



## **PORT COLBORNE** City of Port Colborne Healthcare Advisory Committee Addendum

Date: August 6, 2025  
Time: 3:00 pm  
Location: Committee Room 3-City Hall  
66 Charlotte Street, Port Colborne, Ontario, L3K 3C8

### **Pages**

#### **5. Presentations**

**\*5.2 Keira Thibault - Director, Primary Care Services, Centre de Sant  
Communautaire Hamilton-Niagara**

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#### **\*6. Information Package 4**

**18**



## Centre de santé communautaire

Votre bien-être, notre raison d'être!

HAMILTON | NIAGARA



810, rue East Main St.  
Welland, ON  
L3B 3Y4



1320, rue Barton Est  
Hamilton, ON  
L8H 2W1



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H: 905-528-0163



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H: 905-528-9196



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# Agenda

- 01.** Intro CSCHN
- 02.** Our services & model of care
- 03.** The Needs of Francophones in Minority Settings
- 04.** Our Port Colborne Clientele
- 05.** How to connect with us



# The CSCHN

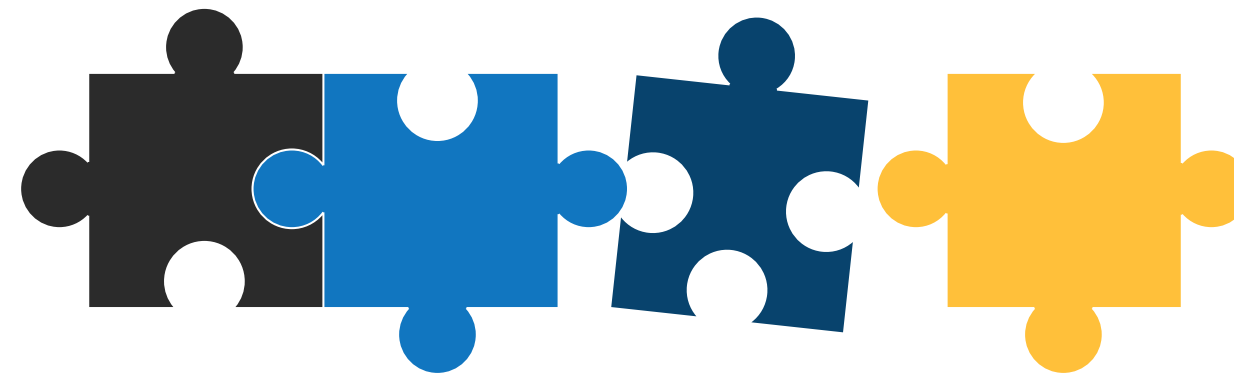


>100 CHCs in Ontario  
Community Health Centres are  
non-profit organizations that  
provide primary health care  
and health promotion programs.

**PRIMARY POPULATION**  
Funded to serve Francophones  
in Hamilton/Niagara .



# Our Services



Primary Care

Mental Health

Domestic Violence &  
Human Trafficking

Immigration/Settlement

EarlyON &  
Health Promotion

Volunteer/Placement

# Primary Care

- Traditional medical services with MDs/NP and RPNs/RNs
  - Acute care and Preventative care
- Allied health staff (Dietician and Occupational Therapist)
- Medical Laboratory on-site
- Diabetic clinic / footcare
- Seniors' Fitness and Falls Prevention classes [\(ENG/FR\)](#)
- Ontario Seniors' Dental Care Program [\(ENG/FR\)](#)
- Caring for my COPD [\(ENG/FR\)](#) - 10 week pulmonary rehab **\*Welland site only**



