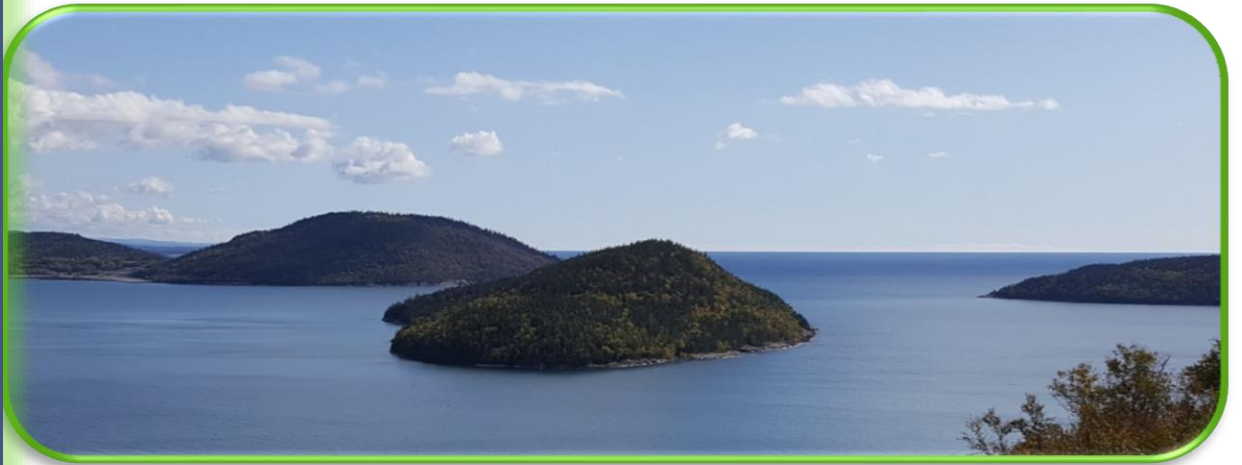


Northern Neighbours NPLC Annual Report



2024-2025

Respectfully written and submitted by:
Carolyn Burton, Clinic Administrator
Mandy Larouche-Raiche, Lead NP

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Message from the Chair:



On behalf of the Board of Directors, I am pleased to present the Annual Report for Northern Neighbours Nurse Practitioner Led Clinic (NNNPLC) for the 2024-2025 year. I have the pleasure to serve on the board as the Chair for two years, and a board member volunteer since 2022.

I'd like to thank our board of volunteers & the ongoing tremendous work of our staff who are dedicated to our patient community. Netmizaaggamig Nishnaabeg and White River have the right and need for primary health care and healthy communities. Recruiting Nurse Practitioner healthcare professionals has remained a top priority.

I am looking forward to 2025-2026 and working with the team of the NNNPLC and continuing to serve the board in the treasurer position.

Thank you, Miigwetch, Merci!

Sincerely,

Charles Alderson
Board Chair

Our Team

Clinic Administrator

Carolyn Burton

Registered Practical Nurse

Nathalie McCaig

Social Service Worker

Chrishanna Beckford

Locum NPs

Cynthia Ebanks

Lynn Abernethy

Board of Directors 2024-25

Charles Alderson, Chair

Patricia Anglehart, Treasurer

Lynne Thibeault, Secretary

Tina Forsyth, Director

Anthony Rossi, Director

Crystal Pirie, Director

Lead Nurse Practitioner

Mandy Larouche-Raiche

Registered Nurse

Lori Skerritt

Admin. Assistant

Tara Hart

Collaborative Physician

Mike Cotteril

QIIMS

Kristy Robertson



Our Guiding Principles:

Here at the Northern Neighbours Nurse Practitioner-Led Clinic, our Mission, Vision, and Values shape everything we do. They reflect our dedication to providing exceptional healthcare with compassion and integrity.

"Integrity is doing the right thing, even when no one is watching." - C.S. Lewis

Our Vision:

We aim to provide integrated, holistic care that is collaborative and coordinated to meet the needs of the people we serve.

