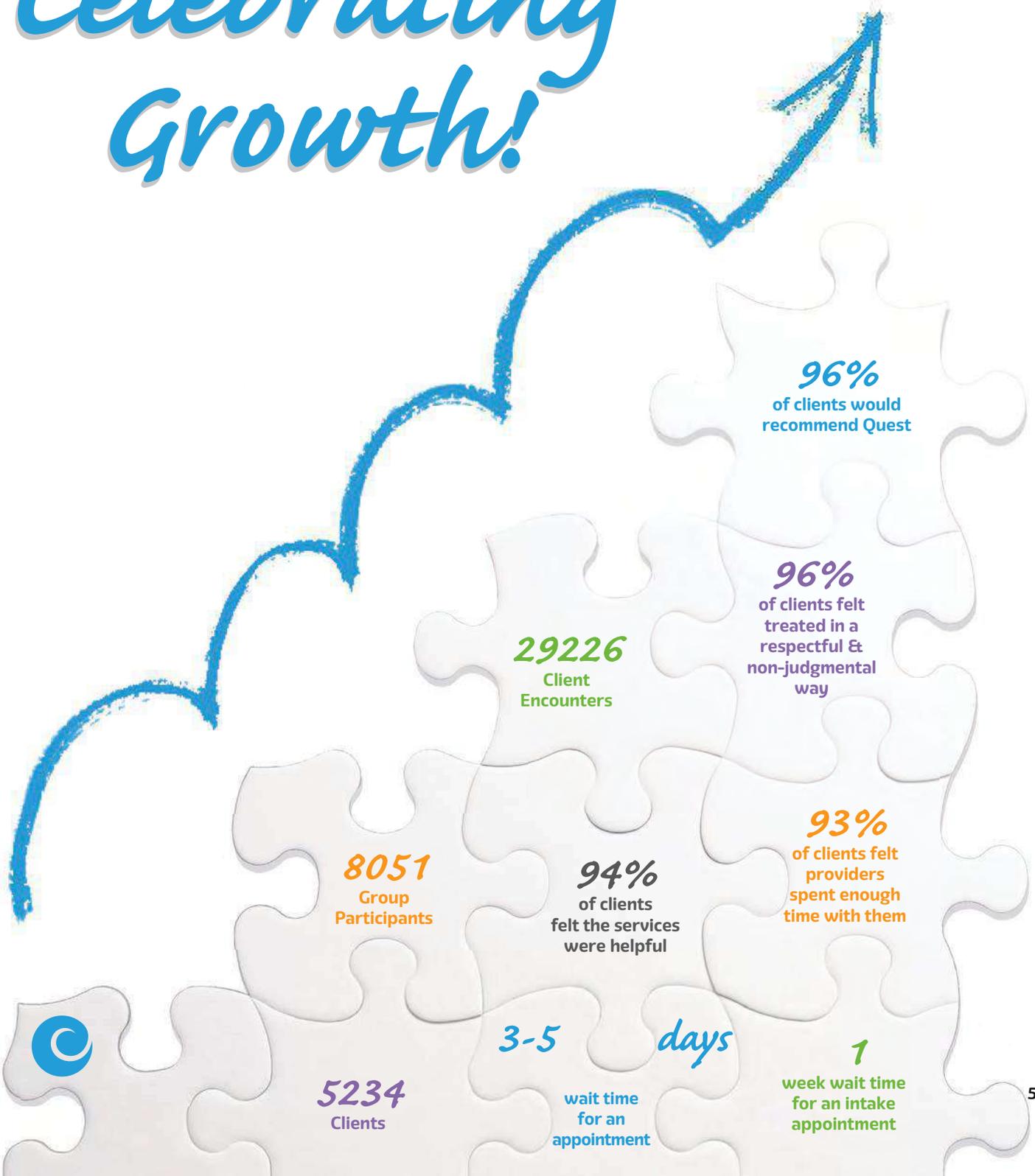
Innovation

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.

