

Date: September 14, 2026
Time: 6:30 pm
Location: Council Chambers, 3rd Floor, City Hall
66 Charlotte Street, Port Colborne

Pages

1. Call to Order
2. Adoption of the Agenda
3. Disclosures of Interest
4. Approval of the Minutes
 - 4.1 Healthcare Advisory Committee Meeting - July 13, 2026 1
5. Presentations
 - 5.1 Niagara Children's Centre - Kathy Bell, Director of Clinical Services 5
 - 5.2 Happy in My Home / Community Support Services Niagara - Cherie Della-Gatta, Program Supervisor 26
6. New Business
 - 6.1 Staff Verbal Updates
7. Adjournment

City of Port Colborne
Healthcare Advisory Committee Meeting Minutes

Date: Monday, July 13, 2026
Time: 6:00 pm
Location: Council Chambers, 3rd Floor, City Hall
66 Charlotte Street, Port Colborne

Members Present: C. Tamas
M. Lallouet
T. Triano
S. McDowell (Chair)
P. McGarry (Vice-Chair)
R. Bodner, Councillor (Non-voting member)
M. Aquilina, Councillor (Non-voting member)

Member(s) Absent: W. Steele, Mayor (Non-voting member)

Staff Present: J. Beaupre, Deputy Clerk
B. Boles, Chief Administrative Officer
G. Bisson, Senior Community Engagement Advisor

Others Present: C. Nussey-Beland, Niagara Health
S. Jenkins, Niagara Health
M. Nolan, Paramedic Services for County of Renfrew

1. Call to Order

The Chair called the meeting to order at 6:02 p.m.

2. Adoption of the Agenda

Moved By M. Lallouet
Seconded By T. Triano

That the Healthcare Advisory Committee Agenda, dated July 13, 2026, be approved.

Carried

3. Disclosures of Interest

There were no disclosures of interest.

4. Approval of the Minutes

4.1 Healthcare Advisory Committee Meeting - June 15, 2026

Moved By C. Tamas

Seconded By M. Lallouet

That the Healthcare Advisory Committee Minutes, dated June 15, 2026, be approved.

Carried

5. Presentations

5.1 Indigenous Health Services and Reconciliation at Niagara Health

Charity Nussey-Beland Manager Indigenous Health Services, Niagara Health and Shyann Jenkins, Indigenous Health Services Community Outreach and Engagement from Niagara Health presented to the Committee on Indigenous health services and reconciliation.

5.2 Renfrew County Virtual Triage and Assessment Centre (RC VTAC)

Mike Nolan, Director of Emergency Services and Chief of Paramedic Services for the County of Renfrew, presented to the Committee on the Renfrew County Virtual Triage and Assessment Centre (RC VTAC).

6. New Business

6.1 Staff Updates

1. Provincial Funding Announcement

Renée Bisson, Senior Health Advisor, explained that through the Primary Care Action Plan, the Ontario Government has announced \$4.7 million dollars in funding for the community, with funds going multiple organizations including Bridges Community Health Centre.

Bryan Boles, Chief Administrative Officer, noted there is currently \$400,000 in the City's Physician Recruitment Fund, and that this program could possibly be expanded or turned into a grant process.

2. Local Industry Engagement

Renée Bisson, Senior Health Advisor, noted she met with Jungbunzlauer. Matt Lallouet, Committee Member, helped to set the meeting up. She noted local industry is looking for 24/7 accessible healthcare and a model that would retain urgent care coverage. They have provided a letter of support for the Community Health & Wellness Action Plan, and Renée will be having more discussions with different local industries. She also noted they have received a letter of support for the Community Health & Wellness Action Plan from the Port Colborne Healthcare Coalition as well.

3. Action Plan Survey and Engagement Results Report Review

Renée Bisson, Senior Health Advisor, presented the engagement results to the Committee. There were 500 responses to the survey regarding the plan, and better access to primary care was at the top of the list of priorities for respondents. She also noted they are continuing to look for a Indigenous liaison to work with the Committee.

Moved By C. Tamas
Seconded By T. Triano

That the Healthcare Advisory Committee supports the draft Community Health & Wellness Action Plan, as presented.

Carried

4. Plan for August Council meeting

Renée Bisson, Senior Health Advisor, noted there will be a report brought forth in August to Council regarding the Community Health & Wellness Action Plan community engagement summary.

5. Set Dates for November and December meetings

Moved By M. Lallouet
Seconded By C. Tamas

That the Healthcare Advisory Committee approve the following dates for their next meetings:

- September 14, 2026 at 6:30 p.m.
- November 16, 2026 at 6:00 p.m.
- December 7, 2026 at 6:30 p.m.

Carried

7. Adjournment

The Chair adjourned the meeting at 7:43 p.m.

Sydney McDowell, Chair

Jessica Beaupre, Deputy Clerk

Presentation to Port Colborne Healthcare Advisory Committee

**Kathy Bell, Director of Clinical Services
at Niagara Children's Centre**

Therapy & support to help kids shine

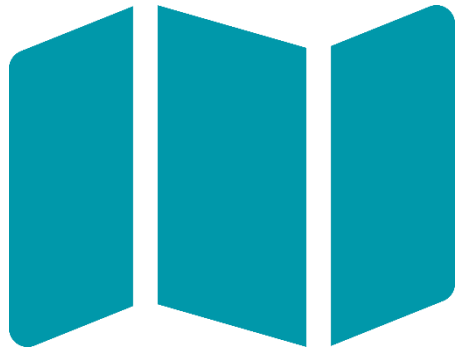
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About Us



Children's Development / Rehabilitation Centre



1 of 21

In the province



\$19M

Budget



150+

Employees



11

Member Volunteer
Board of Directors

Therapy & support to help kids shine

Our Vision



Niagara's children and youth at their best.