Our Mission:

The Northern Neighbours Nurse Practitioner Led Clinic is committed to providing comprehensive primary healthcare to the communities of White River and Netmizaaggamig Nishnaabeg with compassion and pride to facilitate optimal health and wellness.



Our Values:

Our core values are the foundation of our practice, guiding every interaction and decision we make:

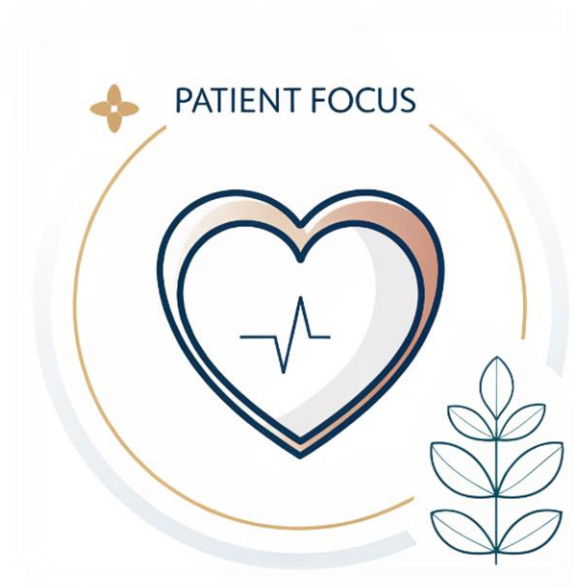
Patient-Centered Care: The patient is always our primary focus.

Respect & Dignity: We treat all individuals with respect and dignity, regardless of race, culture, or background.

Teamwork: We function as a cohesive inter-professional team, working together for your well-being.

Excellence through Learning: We are committed to remaining current in our respective fields to provide the best possible care.

Compassionate Care: We are dedicated to providing comprehensive and compassionate care in every interaction.



A Year in Review:

This past year has presented the Northern Neighbours Nurse Practitioner-Led Clinic with significant challenges in recruiting and retaining the highly skilled healthcare professionals essential to our operations. A confluence of factors, including a provincial hiring freeze and stagnant funding, has severely limited our capacity to offer competitive compensation packages, particularly in comparison to the rapidly expanding private sector.

We have observed several concerning trends impacting on our workforce:

Recruitment Difficulties: Attracting qualified nursing staff and medical administrative staff to our open positions has become increasingly difficult, with fewer applicants and greater competition for talent.

Wage Freeze: The current wage freeze has severely constrained our ability to offer salaries that align with the escalating market rates for healthcare professionals.

Limited Funding: A lack of increased operational funding restricts our flexibility to adjust compensation strategies, making it challenging to both attract new talent and retain our invaluable existing staff.

These factors have directly contributed to critical impacts on our team:

Cost of Living Disparity: The increasing cost of living in our region further exacerbates recruitment and retention issues, as our current compensation structure does not adequately offset these rising expenses for our staff.

Furthermore, this year we faced an additional operational challenge with the loss of access to our vital transportation vehicle. Recognizing the critical importance of transportation for patient access and community outreach, we have initiated a collaborative effort with the Red Cross, actively seeking funding to secure a replacement vehicle. This is a crucial step to maintain essential services for our community members.

Despite these significant hurdles, we are immensely grateful for the dedication and flexibility of our team.

Cultivating Care: Our Commitment to Community and Collaboration
At the Northern Neighbours Nurse Practitioner-Led Clinic (NNNPLC), we believe in growth—for our people and our partnerships. Through dedicated professional development, we're continuously nurturing a community-focused environment where patient well-being truly flourishes. This past year provided fertile ground for several impactful initiatives:

Empowering Through Estate Planning: Recognizing the specific needs of our patient population, the NNNPLC was pleased to procure the legal

services of Nicole Richmond, who presented a highly beneficial training session on estate planning and wills for our patients. Given that a significant portion of our patients are elderly, this session was exceptionally well received, providing valuable guidance and peace of mind.