Celebrating Growth!



Change

*New
Executive
Director*

New World

Planning

Adaptable

*Business
continuity*

Collaborative

Open

New Executive Director

This year was definitely one of change and growth on many levels. The organization embarked upon a very thorough process to recruit a new Executive Director with the assistance of an external recruitment professional.

The new Executive Director, Nancy Garner, was hired and commenced her orientation to Quest Community Health Centres' services, Board of Directors, Employees, Client Advisory Committee and the community at large.

A very busy first month included meetings with each staff service team, the Board of Directors and Quest's Client Advisory Committee. Additionally, the Niagara Ontario Health Team development was well underway and the Executive Director quickly joined a number of committees, planning tables and collaboratives within the community, including the local Queenston Neighbourhood Association.



COVID-19

New World

And then there was a new world wide pandemic.

Suddenly life within the Quest CHC community changed...

Business continuity, infection control protocols, personal protective equipment, government directives, public health directives and physical distancing took over the discourse of this new world at Quest.

The Pandemic Response Coordinating Team was quickly assembled and began the new world process: scheduling staff to work onsite and offsite; connecting with clients virtually; ensuring clients had phones to be able to connect with us as well as being safe and having food; ensuring staff were safe and had the hardware to connect with clients and the organization whether working from home or onsite; ensuring face to face services were safe for everyone; disinfecting high touch surfaces hourly; keeping current with mandated directives and quality information; leveraging the expertise provided through Quest's Client Advisory Community to ensure we had it right... all while keeping employees safely connected and able to continue to support clients.

Board meetings, staff meetings, group program meetings, community partnership meetings, client visits, recruitment of new staff and board members all went virtual within a couple of days.

Quest began working collaboratively with local stakeholders to create community wide response including working with local CHCs, healthcare providers, social services and Niagara Region Public Health. This included collaborating across Ontario on the development of an effective strategy to support Seasonal Agricultural Workers who play such an essential role in Ontario's agricultural sector.

*Persistent
to ride
the storm*

*Life
Altering*

Reshape

Safety

Support



Impactful

Virtual



Community Health Week

Quest celebrated the annual Community Health and Wellbeing Week along with over 100 other community-based primary health centres across Ontario! The theme this year was “**Connected Teams, Connected People, Connected Communities.**” There could not have been a more fitting theme given the connections made throughout the week between clients, community members, staff, volunteers and community partners.

Over 200 clients and 20 community members took part in the events with enjoyment and appreciation.



Events included: **Vote for the Health of It**, a drop-in session to inform and educate clients about the federal election, **Pathways to Education** - a workshop regarding adult education programs available in the Region, **Mediterranean Eating on a Budget** - a Mediterranean-themed nutrition workshop and cooking class, **ABCs of LGBTQ+** - an evening workshop about inclusivity, **Screen for Life Coach Visit** - breakfast and manicures / hand massages were provided by Niagara College to all clients who visited the coach for screening.

Community Connector Awards

The week wrapped up with our **Community Celebration** which allowed participants, community partners, and other community leaders to return to Quest to reflect on the events of the week, enjoy a meal together (food prepared by our cooking class participants), and celebrate our **Community Connector Award recipients**. Honoured individuals included:



Dr. Rahat Hossain - HEART Project, Principle Investigator

Karen Lutz- Graul - Niagara Region-EMS, Commander Quality Assurance & Performance Standards

Gloria Morris - Niagara Region Public Health, Manager Dental Health

Urgent Service Access Team Project Management Team

Tara McKendrick - Canadian Mental Health Association (CMHA), Executive Director

Janice Gardner-Spiece - Community Addiction Services of Niagara (CASON), Executive Director

Barb Pizzigrilli - Niagara Health, Director of Patient Care Mental Health & Addictions



com·mu·ni·ty

/kə' myōonədə/ verb 1. a feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals

Social Media

This year, more than any other, it was important for Quest CHC to utilize social media platforms to reach out to our community at large, our clients and our supporters. Given that goal, Quest launched a **Facebook** page and an **Instagram** account.