# Mental Health



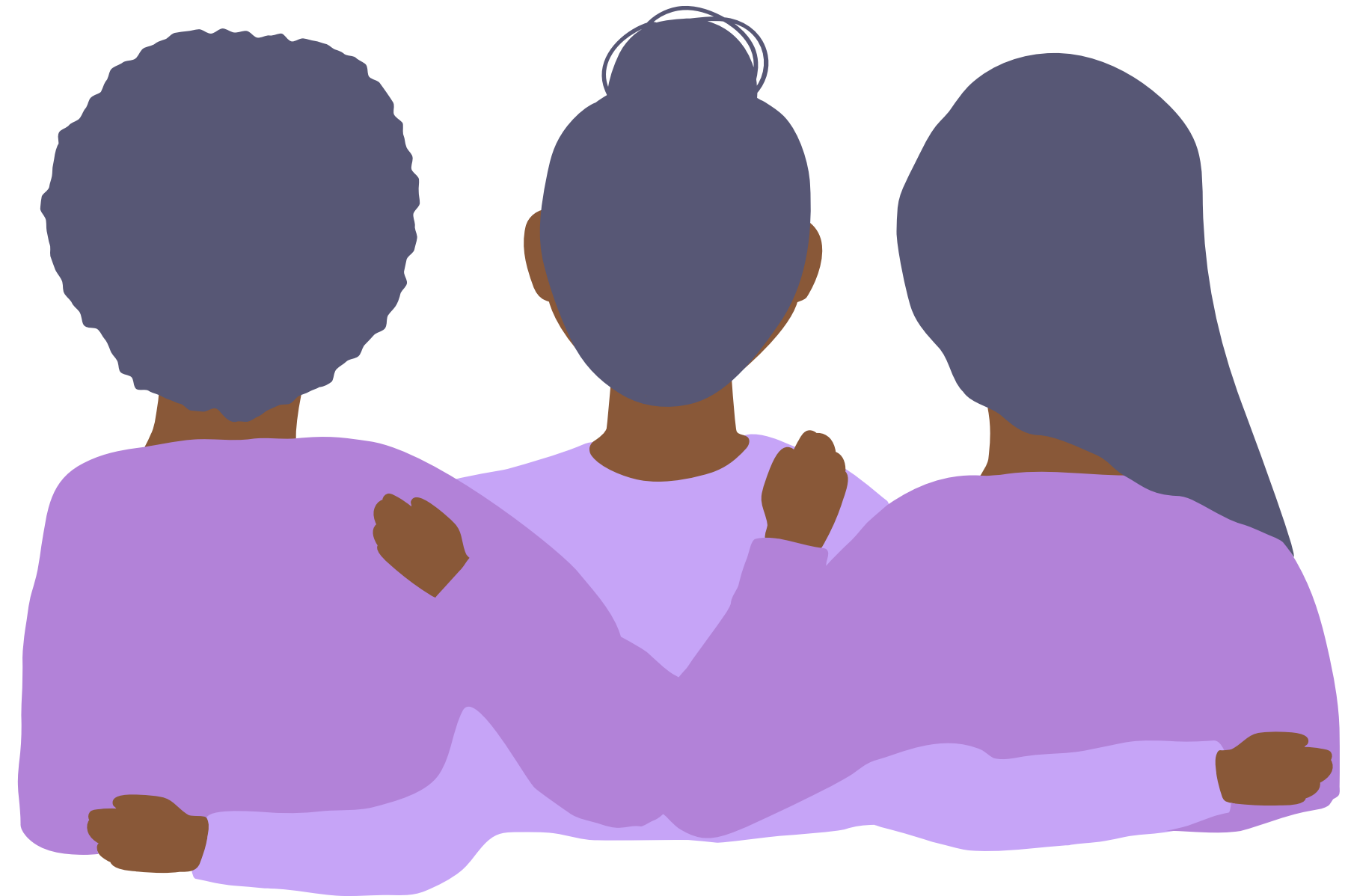
- Individually psychotherapy
- Advocacy, personal skill development and system navigation
- Psychoeducation groups / targeted prevention
- Community and school-based services
- Youth and family engagement





# Domestic Violence & Human Trafficking

- Individually psychotherapy
- Advocacy and system navigation
- Transitional support
- Psychoeducation groups
- Community awareness/prevention





