

2024-2025

Annual General Meeting Report



Tri-Area Medical Centre



Gilmour Clinic



Marmora Medical Centre

A Message From Administration



Speaking on behalf of Administration, it is an honour to be part of such an excellent organization. The Team Members of the C.H.F.H.T. and those of our collaborating C.H.F.H.O. are for certain the most valuable aspect in our growth that have led us to today.

The Board of Directors provides expert oversight of its fiduciary duties with the greatest appreciation and respect for the staff. This volunteer Board cannot speak enough to the excellence of our Team.

In all ways possible and within their ability they provide support which allows Administration the ability to empower the staff. We are honored to assist in creating a positive workplace culture.

This report certainly speaks to that level of excellence and collaboration. Thank you to each team member for the past year and all the contributions enclosed within.



Lead Physician's Report



Another year has concluded, and despite the significant challenges currently facing primary care across Canada, the Central Hastings Family Health Team (C.H.F.H.T.) proudly upholds its commitment to delivering exceptional primary care—the right care, at the right time, and in the right place—to our patients, their families, and the broader communities of Central Hastings. Our continued success is a direct result of the extraordinary professionals who have chosen C.H.F.H.T. as their home and work

family, selflessly dedicating themselves to serving our team, patients, and families with unwavering passion and commitment. We also attribute our achievements to the nurturing organizational culture that is meticulously cultivated and sustained by our exemplary Board of Directors, Executive Director Mary Stuart, and the family physicians who have collectively embraced pivotal governance and leadership roles and made all necessary sacrifices to foster such culture over the years. Guided by a culture of teamwork, inclusivity, a steadfast commitment to excellence, and a profound spirit of service and compassion, we are determined to grow stronger and more effective in delivering our mission each year.

The past year marked the departure of Dr. Emily Callery, a highly valued family physician, who transitioned to a new role within the community, after six years of service in Marmora.

Through the exceptional collaboration and profound sense of responsibility demonstrated by the remaining Family Physicians and Nurse Practitioners, we seamlessly reallocated Dr. Callery's patient panel among the team. This collective effort was crucial in preventing her patients (close to 1000 individuals) from becoming unattached and enduring the lengthy waits for primary care that often characterize such transitions. Here, I would like to extend my sincere gratitude to the team for this act of sacrifice and kindness on behalf of patients and their families.

In addition, Dr. Janet Webb and I, alongside John Nicholas, the county's lead recruiter, and the dedicated Mayors of the four Municipalities of Centre Hastings, Marmora and Lake, Madoc Township, and Tudor & Cashel, meet monthly to continue our recruitment efforts for attracting more Family Physicians to our team. As previously reported, the diligent work of this committee over the past two years has successfully led to the recruitment and integration of Doctors Geoff Sinton and Corli Barnes into the C.H.F.H.T., bringing our total number of Physicians to seven and our attached patient count to approximately 9,300.

In alignment with the Ontario Health Team's transformative mandates to increase patient attachment, our dedicated team—including Dr. Janet Webb, Dr. Adam Stewart, Mary Stuart, Catherine Issac, and Jenna Turner-Dennis — is actively collaborating with other regional health organizations. We are exploring innovative strategies to expand our capacity, enhance patient attachment, and improve access to essential health services in our rural areas. While these initiatives are in their formative stages, we are already witnessing the emergence of new collaborative paradigms and promising ideas designed to achieve these ambitious goals.

In closing, as someone who arrived in this country as a refugee not long ago, it is a profound honour for me to be a small part of such an exceptional team and health care organization. The C.H.F.H.T. consistently makes a meaningful difference in the lives of people in this community especially amidst the ongoing national and international landscape of chaos and uncertainty. Together, we are confident that we cannot only thrive but also grow stronger, even in the face of difficulties and adversities.



Libby Clarke
Chair



Eric Sandford
Vice-Chair



Ellen Wilson
Treasurer



Richard Rotherham



Heather
Empey



Nancy Carrol



Dr. Payman Charkhzarin
Lead Physician



Dr. Janet Webb



Dr. Geoff Sinton



Dr. Adam Stewart

Our Board of Directors

Diane Dejong



Jane LaKatos



Amy Beaton

"Central Hastings Family Health Team's dedicated leadership is guided by a Board of Directors who are members of our Community committed to the success of C.H.F.H.T.. "