Social media and our website proved to be an important vehicle to **promote our continuity of service** as other businesses were shutting down. It allowed our clients to know we were still here for them, especially when having to physically isolate. It allowed the **community** to know we were still taking referrals and continuing to provide service.



Like us!

facebook.com/QuestCHC



Follow us!

@QuestCHC

We are here for you.

We are committed to continuing to support our clients, while ensuring everyone's safety. We are available to our clients for:

- One-on-one phone/virtual appointments
- Phone/virtual group sessions
- Limited face-to-face appointments for urgent matters, when deemed necessary after symptoms screening
- Providing support our clients dealing with challenges related to self-isolation and basic needs

To learn more about these services, book an appointment or attend a group, please call 905-688-2558.

**We hear you.
We see you.
We stand with you.
We are here for you.**

<http://www.questchc.ca>



"An excellent health centre . . . You've been a lifesaver! Doctors, Nurse Practitioners, Nurses and support staff are very thorough and helpful! 😊"
Client Experience Survey



Indigenous Cultural Safety Training

Many team members at Quest completed on-line **cultural safety training** which fostered a climate where the unique histories of Indigenous peoples is **recognized and respected** in order to provide appropriate care and services in an equitable and safe way.



Trauma Training

As an organization, Quest completed a two part training series which **enhanced clinical knowledge** of the impact of and potential treatment responses to trauma. All staff participated in lectures, group and individual activities and experiential learning opportunities to practice new skills and incorporate new learnings.

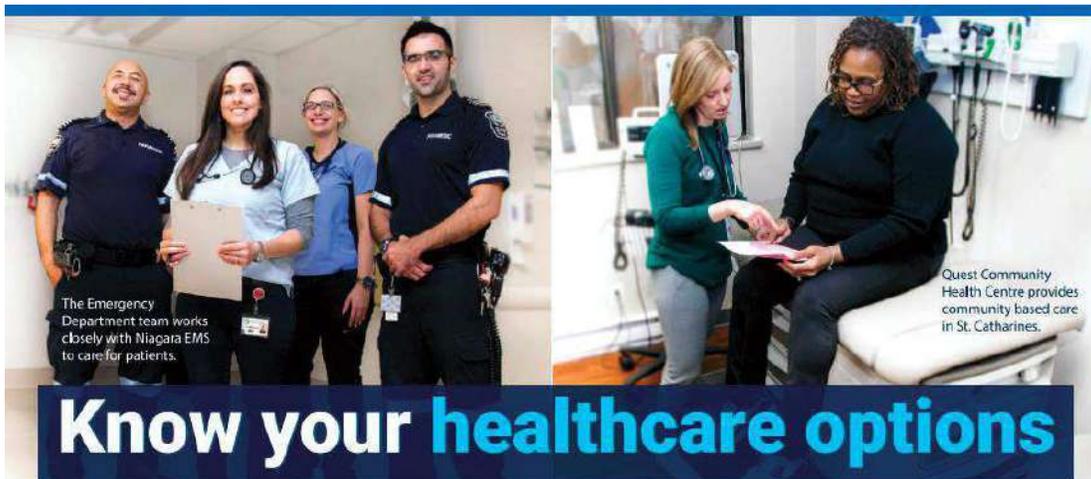
par·tic·i·pate

/pär'tisə,pāt / verb 1. take part



Photo shoot

A Quest Nurse Practitioner and client were thrilled to participate in a photo shoot for the "Know Your Provider" campaign via Niagara health. This is an ongoing campaign to provide education to community members regarding primary care options in the community.



Know your healthcare options



2022 Summer Games

A Quest Community Health Worker has been participating in the **planning table** for the 2022 Summer Games with the CEO and coordinator for planning and sustainability, along with members of PFLAG and Positive Living Niagara to discuss ways to make games more **LGBTQ+ inclusive**. The group has been working at ensuring a safe and inclusive event including ensuring preferred names and pronouns for volunteers and athletes and having a pride house at the games.