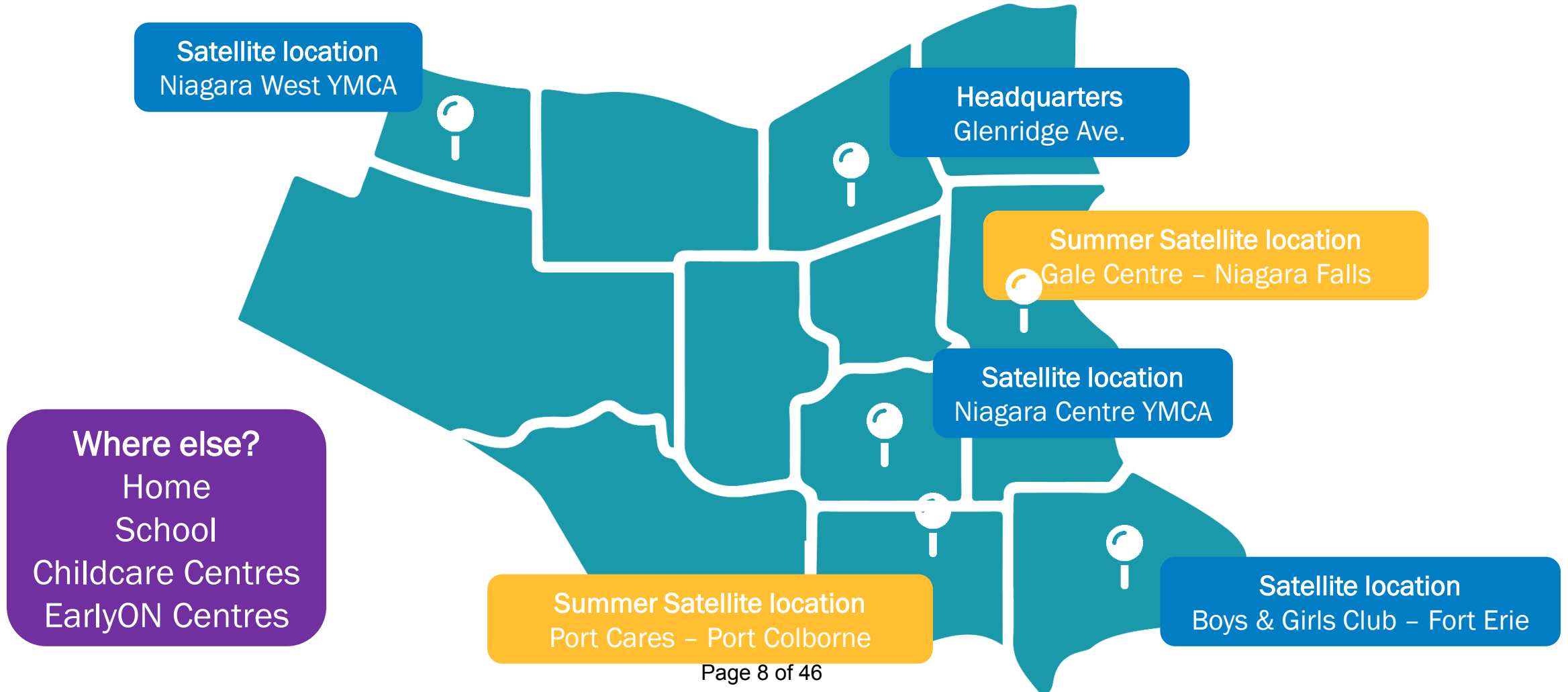
...within their home, school and community environments.

Therapy & support to help kids shine

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Our Locations



Who we serve

Children and youth with physical, developmental or communicative concerns, delays or disabilities.



Therapy & support to help kids shine

35%

Children with 1 service need



65%

Children with 2+ service need

Who we serve



Varying conditions & complexities

Examples

- Speech & Language Disorders
- Autism
- Cerebral Palsy
- Neurological Conditions
- Acquired Brain Injury
- Developmental Delay
e.g. Down Syndrome
- Genetic Disorders
- Hearing Impairment
- Orthopedic
- Other: Rheumatology;
Oncology; Renal; Cardiac