# Immigration & Settlement



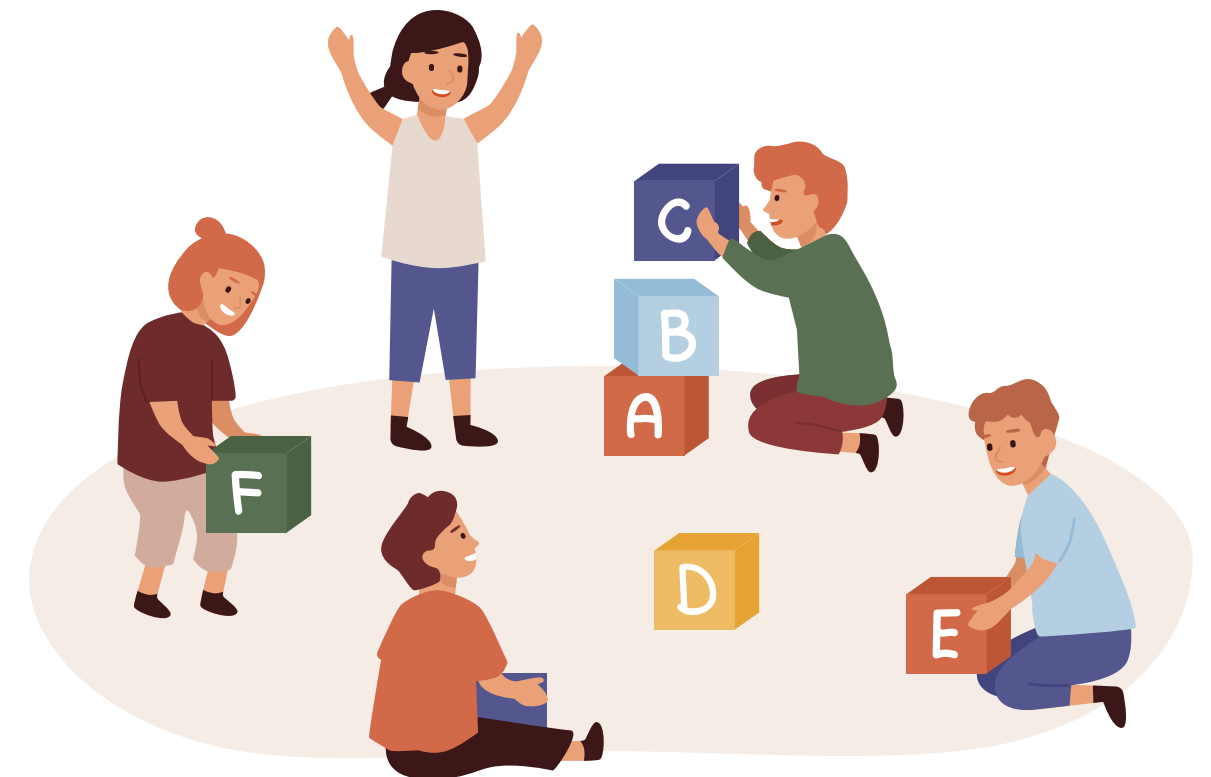
- Settlement services
  - Needs assessments
  - System navigation
- Community integration
- Settlement workers in schools
- Réseau en Immigration Francophone du Sud-Ouest ON.
  - Francophone immigration network





# EarlyON & Health Promotion

- EarlyON - Services for families with children 0-6
- Perinatal worker (pre/post natal support)
- Health prevention and promotion programs for children and families
- Low Cost Camps
- Seniors' Active Living Centre **\*Welland site only**
  - Rec n Leisure activities
  - Congregate Dinning
  - Collective Kitchen
  - and more...





# Volunteer & Placement Opportunities

- Co-op/work placements for various disciplines
- Volunteer opportunities  
(Internally / with community partners)
  - We can support you with your needs for French speaking volunteers



# Interdisciplinary Care



- Physicians
- Nurse Practitioners
- Nurses (RPNs/RNs)
- Occupational Therapists
- Dieticians
- Laboratory Technician
- Rec n Leisure Technicians
- Mental Health Therapists
- Mental Health Case Workers
- Settlement Workers
- Transitional Support Workers
- Early Childhood Educators
- Health Promoters
- Administrative Staff
- Leadership Team