Ontario Health Teams

Niagara is on track to build a new health care system. Together we are moving forward with the **Niagara Ontario Health Team-Équipe Santé Ontario Niagara (NOHT-ESON)**! Quest has worked tirelessly alongside the Niagara Coalition on the development of an Ontario Health Team Submission. The submission includes over **45 partners** across the Niagara Health Care system including all 4 CHCs in Niagara. Quest's Leadership Team continues to participate at the Niagara Ontario Health Team - Planning Table, the Coordinating Table, NOHT-ESON Year One Focus and Implementation Group and the Governance Committee. This is an opportunity to bring providers together and carefully plan for **coordinated care pathways**, beneficial to each citizen in Niagara.



CHC Collaborative

CHCs across Niagara have been working together on multiple levels. **Shared communication, resources and organizational efficiencies** are some of the key objectives. One outcome of the collaboration was the development of a **collective advertisement** for common open groups so that stakeholders and clients are aware of where and when the groups are being offered across the Niagara region.



"I was so impressed with how I was treated and how the staff were so professional, yet empathetic and respectful. ❤️ I have never had that before in my life." - Client





*"Absolutely amazing all around. 😊
Everyone goes above and beyond.
I could not ask for a better experience."
Client Experience Survey*

Pride Happenings



Pride Prom

This past year Quest hosted our 9th Annual Pride Prom! Over 90 youth attended for a **night of fun** including drag performances, a DJ, prizes, a photo booth and food. The evening and vibe lived up to the theme of 'Carnival'. The **planning committee members**, as well as **staff and volunteers outdid themselves this year**.



Pride Halloween Dance

Quest also held our 6th annual Pride Halloween Dance in conjunction with Community Health and Wellbeing Week. **115 youth** attended with amazing costumes, food, prizes, and a great time had by all! Booths included **Niagara Falls CHC, Positive Living Niagara, REACT youth advisory from Public Health and the St. Catharines Public Library**.

Holiday Open Mic

In partnership with Niagara Falls CHC, Quest CHC held a HoliGay Open Mic event. The evening included performers, social time, snacks, prizes, and community display tables. The **collaboration was a huge success** and Quest thanks **Niagara Falls CHC for their hospitality**.



City of St. Catharines LGBTQ2+ Advisory Committee

Quest's very own Rainbow Niagara LGBTQ+ Community Health Worker was chosen to sit on the City of St. Catharines **newly-formed LGBTQ+ advisory committee**. One of the first priorities of the committee was deciding on the location of a **rainbow crosswalk in St. Catharines**.



cel·e·brate

/ˈselə,brāt / verb 1. to acknowledge with a social gathering or enjoyable activity



Santa Claus Parade

Quest was so very excited to once again join in the St. Catharines Santa Claus Parade, having a **float with staff and family members participating**. It was wonderful to spread holiday cheer along with our community.



Quest's Annual BBQ

Quest hosted our 10th annual BBQ with **over 950 guests** enjoying a lovely day filled with **community connections, music, health promotion and fun!** This massive community event is a favourite amongst the team, clients and the community as it provides a fabulous opportunity for all to **celebrate and connect** in a relaxed setting.



New Services

Ontario Seniors Dental Care Program

The Ontario Seniors Dental Care Program (OSDCP) is now fully active thanks to our partnership with Niagara Region Public Health, Niagara Community Health Centres and Niagara College! Quest is a service site for St. Catharines and has **served over 450 seniors to date**. The program is delivered through **two onsite operatories** in addition to **outreach throughout the community** including seniors' homes, home care facilities and to community groups.