- Libby Clarke

Our Team Members— March 31, 2025

Tri-Area Medical Centre

Physicians:	Dr. Sue Dullege, Dr. Adam Stewart, Dr. Laura Vance, Dr. Janet Webb, Dr. Corli Barnes
Nurse Practitioners:	Susan Blakely, Amanda Friel-Brown
Allied Health Professionals:	Fyffe Hunting—Social Worker, Ruth Drennan—RN, Hailey Halvorson—RPN, Jeannie Allen—RPN
Clinical Lab Technician:	Tara McCann
FHO Administrator:	Cathy Coe
Medical Clinical Assistants:	Michele Dodds, Kim Yarrow
Receptionists:	Melissa Davidson—Office Manager/Lead Receptionist, Chantelle Zehr, Melissa Livingstone, Natalie Preston, Christine Glandon, Lisa Thajer
IHP Medical Receptionist:	Tricia Bauert
Program Manager/ Clinical Nurse Specialist:	Jenna Turner-Dennis—RN
Quality Improvement Consultant:	Catherine Isaacs
Executive Director:	Mary Stuart
Administrative Assistant:	Shelby Woudwyk

“Central Hastings Family Health Team is a very positive and supportive workplace, where the wellbeing of all team members is prioritized. Our excellent performance in both patient experience and patient outcome measures can be attributed directly to team members' commitment to collaboration, communication, and innovation. The Executive Director, Primary Care Practitioners, clinical staff, and administrative staff all work seamlessly together to support our communities and promote our patients' health and happiness.”
- Catherine Isaacs QIC

Marmora Medical Centre

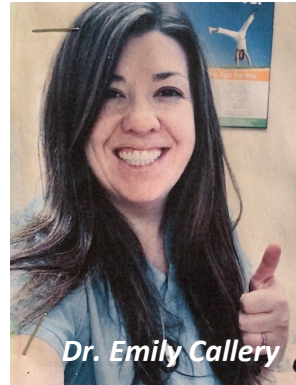
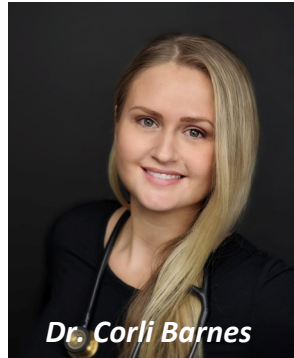
Physicians:	Dr. Payman Charkhazarin—Lead Physician Dr. Geoff Sinton
Nurse Practitioners:	Brianna Meneely, Emily Walsh
Allied Health Professionals:	Sue Butcher—RN, Amanda Allen—RPN Fyffe Hunting—Social Worker Ruth Drennan—RPN
Phlebotomist:	Barbara Kerr
Receptionists:	Nikki Maloney—Office Manager Amanda Hegadorn
IHP Medical Receptionist:	Holly Walker

Gilmour Medical Clinic (Tuesday afternoons)

Nurse Practitioner:	Susan Blakely
IHP Medical Receptionist:	Tricia Bauert

This listing is comprised of C.H.F.H.T. employees, C.H.F.H.O. Physicians and their employees and employees of collaborating organizations. To assist you in accessing healthcare in the most streamlined manner on a daily basis we present ourselves as a collective team.

Team Updates—Welcomes and Farewells



We're pleased to extend a warm welcome to **Dr. Sinton, Dr. Barnes, Holly Walker, Lisa Thajer, Tricia Bauert** and **Christine Glandon** as they join our team. We're excited to have you on board and look forward to the contributions you'll bring!

At the same time, we'd like to say goodbye and offer our best wishes to **Dr. Callery** and **Emily Thorne RD** as they move on to new opportunities. Thank you both for your hard work and dedication—you will be missed!

Wishing everyone success in the journeys ahead.

Special Mention—20 Years

Thank you, Tara, for your commitment, hard work, and the many contributions you've made over the many years employed with the Madoc Physicians and then as a valuable Life Labs Phlebotomist. We're grateful to have you as part of our collaborative team! Congratulations on this incredible milestone!

We are so proud to celebrate a truly special milestone for an exceptionally special member of the team—

Susan's 20th year with us!

Your dedication, resilience, and unwavering support have been a cornerstone of this team.

Congratulations, Susan, and thank you for two decades of excellence and dedicated care.

SUSAN BLAKELY NP

"Susan has been nothing but kind, caring and compassionate.

We are so very lucky to have her as our NP"

-Patient of Susan Blakely NP

"Nurse Practitioner Blakely does an incredible job of caring for her patients. She takes concerns seriously and makes sure she gets to the bottom of any problems. You know that she truly cares about her patients."

-Patient of Susan Blakely NP



"I cannot think of anywhere else I would rather work. I am heading into my 20th year with this organization.

There has never been an organization who has been more supportive of the staff both professionally and personally. Everyone in the team supports each other, helping them and empowering them to be the best that they can be. I am very fortunate to be part of this organization and the community that supports it.