# Interdisciplinary Care



## Advantages

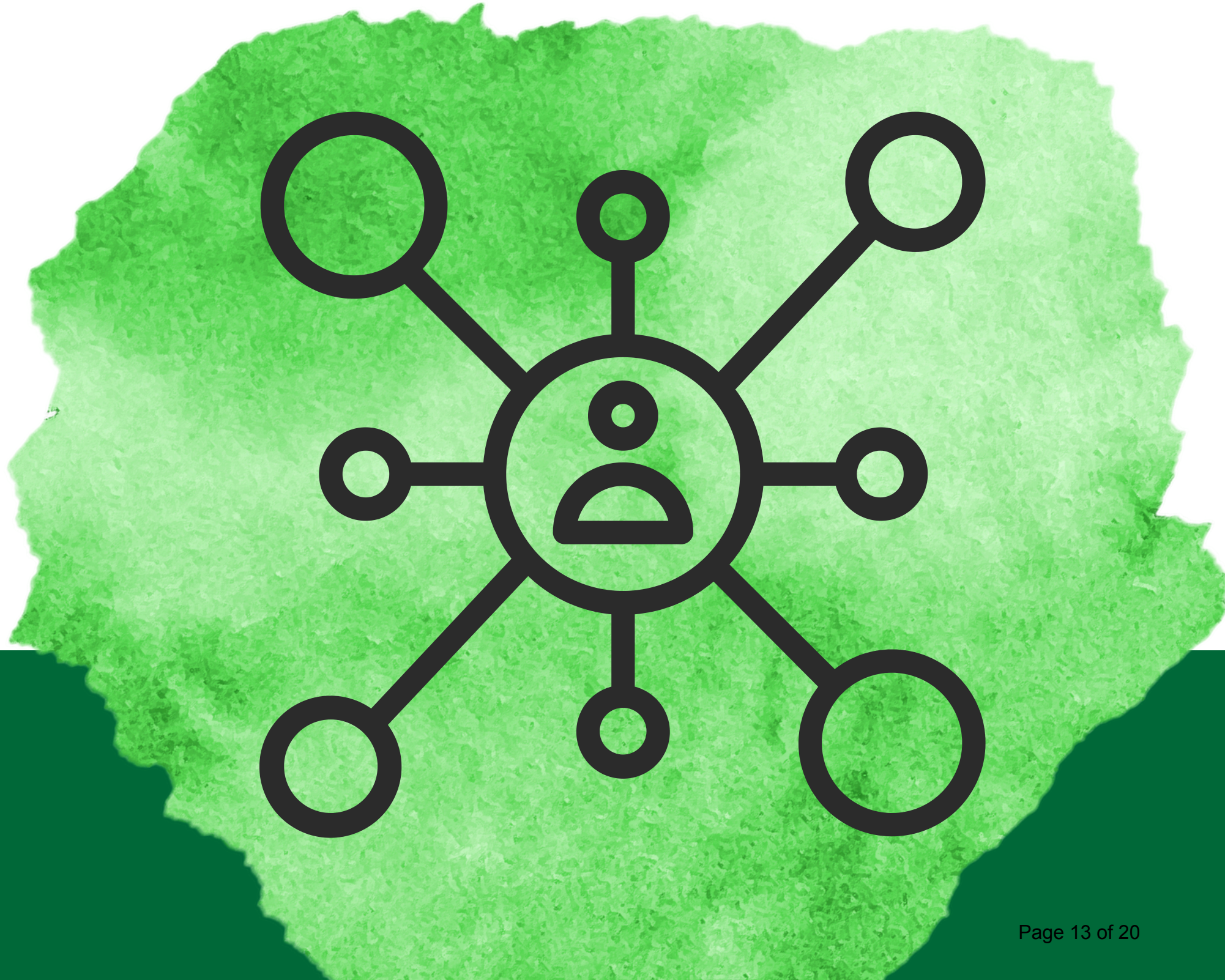


- For our clients
- For our staff





# Francophones Living in Minority Settings



A Francophone is never  
just a Francophone...