PrEP

As a result of Quest's Best Practice Spotlight Organization project, we are **proud to be offering PrEP for all Niagara residents!** PrEP is a Pre-Exposure Prophylaxis medication that works by **preventing HIV** from being able to replicate in the body following exposure to the virus. When taken consistently, it can reduce the risk from unprotected sex by up to 99% and can reduce the risk from injection drug use by up to 75%.

Homeless Emergency Liaison and Peer Support

Peer support programs are an evidence based approach that utilizes lived experience to enhance service to our priority populations. Quest **collaborated with the HEART project** to implement the Peer Support Program. **Peer Support Navigators** with lived experience of homelessness assist individuals in emergency departments throughout Niagara to improve health outcomes and care received for those who identify as homeless or are precariously housed.



The partnership involving **McMaster University, Quest and community stakeholders** was successful in obtaining a **grant from the Ontario Trillium Foundation (OTF)** which has allowed us to hire both **Peers and a Community Health Worker** to coordinate the Program.



"At my age, I have trouble trusting people. I never thought I would be in this position, not being able to afford dental care. I am so thankful for this new program. I was very nervous coming in but everyone I have dealt with at Quest made me feel right at home. 😊" - OSDCP Client

grow

/grō/ verb 1. (of a living thing) undergo natural development by increasing in size and changing physically; progress to maturity

Volunteer Reiki

Through the **generosity of a local Reiki Master**, Quest clients are able to access **free Reiki services monthly**. Clients who experience a variety of conditions can benefit from this **alternative approach to healing**. Many clients are excited about trying this modality!

New Team Members

Team Lead

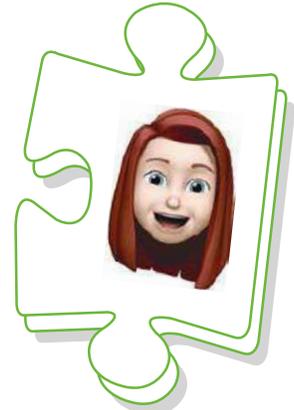
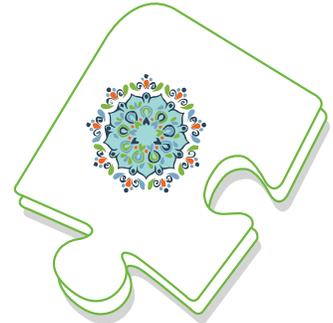
Our Quest family has grown to include a Team Lead for our General Services Team. She is not only a Team Lead, but also a Nurse Practitioner who **plays a critical role in optimizing client care and health outcomes, maximizing team cohesion and aligning daily practice with the organization's strategic priorities**. She had been instrumental in Quest's Best Practice Spotlight Organization project and transitioning to our new Electronic Medical Record **all while continuing to provide outstanding client care**.

Volunteer Coordinator

Quest also has a new Volunteer Coordinator for all of our Programs and Services thanks to the **Fowler Family Foundation!** With her expertise, Quest will **continue to grow and diversify the skills and contributions of our volunteers who include Physicians, Nurse Practitioners, Dentists, Chiropractors, Nurses, Dental Assistants, Dental Hygienists, translators, community volunteers and more!** So many people in Niagara are generously volunteering their time to keep Niagara strong and healthy and to ensure accessible services for all.

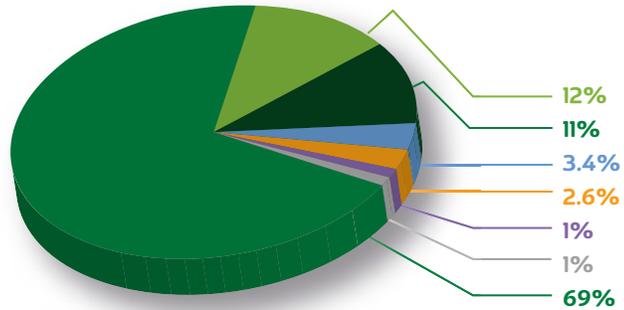
USA T Registered Practical Nurse partnering with Safe Beds

Quest is so excited about growing our partnership with the Canadian Mental Health Association -Niagara Branch! **Together we have embedded one of Quest's team members into CMHA's Safe Beds team thus allowing Quest to support the great work being done through the inclusion of Primary Care**. The objective is to increase health care for individuals in the Safe Beds program thus reducing reliance on the Emergency Department.