What makes it even better is to work in the area I grew up. "

- Susan Blakely NP

C.H.F.H.T. Programming



Foot care

Registered Nurse Ruth Drennan delivers comprehensive care and education for patients at high risk of foot complications through the C.H.F.H.T. Foot Care Program, offered at both Madoc and Marmora clinics.

Ruth's collaboration with the HPE LLPDP has led to additional education, advanced training, and access to vital supplies—further enhancing the program's capacity to deliver high-quality, preventative care and support for our patients.

Geriatric Outreach

Our Nurse Practitioner Brianna Meneely, continues to provide essential primary care directly to retirement home residents in Caressant Care Retirement Home, eliminating access barriers and ensuring patients receive timely, comprehensive care in the comfort of their home setting. This approach supports continuity of care, reduces unnecessary hospital visits, and enhances overall patient well-being.



Mental Health & Wellness

The Mental Health and Wellness program continues to thrive, thanks to the dedication and compassion of our Registered Social Worker Fyffe Hunting.

In 2024–2025, 158 unique patients were supported through 663 visits—exceeding our annual target of 135 unique patients by 17%. Q4 Patient feedback reflects the program's strong impact, with 100% of participants reporting a positive experience in both setting and making progress toward their treatment goals.

Exciting developments are on the way in 2025-2026!



Lung Health

The C.H.F.H.T. Lung Health Program is proud to offer in-house spirometry clinics, eliminating transportation barriers and significantly improving access for our patients. Regularly held at both Madoc and Marmora sites, these clinics support timely, convenient care.

Jenna Turner-Dennis, RN and Certified Respiratory Educator (CRE), works closely with the Lung Health Nurse Practitioner to deliver comprehensive education, self-management strategies, and personalized action plans—empowering patients to take control of their lung health. In 2024–2025, 177 unique patients accessed care through 273 visits, more than doubling our annual target of 75 unique patients.



Preventative Care

C.H.F.H.T. Cervical Cancer Support Squad continues to provide invaluable care and support to our patients. Quarterly evening clinics—staffed by our dedicated nurse practitioner, nurses, and IHP receptionists—were held at both the Madoc and Marmora sites, with many sessions operating at or above capacity.

In 2024–2025, the program served 248 unique patients across 292 visits, surpassing our annual target of 225. Way to go, team!



STOP

Our dedicated team of Nurse Practitioners and Registered Nurses, specially trained to deliver the STOP smoking cessation program, continued to excel this year. Additional training further expanded access and capacity for this vital service.

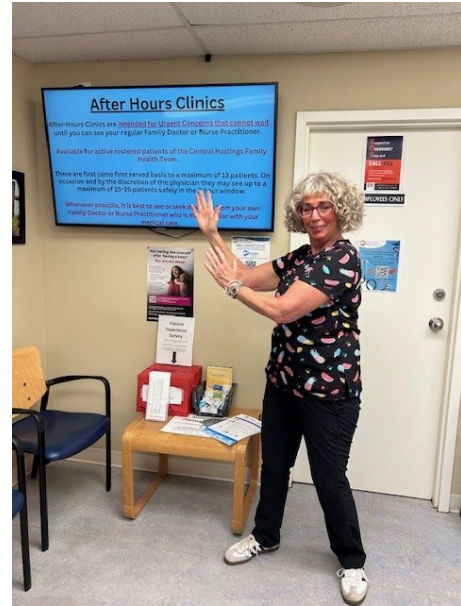
In 2024–2025, C.H.F.H.T. providers delivered 363 STOP visits, supporting 88 unique patients on their quit journey—surpassing our annual target of 45 by nearly 50%. Impressively, an average of 81.4% of patients surveyed over the year, reported that the program helped them quit or reduce their smoking. Amazing job team!



Great news from the Marmora Medical Center! The waiting room now features a new patient information screen, transforming what were once mostly blank walls into a hub of valuable information. Patients waiting for appointments can now easily learn about what's available at the Medical Center and what's going on in the community. This includes crucial details on topics like women's and men's health, as well as specific information about immunization clinics. This fantastic initiative and all its detailed content were spearheaded by Nurse, Amanda Allen. A significant contribution also came from Dr. Payman Charkhzarin, who generously donated the large LED screen. All staff at the Marmora Medical Center are dedicated and committed to keeping its patients informed and comfortable, truly highlighting a wonderful team effort to enhance the patient experience for everyone.



Marmora Medical Center Enhances Patient Experience with New Information Screen



*Barb, Marmora
Phlebotomist, proud to be
showing us Amanda's work!*

A big thank you to **Madoc Office Manager, Melissa Davidson**, for advocating for a change to FIT Kit requisition expiry dates — a small shift with a big impact. Thanks to her efforts, patients can now complete their colon cancer screening on their own timeline without the added stress of their requisition expiring. Your advocacy is making healthcare more accessible and patient-centered.