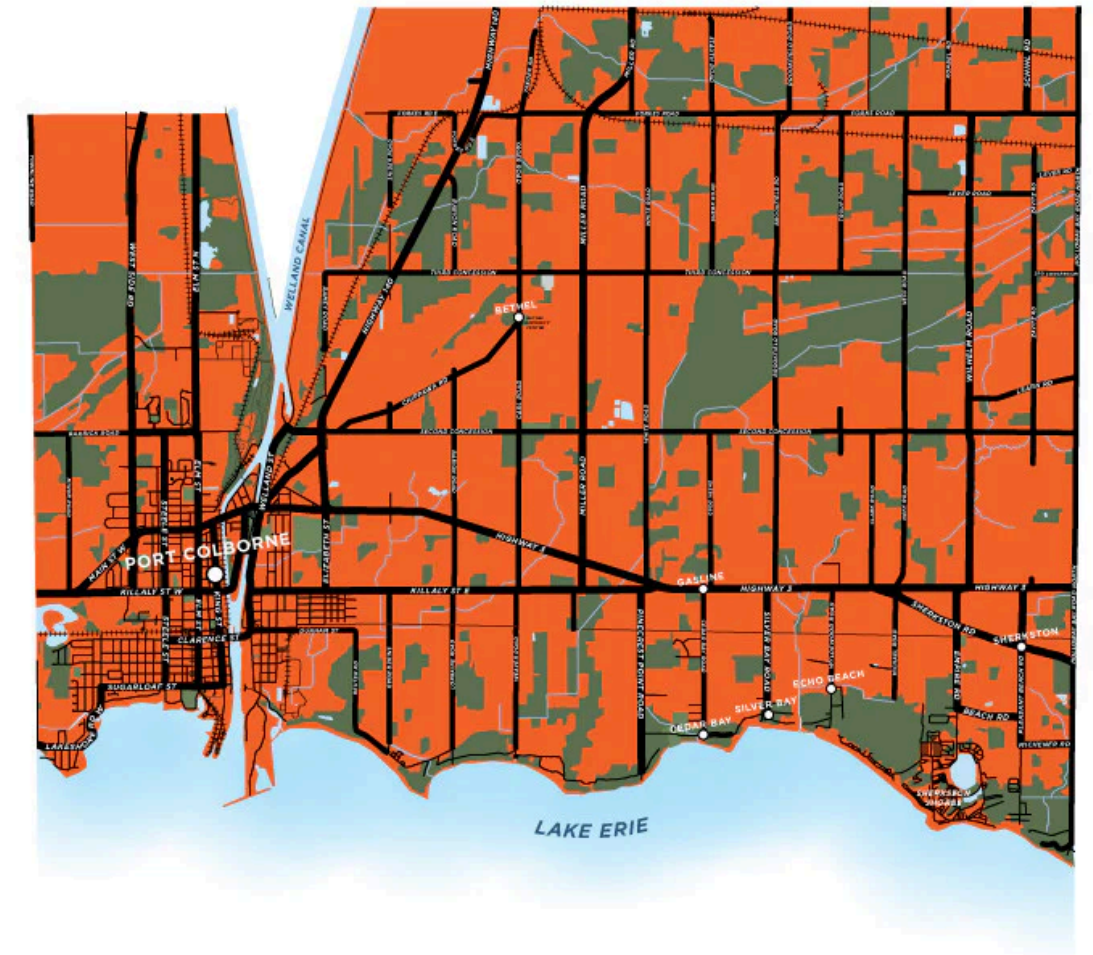
# Our clientele from Port Colborne



- 471 clients from Port Colborne
  - 70 are patients of a primary care provider
  - 143 francophones

## by age range

- 45 individuals 0-17
- 45 individuals 18-25
- 124 individuals 26-54
- 255 individuals 55+



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# Our clientele from Port Colborne