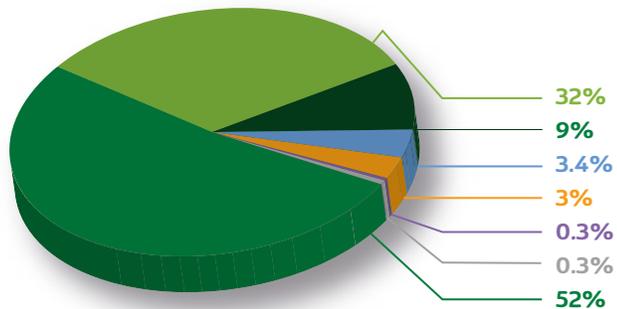
Summary of Financials

Revenues:
\$ 5,179,480.00



\$3,600,873.00	■	Quest CHC Operations
\$624,675.00	■	Ontario Seniors Dental Program
\$563,500.00	■	Urgent Services Access Team
\$176,700.00	■	Seasonal Agricultural Worker Health Program
\$133,256.00	■	Community Funded Projects
\$57,094.00	■	Volunteer Dental Program
\$23,382.00	■	Other * Other includes legacy gift of \$10,000

Expenses:
\$ 5,019,916.00



\$2,604,772.00	■	Salaries & Benefits (LHIN)
\$1,600,119.00	■	Operating Expenses (LHIN)
\$462,737.00	■	Start up Costs (Niagara Public Health)
\$173,435.00	■	Salaries & Benefits (Other)
\$144,740.00	■	Salaries & Benefits (Niagara Public Health)
\$17,198.00	■	Operating Expenses (Niagara Public Health)
\$16,915.00	■	Operating Expenses (Other)

Board of Directors

Rick Kennedy Chair
Gail Riihimaki Vice Chair
Blair Hutchings Treasurer
Jennifer Tsang Secretary

Anne Marie DiSanto Director
Mary Jane Johnson Director
Janice Arnoldi Director
Francesca Vergalito Director

Mario Madia Director
Jon Watson Director
David Veres Director

We are thankful to members of our community who served on Committees of the Board this past year.

Quest Community Health Centre Board Committee Members

Executive Committee:

Rick Kennedy (Chair); Gail Riihimaki; Blair Hutchings; Jennifer Tsang; Nancy Garner (Staff)

Governance Committee:

Anne Marie DiSanto (Chair); Gail Riihimaki; Jon Watson;
David Veres; Jennifer Tsang; Nancy Garner (Staff)

Finance Committee:

Blair Hutchings (Chair); Mary Jane Johnston; Anne Marie DiSanto;
Jennifer Tsang; Mario Madia; Nancy Garner (Staff)

Marketing, Communication and Fund Development Committee:

Janice Arnoldi (Chair); Jon Watson; Blair Hutchings; Francesca Vergalito;
Jenny Stranges (Staff); Nancy Garner (Staff)

Capital Project Committee:

Mary Jane Johnson (Chair); Rick Kennedy; Jon Watson; Janice Arnoldi; David Veres;
JoAnne Theobald; Julie Frame; Frances Bartlet – Fundraising Communications Specialist
for Capital Project Campaign; Jenny Stranges (Staff); Nancy Garner (Staff)

Quest Community Health Centre Staff

Aditya Kalgi
Allison Whyte
Amanda Porter
Amy Buttar
Andrew Forester
April Horodenchuk
Beverley Dyer
Brenda Walters
Carys Massarella**
Christine Vasko
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Sam Knight
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Shannon Douglas
Skye Nagy
Shilpee Rana
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Timea Radul**
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Virginia Buonocore
**Independent Contracts