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Programs and Services



**Preschool Speech and Language
Speech and Language Pathologists**



**Inclusion Resource Support
Model**



Infant and Child Development



**Augmentative and Alternative
Communication**



**Medical Clinics: Physiatry, ASD
Diagnostic, Complex Care Clinic**



**School Based Rehab
Services**



**Early Years Teams OT,
SLP, PT, SW,
Behaviour**



Recreation Therapy



**Clinics: Home and Vehicle
Modification, Gait, Seating**



**Extensive Needs &
Entry to School**



How we serve by service

29,260

Speech-Language Therapy

14,408

Occupational
Therapy

3,282

Social Work

5,687

Physiotherapy

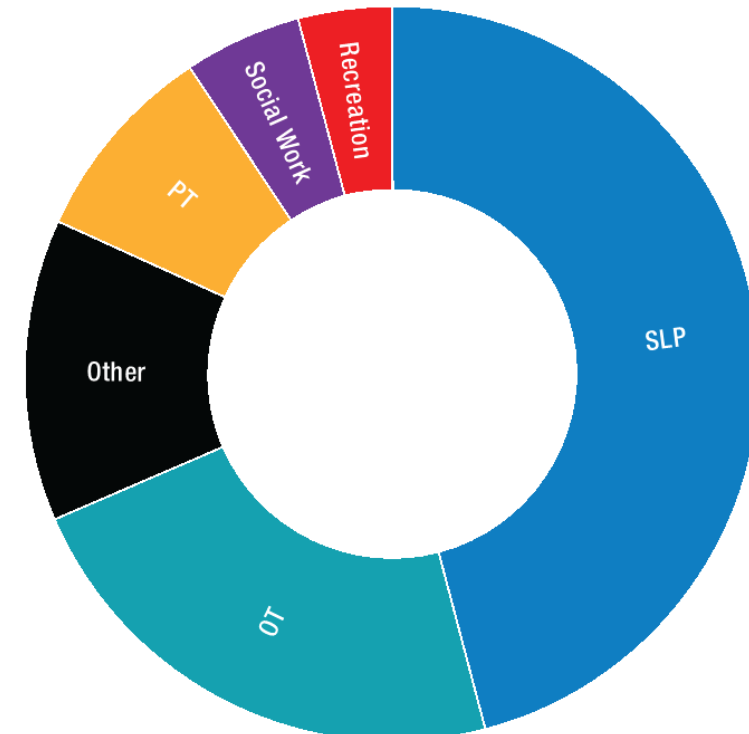
2,645

Recreation
Therapy

April 1, 2025 to March 31, 2026

Therapy & support to help kids shine

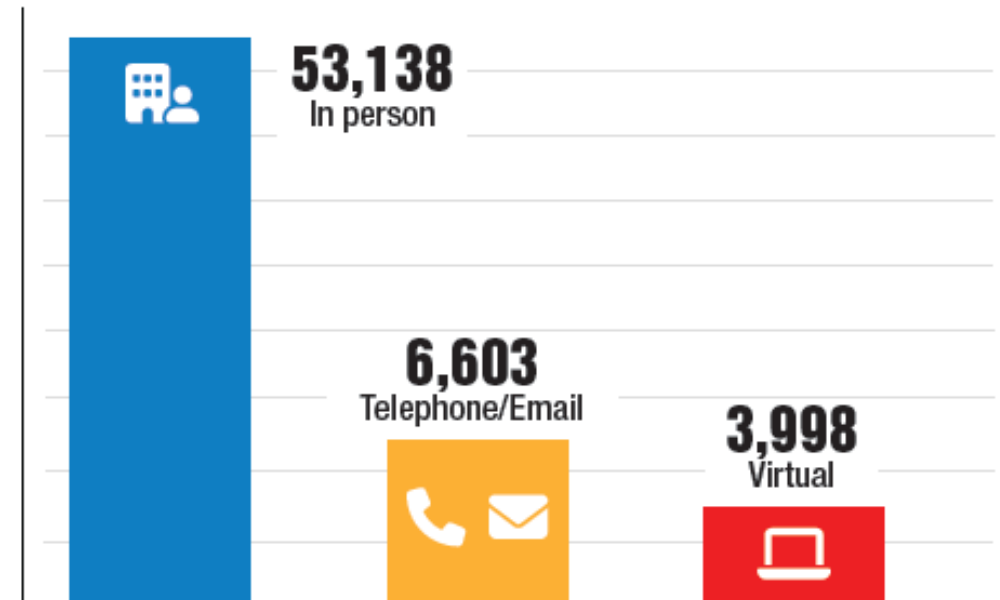
Visits by service



How we serve by type



Therapy & support to help kids shine



April 1, 2025, to March 31, 2026