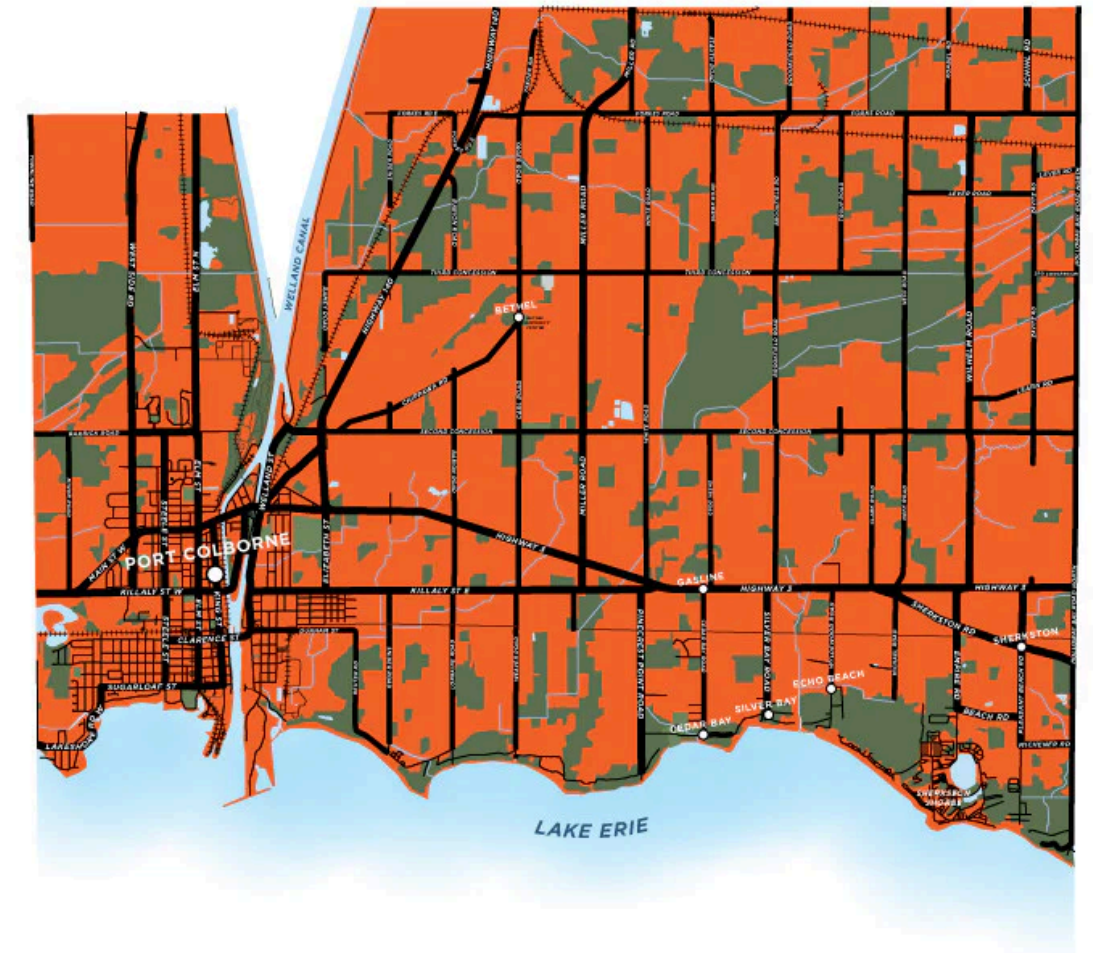


## Services being accessed by Port Colborne clients

- Primary Care
- Ontario Seniors' Dental Care Program
- Senior's Exercise Groups
- Rec n' Leisure Groups
- Mental Health/Domestic Violence Services
- Settlement services

## Barriers to Access

- Transportation
- Language barrier / access to specialists
- Affordable child care
- Employment/precarious work