We're grateful for your leadership!



Financial Statement

Central Hastings Family Health Team						
Statement of Operations and Changes in Fund Balance - For the Year Ended March 31, 2025						
			Family Health Team Program 2025	Other 2025	Total 2025	Total 2024
			\$	\$	\$	\$
Revenue						
	Ministry of Health grants		1,396,160	-	1,396,160	1,248,646
	Interest earned		6,306	-	6,306	4,751
				-		
Total Revenue			1,402,466	-	1,402,466	1,253,397
Expenditure						
	Salaries & benefits		1,083,261	-	1,083,261	948,947
	Operating overhead		268,377	-	268,377	274,924
	Physician consulting		16,400	-	16,400	16,400
	One-time funding		34,428	-	34,428	13,126
Total Expenditure			1,402,466	-	1,402,466	1,253,397
Excess (Deficiency) of Revenue over expenditure for the year			-	-	-	-
Fund Balance - beginning of year			-	21,307	21,307	21,307
Fund Balance - end of year			-	21,307	21,307	21,307

The above financial information has been audited by our external auditors' Baker Tilly KDN LLP and approved by the Board of Directors. The above financial information has been extracted from the audited financial statements March 31, 2025 with a qualified auditors' report dated June 10, 2025.

Our Team



"This organization is committed to a culture that values and promotes diversity, inclusion and equal opportunities."





"We're more than just coworkers— we're a work family"
- Employee



At C.H.F.H.T., we sincerely value all the individuals and communities who generously support us in our mission to deliver outstanding primary care to our patients and their families.

- Dr. Payman Charkhzarin



C.H.F.H.T. Engagement and Collaborations



Dr. Janet Webb serves as **C.H.F.H.O.’s** representative on the **HPE OHT’s Stewardship Council** and **Primary Care Council**.

We are grateful for her tireless efforts, deep expertise, and consistently optimistic outlook. Dr. Webb’s leadership and dedication are greatly appreciated as we continue to strengthen our role within the HPE OHT.

Thank you, Dr. Webb!

We extend our sincere thanks to **Catherine Isaacs** for her expertise and leadership in further developing our collaborative efforts with the **HPE OHT**.

Catherine, Quality Improvement Consultant, shares her knowledge and expertise with our team and our collaborative partners. She sits on several key committees, including:

- HPE OHT’s Rural Hastings Constellation
- Quality Action Team
- Primary Care Action Team’s Data Subgroup
- Equity Committee
- Foundational Supports Team
- Preventative Care Program Data Working Group



Her dedication and contributions play a vital role in strengthening our partnerships and advancing integrated care across the region.

Thank you, Catherine!

Jenna Turner-Dennis, Program Manager/ Clinical Nurse Specialist, and Certified Respiratory Educator, is an active member of the **Regional Lung Health Program's Action Team (LHAT)**.

She also represents us at the **HPE Lung Health Working Group** and participates in various regional networking events.

We appreciate Jenna's ongoing commitment to advancing lung health initiatives across our region.



Several members of C.H.F.H.T. are actively engaged in the **HPE OHT's Lower Limb Preservation Demonstration Project**, including:

- **Ruth Drennan**, Registered Footcare Nurse
- **Jenna Turner-Dennis**, Program Manager, Clinical Nurse Specialist
- **Dr. Emily Callery**
- **Amanda Allen**, Registered Practical Nurse (Marmora Physicians)
- **Dr. Janet Webb**
- **Sue Butcher**, Registered Nurse



Lower Limb Preservation Demonstration Project (LLPDP)

Since 2024, the team has participated in various LLPDP events and education sessions, including training in **Ankle-Brachial Pressure Index (ABPI)** and **lower limb assessments**. These efforts have supported the successful implementation of ABPI machines and dopplers received through the HPE OHT LLPDP initiative.

We thank all involved for their commitment to improving lower limb health and advancing preventative care in our community.

Visit us online to book virtually, please visit us at
<https://chfht.ca>

I'm truly thrilled to be a patient of this clinic. The staff truly cares about the wellbeing of their clients.
-Patient

Your staff are always so welcoming and efficient in what they do. We are very fortunate to have such high-quality health care right in our community! Thanks for all you do.
-Patient

This Clinic is very well run with a professional feeling you get when you arrive.
-Patient

Total satisfaction with the care and treatment received, thank you.
-Patient



As we look back on this past year, it's clear that it has been one defined by connection, progress, and transition.

We've continued to grow stronger as a team, leaning into collaboration, supporting one another, and deepening the bonds that make our work not just effective, but meaningful.

Whether in moments of challenge or celebration, this year has reminded us that our greatest strength lies in our people.

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Fax: 613-473-0692

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Central Hastings
Family Health Team

Ontario 