A Closer Look



63,739 visits to the Centre



3,998 new referrals/year



129,304 hours of service



3,538 waiting for assessment



521 wait for treatment

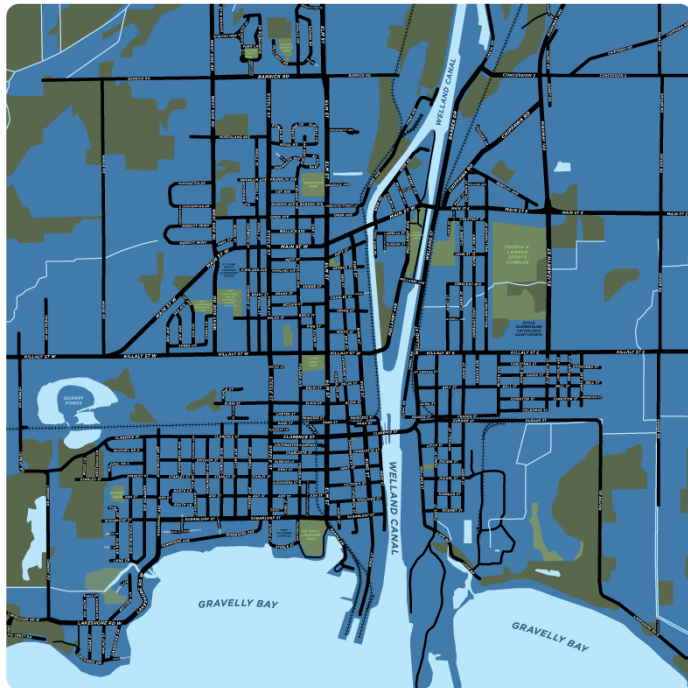
April 1, 2025, to March 31, 2026

Therapy & support to help kids shine

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Data in your Community



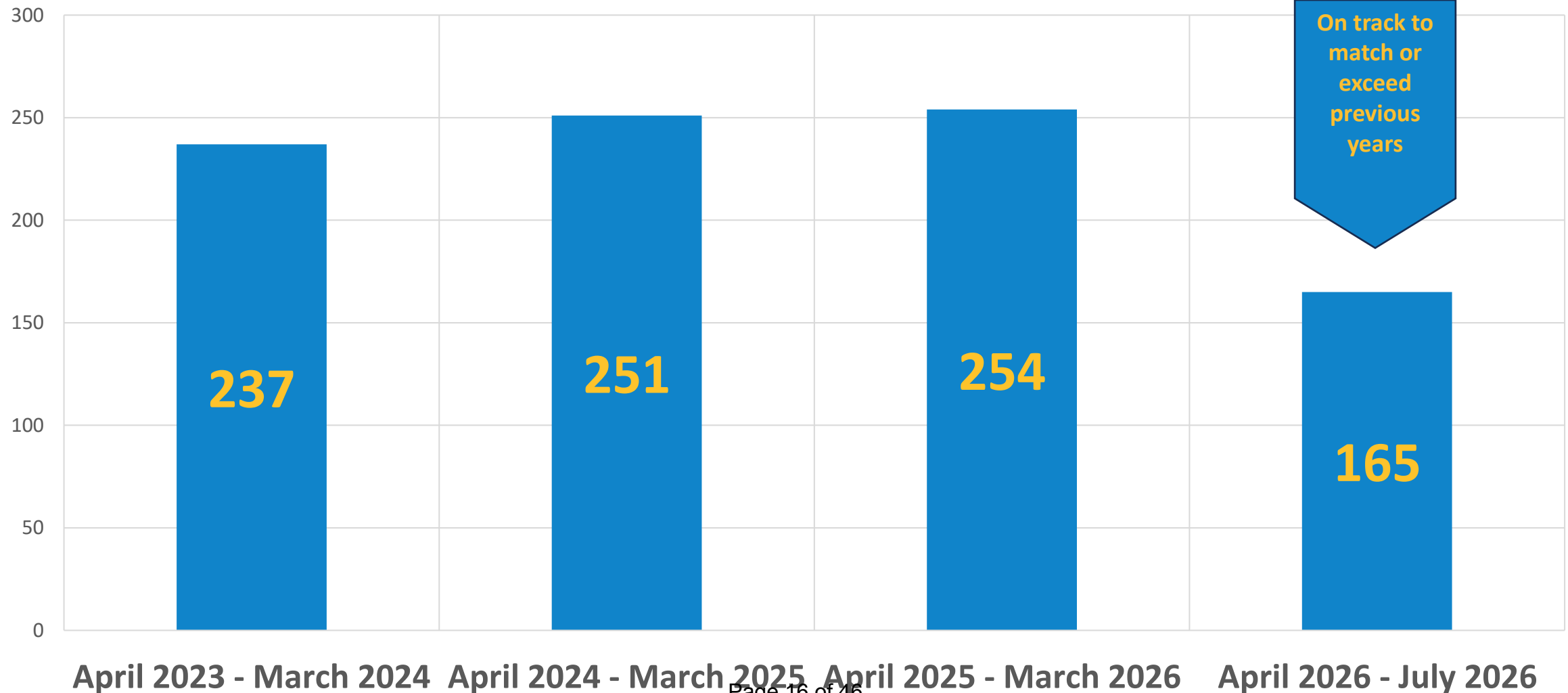
PORT COLBORNE

NIAGARA, ONTARIO

254
Clients
had visits
last year

162
New
Referrals

Clients Served from your Community by Year



School Based Rehabilitation

Summer Assessment Appointments



- To reduce Speech-Language Pathology assessment waitlists, SBRS partnered with Port Cares to deliver targeted community-based assessment clinics.
- Bringing services closer to where children and families live, reduced cancellations and no-shows.
- As a result, of the summer assessment clinics, students will be prepared for service delivery at the start of the school year.