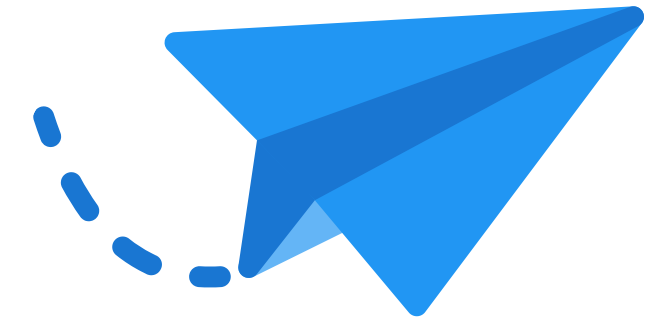


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NIAGARA, ONTARIO



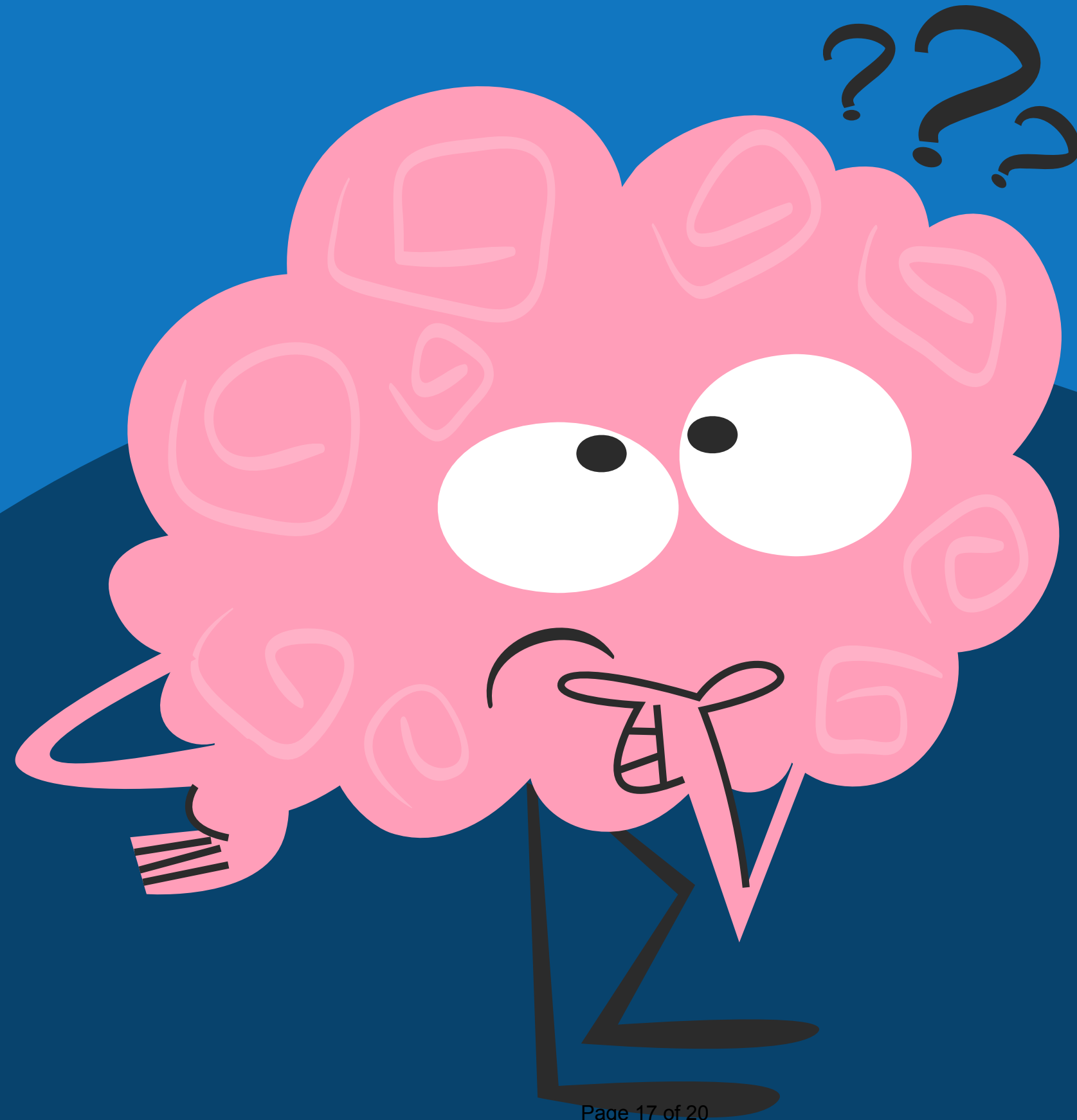
# How to Connect Clients



- Direct client to fill out a service request form on our website : [Link to form](#)
- or
- Direct client to call our reception team 905-734-1141



