

North Lanark Community Health Centre Volunteer Orientation Manual - September 2010



Ontario's Community
Health Centres

Every One Matters.

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. It is expected that by the year 2009 there will be 76 CHCs and 27 satellite CHCs in Ontario.

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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Mission Statement

The North Lanark Community Health Centre is committed to assisting people within the community we serve to achieve the best possible health and well-being. We provide a full range of primary health care and health enhancing services which are accessible and responsive to the changing needs of our community. Through support and leadership, we encourage the active participation of individuals and groups in building a healthier community.

Vision

Together we seek to build a healthy, safe, just and supportive community for all.

Guiding Principles



The Community Health Centre is guided by the following principles to address community needs. We strive to:

- Enhance the self-help abilities of individuals and families;
- Improve access to programs and services for the community;
- Establish special services for particular groups i.e. youth, seniors or people with chronic disease;
- Support local activities to address health, social and environmental issues;
- Reduce inequities in the provision of health-related services.

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.



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North Lanark Community Health Centre



Our Catchment Area is ...



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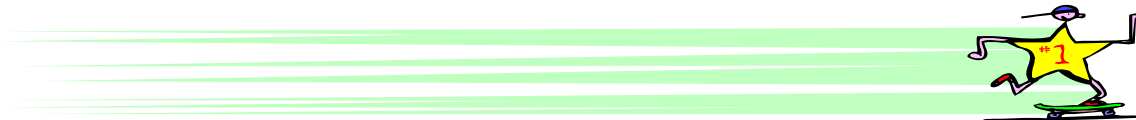
The Role of Volunteers in creating the NLCHC



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.



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 2010)

Community Members on Board Committees

Colin Sangster
David Orman
Diane Pearen
Eric Carey
Larry McDermott
Pamela Salvarakis



Fun and Fitness Leaders

Betty Rowesome
Jane Conley
Jim Muise
Joyce Spratt
Julie Howard
Linda Russell
Lynda D'Aoust
Richard Crawford

General Support and Occasional

Betty Closs
Don Drysdale
Gladys Haydock
Gwen Everson
Sam Draffin

Guys in the Kitchen

Don Mitchell
Ed Conroy
George Fisher
Jack Vandenhoff

Healthy Active Kids Assistants

Andreya St.Amour
Kate-Lyn Kevan
Marcy Paradis

Living a Healthy Life Peer Leaders

Arnold Haydock
Jean Kelly
Lucie Poulin

Roots of Empathy Instructor

Mary Dixon

Terry Fox Run

Ken Potter
Sharon Potter
Valerie Rodger

Indoor/Outdoor Walking Group Leaders

Barbara Sangster
Colin Sangster
Kate Collins
Louise Mitchell

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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 of the Health Centre.

Under the legal entity of "Lanark Health and Community Services (LHCS)", five non-profit health and social service organizations in Lanark County (plus satellite sites in Renfrew County) joined together in 2003. The five organizations include: the North Lanark Community Health Centre; Lanark Community Programs; Connections; Mental Health Support Project; and the Whitewater-Bromley Community Health Centre satellite and the Rainbow Valley and Killaloe Points of Access. LHCS is an incorporated and registered charitable organization.

The Board of Lanark Health and Community Services (LHCS) has the final responsibility for all decisions in all parts of the 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 (2010-2011)

Jean Dunning (Chair)
Ann Munroe (Vice-Chair)
Alice White (Treasurer)
John McIntyre (Secretary)
Mary Gilmour (Past Chair)

Annette Hewitt
Barbara Drake
Deb McGuire
Jean Knowles
Marny McCook
Pat Krose (satellite)
Stan Errett

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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 Respirologist - 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 Kerri Choffe Brenda Donnelly Richard Eady	Executive Director Director of Finance Health Services Manager Office Administrator IT and Data Management
Healthy Young Families:	Hinda Goldberg Maggie Chapman June Kvamme Karina Kwong Laurie Ann Glenn Lydia Seaby	Community Developer Secretary Social Worker Dietitian Nurse Practitioner Speech Therapist
Primary and Allied Health Care:	Alicja Gruder Catherine Mann Ellen Penney Greg Walsh Karen Jones Kara Symbolic Ken Crawford Leigh Wahay Lori Campbell Lynn Demsey Jechel Mark Reiter Martha Duncan Myers Mary Campbell Michael Bingley Morgan Hawn Muriel Campbell Ronit Ferdman Sherry Baltzer	Physician Psychiatrist Nurse Physician Lung Health Community Health Promoter & Volunteer Coordinator Physician Physician Nurse Nurse Practitioner Chiropodist Clinical Health Promoter Medical Secretary Nurse Practitioner Nurse Seniors Outreach Nurse Dietitian Social Worker/Counselor
Administrative Support:	Diana Dobbie Pam Fergusson Susan Hanssen Wilma Lee	Receptionist Administrative Assistant Receptionist 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 at the Reception desk. You do not have to be a client of the Community Health Centre in order to be a member, nor do clients 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 chiropodist 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, although you must be a resident in the “catchment” area. 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.
- Chiroprapist:** 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.
- Get WITH It:** This indoor walking program is offered from late fall to early spring at Maple Grove School in Lanark. A number of community partners work together to offer this program.
- 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, Dietician 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.

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- Medical Care:** For clients of the CHC - appointments through the Reception Desk.
- 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:** 6 week sessions 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.
- Youth Events:** Occasional activity days and field trips planned throughout the year in partnership with Youth Centre.