School Based Rehabilitation

Summer Assessment Appointments

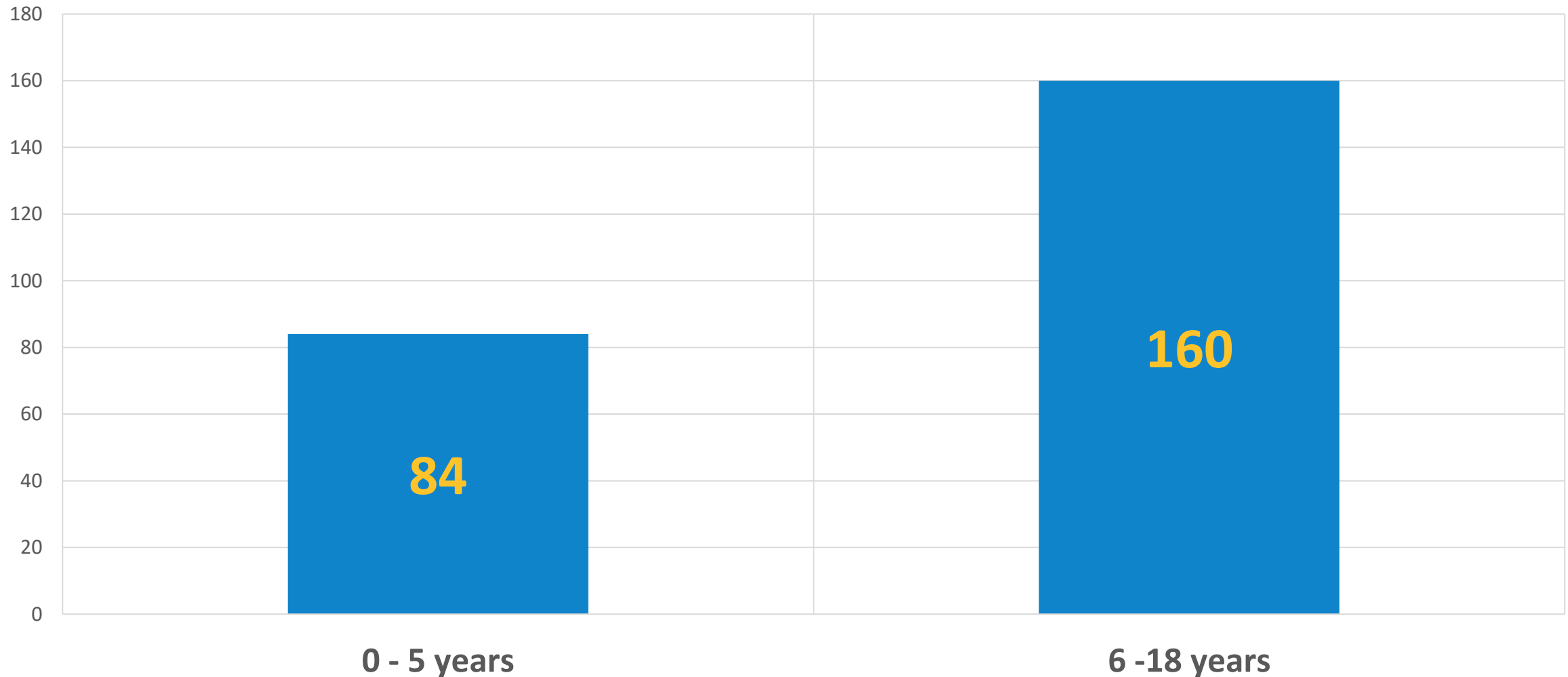


40
CLIENTS

103
VISITS

Data in your Community

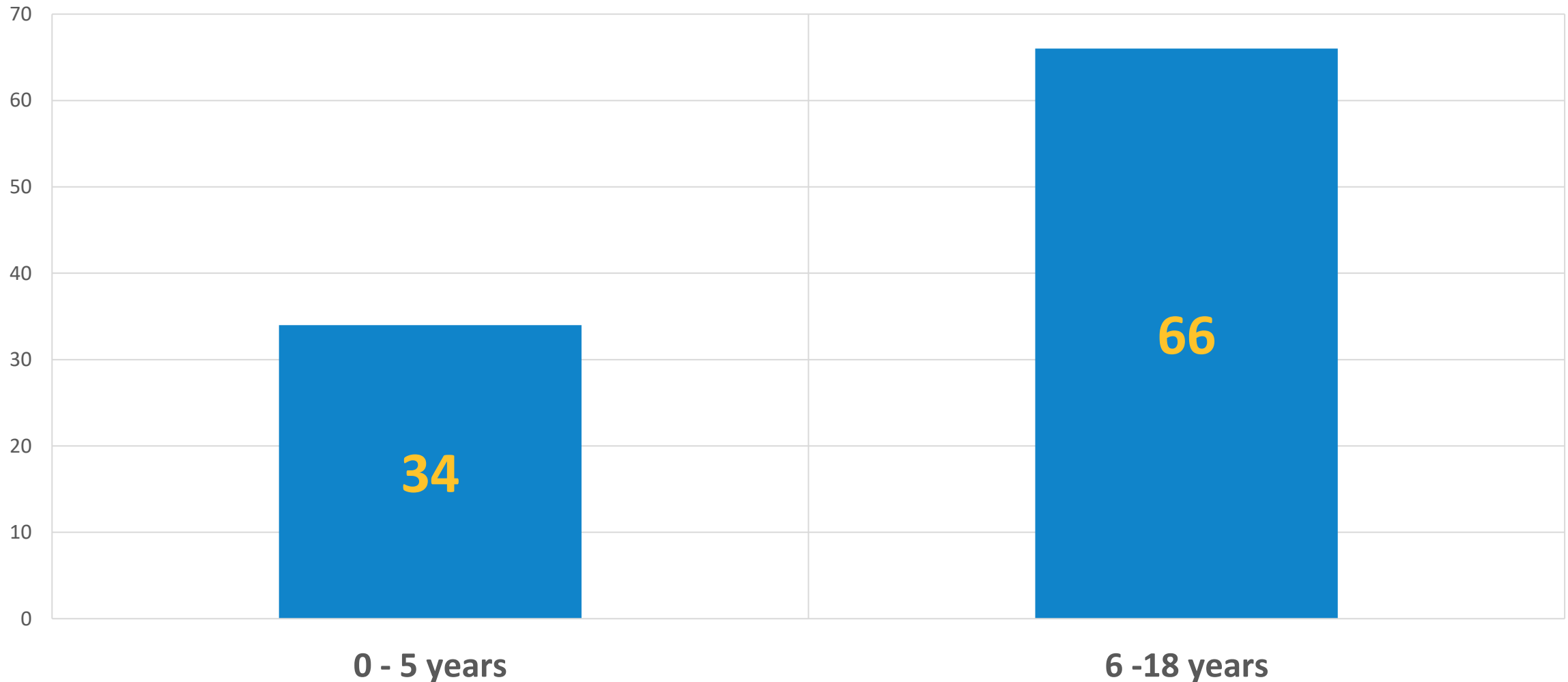
Clients served by age category



April 1, 2025, to March 31, 2026

Data in your Community

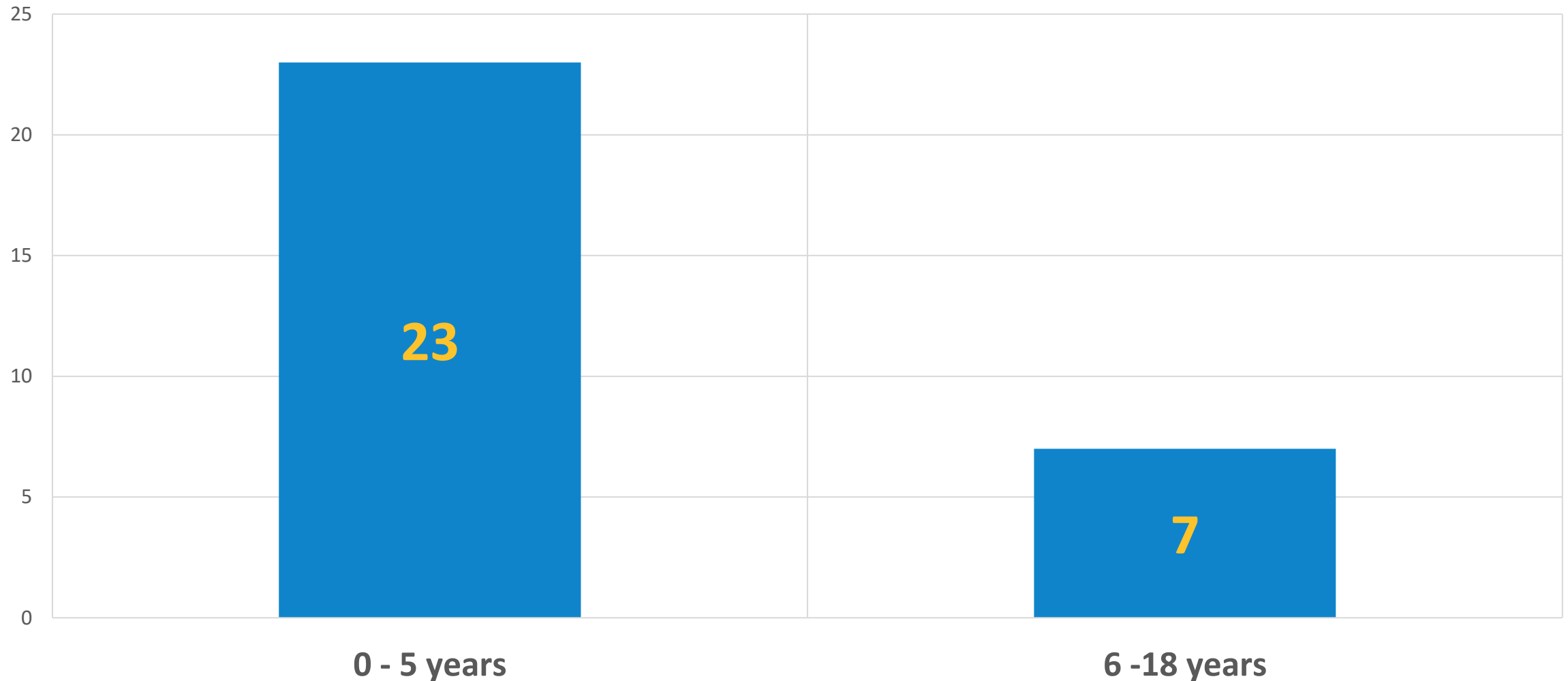
Clients Waiting Assessment



April 1, 2025, to March 31, 2026

Data in your Community

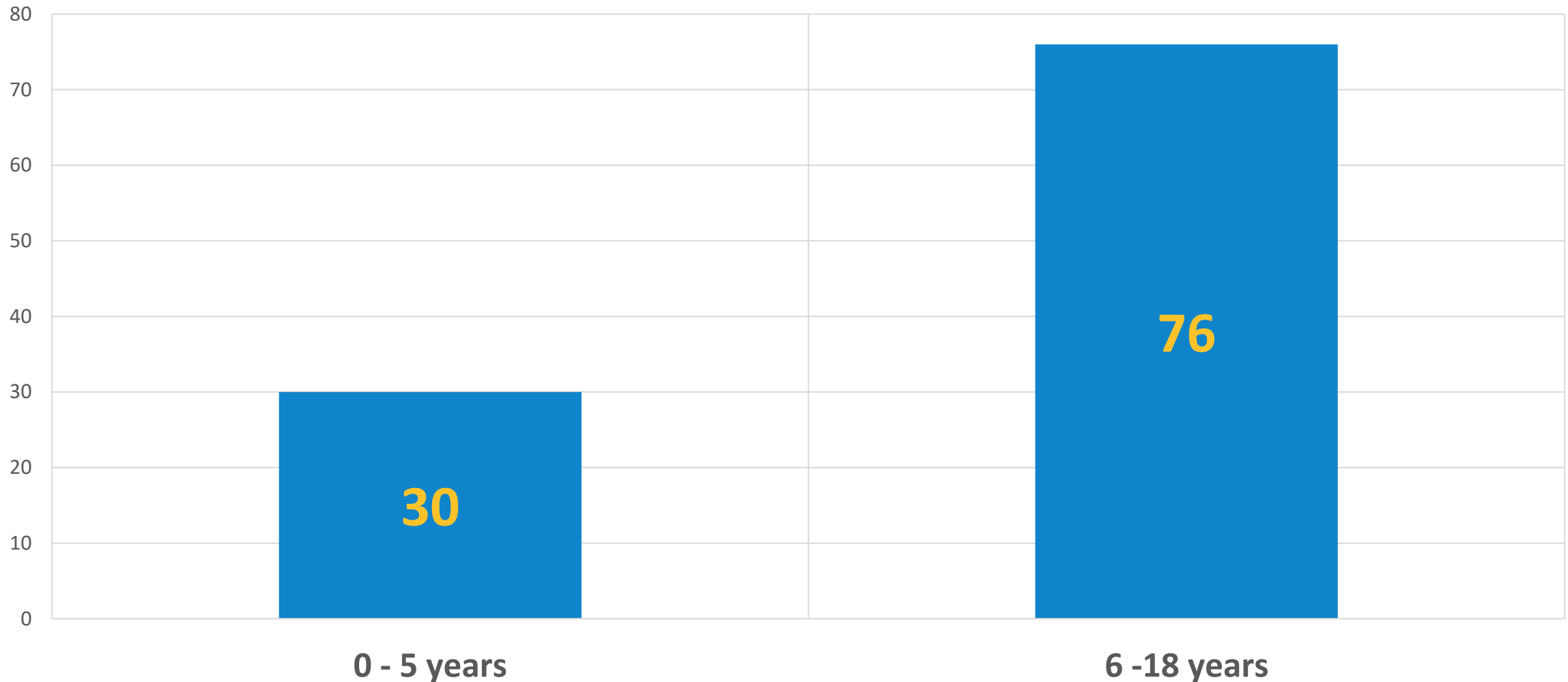
Clients Waiting Treatment



April 1, 2025, to March 31, 2026

Data in your Community

Clients in Service Delivery



April 1, 2025, to March 31, 2026

Daycares we supported last year

Inclusion Resource Support Model

- ACW Country Kids
- ACW First Friends
- Port Colborne EarlyON
- La Boîte à Soleil - Sainte Joseph
- Top of the Ridge Day Care



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Schools Supported (SLP, OT, PT)

- Dewitt Carter Public School
- École Saint-Joseph
- Lakeshore Catholic High School
- McKay Public School
- Oakwood Public School
- Port Colborne Secondary School