# Questions?



# Healthcare Advisory Committee

## Information Package



**August 6, 2025**

## Healthcare Advisory Committee-August 6, 2025 Information Package

Organization/Agency	Item	Description
<p>The Alliance for Healthier Communities</p> <p>(The provincial association for Community Health Centres in Ontario)</p>	<a href="#">Connected Health Neighbourhoods Vision Webinar</a>	<p>In this webinar held on April 4, 2025, Sarah Hobbs, CEO, and Jennifer Rayner, Director of Research and Policy at the Alliance, shared a vision of a system of primary health care that has the potential to advance health equity and vastly improve the health and wellbeing of people across Ontario.</p> <p>This evidence-informed vision describes a health neighbourhood model consisting of:</p> <ul style="list-style-type: none"> <li>-Interprofessional, collaborative primary health care</li> <li>-Community governance and engagement</li> <li>-Population-based approach to health</li> <li>-A strong data foundation</li> <li>-A focus on equity and the determinants of health</li> <li>-Accountability and efficiency</li> </ul>
The Alliance for Healthier Communities	<a href="#">Vision for a Health Home</a>	<p>This document describes the "hub and spoke" model we envision, in which every person will have barrier-free access to a neighbourhood Health Home consisting of an interprofessional primary health care team and a network of primary care providers who collaborate with that team.</p>
The Alliance for Healthier Communities	<a href="#">Community Governance: Essential to Comprehensive Primary Health Care</a>	<p>This brief report provides a definition of community governance, reviews evidence for its positive impact, and describes how it is foundational to the structure and function of Alliance member organizations.</p>
The Alliance for Healthier Communities	<a href="#">Model of Health and Wellbeing   Alliance for Healthier Communities</a>  <a href="#">Model of Wholistic Health and Wellbeing   Alliance for Healthier Communities</a>	<p>These two models describe our members' commitment to delivering comprehensive primary health care that not only addresses medical and biological issues but also strives to improve the circumstances in which people live, work, play, and age - care that not only improves the health of individuals but creates healthier, more inclusive and connected communities.</p>

## Healthcare Advisory Committee-August 6, 2025 Information Package

Centre de Santé Communautaire Hamilton/Niagara (CSCHN)	<a href="#">Strategic planning - CSCHN</a>	The 2024-2027 Strategic Plan guides our work across Niagara and Hamilton, focusing on equity, community feedback, and adaptability to emerging challenges
City of Hamilton	<a href="#">Hamilton's Community Safety &amp; Well-Being Plan 2025-2029</a>	Hamilton's Community Safety and Well-Being Plan 2025-2029 highlights CSCHN as a partner in delivering culturally responsive programs (e.g. alternate school suspension supports, Indigenous youth initiatives)
Niagara Health	<a href="#">Health Equity Plan 2025-2028</a>	Niagara Health's 2025 Health Equity Plan outlines a comprehensive strategy to reduce health disparities and improve equitable access to care across the region through inclusive, data-driven, and community-informed actions.
Niagara Health	<a href="#">Indigenous Health Services Plan: Journey to Reconciliation</a>	Niagara Health's Journey to Reconciliation report highlights its commitment to advancing Truth and Reconciliation by fostering culturally safe, inclusive care and strengthening relationships with Indigenous communities.
Niagara Health	<a href="#">Patient Experience Plan</a>	Niagara Health's 2025 Patient Experience Plan outlines a person-centred approach to care, prioritizing compassion, communication, and partnership to enhance every patient's journey.
Niagara Health	<a href="#">Niagara Health Strategic Plan "Transforming Care" 2023-2028</a>	Niagara Health's Strategic Plan, Transforming Care, sets a bold vision for delivering connected, innovative, and patient-centred healthcare across the region through collaboration and system transformation.
Niagara Health	<a href="#">Know Your Options Resource</a>	Resource to help decide what option is best, note the changes in UCC summer hours are not included here in this version.
The Wellesley Institute	<a href="#">Barriers and Enablers to Primary Care Access for Equity-Deserving Populations in Ontario: A Scoping Review</a>	This scoping review from the Wellesley Institute explores the key barriers and enablers to accessing primary care for equity-deserving populations in Ontario, highlighting systemic gaps and opportunities for more inclusive healthcare delivery.
Ontario Health	<a href="#">Equity, Inclusion, Diversity and Anti-Racism Framework</a>	Ontario Health's Equity, Inclusion, Diversity, and Anti-Racism Framework provides a province-wide roadmap to eliminate systemic barriers and advance equitable, culturally safe care for all Ontarians.