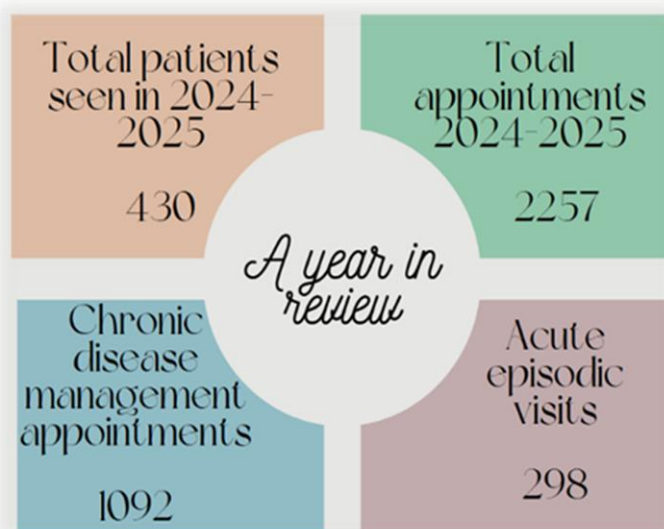
Strengthening Mental Health First Aid: Recognizing the growing need, the NNNPLC proudly hosted a Mental Health First Aid session. We are pleased to report that all staff participated and gained certification. This initiative is particularly timely, as mental health and addictions remains a primary focus for Algoma Ontario Health (AOH).

Branching Out: Regional Collaboration with AOHT: Recognizing that many of our beloved patients navigate the broader Algoma pathways for their care, the NNNPLC strategically joined the Algoma Ontario Health Team (AOHT). This is our way of staying ahead of the curve, aligning with the province's thoughtful shift from Local Health Integration Networks (LHINs) to a more integrated, regional approach to healthcare service delivery.

By prioritizing vital patient education through estate planning, strong mental health initiatives, and expansive regional collaboration, the NNNPLC is diligently working to ensure our patient community receives nothing short of exceptional, well-rounded care. We're not just planting seeds; we're growing a healthier future, together!

"We do not learn from experience... we learn from reflecting on experience." - John Dewey

Service and Program Delivery:



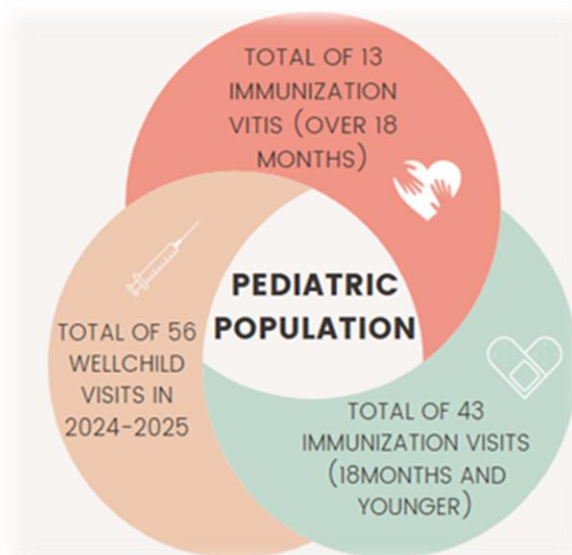
Despite the challenges faced by the staff of the Northern Neighbours Nurse Practitioner-Led Clinic (NNNPLC) in fiscal year 2024-2025, the period concluded with significant growth. We celebrated the addition of a new member to our nursing team and the return of our Nurse Practitioner Lead.

Throughout this time, our dedicated team remained focused on providing continuous primary care services to both the communities of White River and Netmizaaggamig Nishnaabeg First Nation (NNFN).

We continue our commitment to provide culturally sensitive, accessible, and high-quality healthcare to individuals of all ages in both communities. The ongoing variety of primary care services from our team at the Northern Neighbours NPLC are provided in a culturally sensitive and accessible way for patients in both communities.

Primary care services offered and not limited to from our nursing team

- chronic disease management
- antenatal care
- childhood wellness assessment and immunizations
- adult wellness and screening



Living in Northern Ontario presents unique challenges, and our team is committed to overcoming these barriers. We aim to provide comprehensive services right here at our clinic, so you can receive most of your care without needing to travel over 100km for routine procedures or chronic disease monitoring.

We also work closely with neighboring family health teams in Wawa and Marathon. This collaboration ensures that patients in the area can access our high-quality services when needed.