- St. John Bosco Catholic
- St. Patrick Port Colborne
- St. Therese Catholic Elementary
- Steele Street Public School

Therapy & support to help kids shine



Therapy & Support to Help Kids Shine

 **niagara**
children's centre





Happy in my Home, CSSN

A volunteer based, not-for-profit, charitable agency providing client-driven community support services to help older adults and adults with disabilities live independently in their home.

Welland Office

**800 Niagara Street
(Seaway Mall)
Welland ON
905-788-3181**

St. Catharines Office

**3-320 Vansickle Road
St. Catharines ON
905-682-3800**

Beamsville Office

**5045 Vallyview Road
Beamsville ON
905-563-9501**

www.happyinmyhome.ca



OUR MISSION

- We are a community partner that provides support services for older adults and adults with disabilities by promoting independence, dignity and inclusion.

OUR VISION

A community where older adults and adults with disabilities are supported to live happily in their home.

OUR VALUES

Accountability, Belonging, Collaboration, Dignity, Empowerment



Overview

CSSN is a not-for-profit agency funded by:

- Ontario Health,
 - Client fees,
 - Donations ,
 - Fundraisers, and
 - Grants.
-
- Provide services to 2700+ unique clients annually
 - Governed by Board of Directors
 - Supported by over 250 volunteers
 - Identified French language Services provider



Our History

- In **1967**, Meals on Wheels began in Welland
- In **1971** Meals on Wheels began delivering hot meals in Grimsby
- In **1972** Meals on Wheels began delivering hot meals in Beamsville
- In **1990** Meals on Wheels began delivering hot meals in West Lincoln
- In **1998**, West Niagara Community Support Services started offering five services
- In **2000**, Welland Meals on Wheels/Community Support Services and West Niagara Community Support Services joined together to form **Community Support Services of Niagara** (CSSN) becoming a region wide multi-service agency.
- In **2022** we branded to be know as **Happy in my Home**. Our legal name remains **Community Support Services of Niagara**.