Some of these services include:

- OTN consults
- Phlebotomy
- Foot care
- Injections (allergy, B12, antipsychotics and more)
- Blood pressure monitoring
- Wound care management
- Minor procedures (skin biopsy, cryotherapy)

Our Registered Practical Nurse continues to put her forefront while working collaboratively with OTN services to ensure

all patients can attend specialist consult and follow ups without any barriers.



Our social service worker plays a vital role in addressing our community's needs by continually expanding the services and programs offered at the NNNPLC for all ages.

These include:

Programs: Such as smoking cessation, prenatal nutrition, fall prevention, and exercise.

Supportive Counseling: Covering areas like depression, anxiety, PTSD, ADHD, stress management, addictions, grief, dementia, and financial concerns.

Social Assistance Applications: Providing help with applications for ODSP, OW, EAP, CPP, and EI.

System Navigation: Offering referrals to healthcare services and other community support agencies, along with future planning assistance.



Looking Ahead: A Vision for Expanded Care and Innovation

As we reflect on the past year, we're filled with immense pride for what we've accomplished, and even greater excitement for the future. Our commitment to expanding access to high-quality healthcare for our communities, particularly Netmizaaggamig Nishnaabeg, remains steadfast. We're not just looking to grow; we're actively building a more comprehensive and responsive healthcare model.

Enhancing Services and Reaching More Patients

A key focus for the coming year is to significantly increase the services offered to Netmizaaggamig Nishnaabeg. This includes vital on-site bloodwork, essential foot care, and a general increase in attendance and engagement. We believe these expanded services will make a tangible difference in the health and well-being of the community.

Registering Patients

The successful recruitment of our Lead Nurse Practitioner (NP) FTE has been a pivotal moment. This crucial addition to our team has allowed us to begin registering unattached patients, a significant step toward ensuring more individuals in our region have access to a primary healthcare provider. We're thrilled to welcome these new patients and provide them with the care they deserve.

Strengthening Partnerships and Community Well-being

Collaboration is at the heart of our strategy for the future. We're actively working with the local school to provide vital health education for students. Empowering the next generation with knowledge about healthy living is an investment in the long-term well-being of our community.

In another exciting development, we're collaborating with the Canadian Red Cross to acquire a new vehicle. This vehicle will be instrumental in improving patient access, allowing us to transport patients to appointments, deliver necessary supplies, and conduct outreach programs more effectively. It will truly be a mobile extension of our clinic's commitment to care.

Advocating for Growth and Embracing Innovation

While we celebrate our successes, we also recognize areas where continued effort is needed. We will persist in our advocacy to increase Human Resources funding. This is critical for improving our recruitment efforts and addressing our current NP FTE job vacancy. Attracting and retaining top talent is essential to meet the growing healthcare needs of our population.

Our partnership with the AOHT remains strong, and we will continue to work closely with them to increase access to Inter-health Professionals for in-

clinic services. This collaborative approach ensures our patients benefit from a wider range of specialized care right here in their community.

Finally, we're enthusiastically embracing the future of healthcare through AI tools. We plan to leverage these innovative technologies to maximize the efficiency of our healthcare and administrative processes. By streamlining operations, we can dedicate even more time and resources to direct patient care, ultimately enhancing the quality and accessibility of our services.

A Shared Vision:

The sentiment embodied by Mother Teresa's quote, "I can do things you cannot, you can do things I cannot; together we can do great things," perfectly encapsulates the collaborative spirit at NNNPLC. Through strong partnerships and a dedicated team, we have achieved significant success.



Statement of Operations:

For the year ended March 31,	2025	2024
REVENUE		
Province of Ontario	\$ 829,243	\$ 833,457
Province of Ontario - OTN	31,706	31,706
Other	—	13,804
TOTAL REVENUE	860,950	878,967
EXPENDITURES		
Advertising & Promotion	154	1,415
Audit and accounting services	14,939	12,503
Benefits	69,866	106,005
Computer Leasing	1,800	2,621
Fees & Memberships	31,831	20,504
General consulting	5,974	4,359
Insurance	8,061	8,620
Interest & Bank Charges	737	464
IT Software/Hardware	8,695	10,453
Legal and advisory services	1,387	11,544
Medical supplies and clinical travel	12,151	10,868
Occupancy costs	10,920	16,303
Office supplies	18,607	7,377
Professional development	18,327	20,056
Recruitment and retention	2,929	232
Repairs and maintenance	30,081	24,827
Salaries - health providers	354,320	428,999
Salaries - management and administration	126,457	151,121
Salaries - OTN	31,707	31,707
Telephone	9,727	8,979
Travel and meetings	-	-
TOTAL EXPENDITURES	758,670	878,957
SURPLUS OF REVENUE OVER OPERATING EXPENDITURES	102,280	10
AMORTIZATION OF CAPITAL ASSETS	(44,395)	(93,313)
AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS	44,395	95,313
SETTLEMENT OF FUNDS FROM PROVINCE OF ONTARIO	(102,280)	(10)
ANNUAL SURPLUS (DEFICIT)	\$ -	\$ -

Acknowledgements:

At the Northern Neighbours Nurse Practitioner-Led Clinic (NNNPLC), we are incredibly fortunate to be surrounded by individuals and groups whose dedication and support are the bedrock of our success.

Our Dedicated Team

The unwavering dedication of our staff truly shines in everything they do. Their professionalism and patient-centric approach are evident daily as they provide exceptional care. It's inspiring to witness their remarkable skills and genuine commitment to the well-being of both our patients and each other. They operate as a cohesive and supportive unit, and their tireless efforts are a testament to their incredible spirit and compassion.

A Heartfelt Acknowledgement:

With the inability to recruit full-time equivalent (FTE) Nurse Practitioners, the clinic has been incredibly fortunate to secure the services of two (2) highly skilled locum Nurse Practitioners, Cynthia Ebanks and Lynn Abernethy. Their unwavering support has been indispensable; without their commitment, the Northern Neighbours Nurse Practitioner-Led Clinic would not have been able to continue providing essential primary healthcare services to our community.

Strong Leadership and Community Partnerships

We are deeply grateful for the guidance and unwavering support of our esteemed Board of Directors. Their commitment to enhancing access to primary healthcare, alongside the invaluable time they volunteer, provides essential leadership that we profoundly appreciate. We extend our sincerest gratitude for their tireless dedication.

Similarly, we commend the leadership of Netmizaaggamig Nishnaabeg for their continuous support and guidance. Their steadfast commitment to the NNNPLC is clearly reflected in their willingness to collaborate and offer invaluable advice on optimizing primary healthcare delivery for their community.

The Mayor and Council of the Township of White River also deserve significant recognition for their ongoing investment in recruitment initiatives. Their commitment to attracting and retaining healthcare professionals, including the recent housing incentive for our new Nurse Practitioner, demonstrates their unwavering dedication to local healthcare. We also extend our thanks to the Community Economic Development Committee for their partnership in the Wellness Garden project, which is nearing completion and promises to be a wonderful community asset.

Our sincere appreciation goes to Kadean Ogilvie, CEO of Lady Dunn Health Centre. Her profound commitment and steadfast support are invaluable, as she consistently recognizes and champions the essential need for a

collaborative approach to primary healthcare delivery across our region. Her vision helps us move forward together.

We extend our heartfelt thanks to Dr. Mike Cotterill, Collaborative Physician. His continued support, dedication to true collaboration, and unwavering patient-focused view are truly making a difference across our entire region.

Our sincere appreciation also goes to Silvana Dereski, Executive Director of the Wawa Family Health Team. Her steadfast commitment to collaboration and her patient-focused approach are instrumental in helping us actively break down silos and foster a more integrated healthcare landscape for our communities.

A special thank you to Shelly Duplessis for her exceptional work in training our staff. Your passion and commitment, and indeed your immeasurable love for White River, are deeply felt and greatly appreciated by all of us.

Finally, we would like to acknowledge the Ministry of Health and the Primary Health Care Branch of the Ministry for their continued support and we also would like to thank Ontario Health for their continued support of our various programs.



Thank You