New Client Profile

Spouse recently passed away and children live out of town.

Feelings of depression, vulnerability, loneliness.

Feelings of insecurity living independently with dignity.



Spouse was a chef extraordinaire, now our client is experience malnutrition.

Experiencing cognitive decline.

Activities of daily living appear to be overwhelming.



Transportation

Homemaking

Friendly Visiting

Meals on Wheels

Lunch Out

Grocery Delivery

Safety At Home

Snow Buddies

**Home
Maintenance &
Repair**



Transportation

Volunteer-based program that provides rides to and from medical and non-medical appointments.

- Medical appointments prioritized
- Out of region rides can be arranged for specialist/medical appointments
- Time limited service of two hours and two stops
- Five (5) business days advance notice required
- Fee based service



Homemaking

Homeworkers provide light housekeeping, laundry and/or light meal preparation.

- Designated homeworker
- Hygienic and scent considerations
- Flexible schedule
- Minimum two-hour service available weekly, bi-weekly or monthly
- Fee based service



Friendly Visiting

Regularly scheduled visits with a kind, caring compassionate volunteer either in-person, virtually or by phone.

- Reduce loneliness
- Promote positive socialization
- Build meaningful friendships
- Volunteers are matched based on similarities
- Security Reassurance available
- Complimentary service



Meals on Wheels

Hot or frozen meals
are delivered by a
dedicated team of
volunteers.

- Five (5) Meals on Wheels (MOW) agencies support the Niagara Region: MOW Niagara Falls/NOTL, MOW Port Colborne/Wainfleet, MOW Thorold/St. Catharines, MOW Fort Erie and our agency supporting Welland, Pelham, Lincoln, West Lincoln and Grimsby
- Hot meals or frozen meals available
- Rotating menu with dietary considerations
- Fee based service





Lunch Out

Dining experience accompanied by a social activity and fellowship.

- Coordinated local lunch experience accompanied by an activity; bingo, live music, games or guest speakers
- Transportation available
- Fee based service



Grocery Delivery

Grocery ordering
support and
contactless delivery by
a kind, caring,
compassionate
volunteer.

- Safe ordering and delivery to doorstep
- Order history
- Value shopping
- Payment options available
- Delivery fee



Safety at Home

Fall prevention
program providing free
home safety
assessments to
promote
independence.

- Slip, trips and falls prevention awareness
- Community services and resources navigation
- Referral for recommended services
- Complimentary service



Snow Buddies

Volunteer-based fall prevention program supporting the removal of snow from porches, walkways and driveways.

- Integrational interactions
- Clients are referred through the Safety At Home program and/or have demonstrated no local support for snow removal.
- Match depends on volunteer availability
- Complimentary service

Home Maintenance and Repair

Brokered Worker
support for odd jobs,
minor repairs, heavy
house cleaning, yard
work and more.



- Vulnerable Sector Police Checked brokered workers
- Referral to brokered worker based on work required
- Relationship managed by the brokered worker and client
- Post service follow-up by coordinating team
- Fees based service



Let's Go Home

LEGHO is a time
limited 6-week bundle
of services, aiming to
support the client to
regain their
independence at
home

- Niagara Health System referral program
- Older adult presented to the Emergency Department with needs related to social determinants of health
- Reduction of ED visits and/or aversion to Alternative Level Care admissions
- Minimum three (3) service commitment
- No client co-pay fees



Volunteers

Volunteers based programs are essential to helping older adults and adults with disabilities live independently with dignity and happily in their home.

- Kind, caring and compassionate individuals
- Support service implementation of volunteer exclusive programs such as: Meals on Wheels, Transportation, Grocery Delivery, Friendly Visiting and Snow Buddies
- Be part of a team environment that is making a difference
- Mileage reimbursement available

Client Profile



He has self identified that his level of loneliness has decreased through the Friendly Visiting program and monthly through Lunch Out events

He feels a sense of security that someone is checking on him through the Security and Reassurance calls



He receives Meals on Wheels daily

Safety at Home has made him feel safe in his home

He has a Homemaker and a Brokered Worker and is on a list for a Snow Buddie

Volunteer Drivers assist with the task of driving him to appointments



Contact us to make a referral, receive more information, to volunteer or make a donation.



905-682-3800

cssn@cssn.ca

Resources

Planning for our older years is critical for your health and wellness.

Plan, educate and be ready to act when the time is right.

- Speak with your family doctor or nurse practitioner.
- NOHT-ESON Resource Navigator is a carefully curated list of local health and social services in Niagara.
<https://noht-eson.ca/resourcenavigator/>
- Call 811 (TTY 711) to speak with a registered nurse day or night for free, secure and confidential health advice. Or visit their website to search for a service.
<https://health811.ontario.ca/static/guest/find-a-service>
- Call 211 – a helpline that easily connects people to social services, program and community supports they need.





Questions?