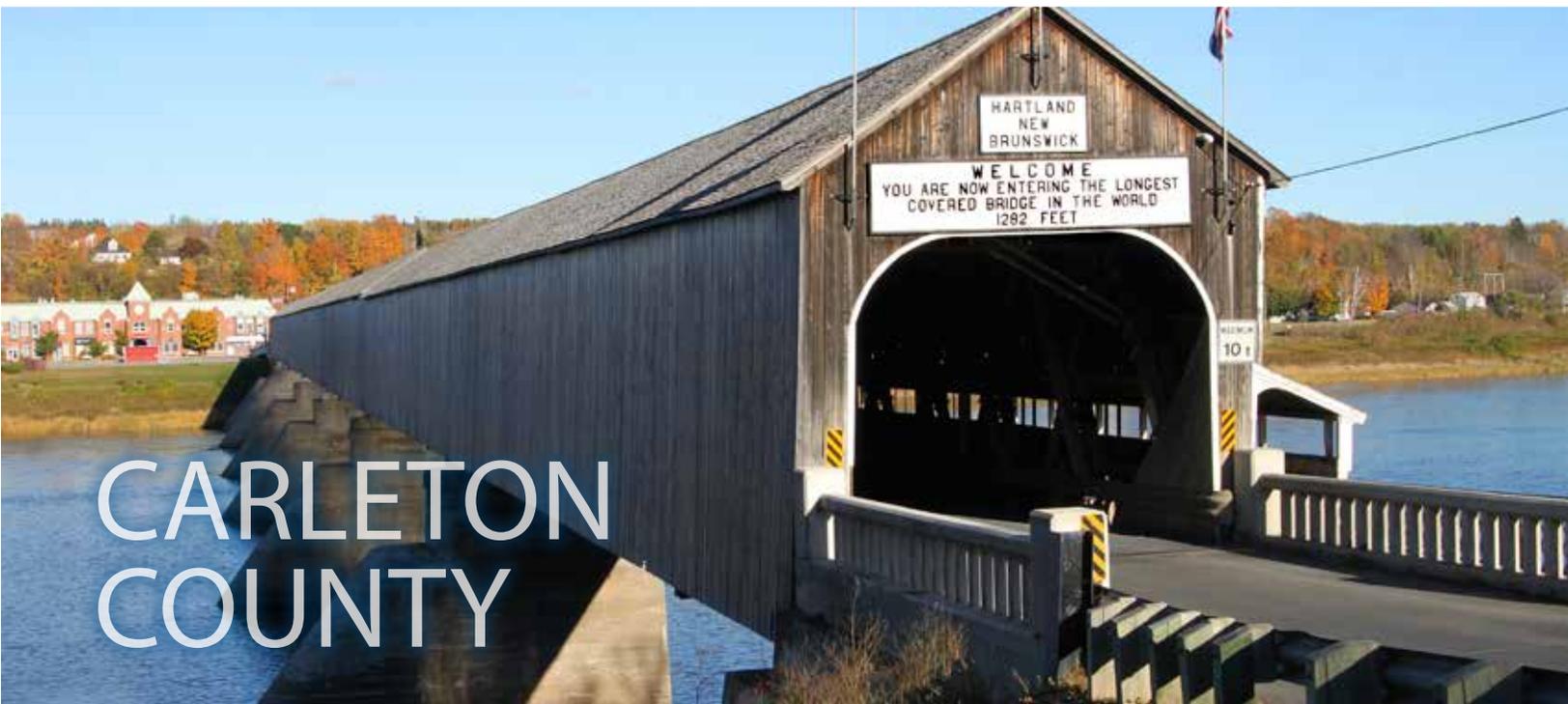


## ALBERT COUNTY



## CARLETON COUNTY



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### About Albert County

Albert County is a rural area in the southeastern part of the province on the Chignecto Bay in the Bay of Fundy.

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### About Carleton County

Carleton County is an area in the western part of New Brunswick bordering Maine and is often described as part of the Upper River Valley area as it is situated along the upper part of the Saint John River.

# CEO Message



There has been a lot of focus recently on how a person's environment affects their health, for better or for worse. The impact that a person's surroundings and social situation have on their well-being is known as the social determinants of health, and it's an important piece of our ongoing work of our mission: Helping people be healthy.

Health care providers are shifting towards an upstream approach to helping people be healthy. Take a look at the whole person, not just their

illness to determine the best avenue to allow them to live their best life. The same can be said for communities. What are the barriers preventing people from being healthy?

In my first year as your CEO, I was thrilled to be able to visit all the communities where Horizon operates. I've seen first-hand the assets these communities have, as well as the challenges they face, but one thing's for certain: I left each area feeling inspired by the passion and commitment from community leaders all across this province.

The Community Health Needs Assessments take the pulse of communities around the province. We wanted to find out what health resources our communities needed most. While these assessments are still ongoing, some common themes emerged: mental health support, seniors' programs, food security, and primary health care access are just some of the issues we've seen over and over again.

Each community is unique and needs differ slightly from region to region. Conducting these reports was the first step to understanding what resources these communities need most. Following the assessment, Horizon has supported dedicated teams of community members to act on the identified needs.

This fourth issue of *In Your Community* shows the work being done in Albert County and Carleton County to improve resources. I invite you to see what resources are available in your community, to learn what's most needed in your area, and to be inspired by the positive changes happening right now.

Yours in health,

Karen McGrath, President and CEO  
Horizon Health Network

## Horizon Health Network is driven by its mission

### Helping People Be Healthy

Good health lies at the heart of our daily quality of life. It is what all New Brunswickers want for themselves and those they love.

Helping New Brunswickers be as healthy as they can be is the shared purpose that motivates all those who work at Horizon on a daily basis. To achieve the best results, Horizon puts patients and clients at the centre of the health delivery system.

Each New Brunswick community served by Horizon is unique.

Working with key community partners, clinicians, and other stakeholders, progress has been made to identify and address their specific needs. This is an intentional effort initiated by Horizon to significantly improve community-based primary care, and support expensive tertiary services required by an aging population.

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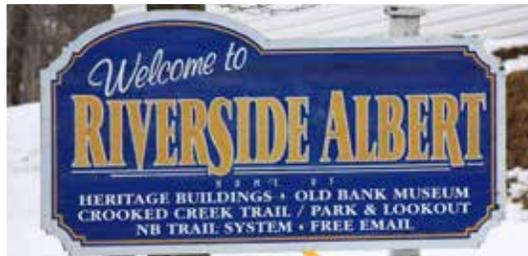
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The following documents were used  
as resources for this publication:

- Albert County Area Community Health Needs Assessment (February 2016)
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# Health care today

A well-designed health system should feature both strong centres of hospital-based care and appropriate community-based care “close to home” for New Brunswick residents. It’s a system that would ensure every New Brunswicker has access to the services they need to be as healthy as they can be.

With our province’s aging population, southern migration, and shift from rural to urban living, health care as we know it is changing. Government and non-government organizations and communities alike are looking for ways to deliver care in a way that does a better job of meeting the

unique needs of the people in each community.

The good news is that work is underway. Horizon Health Network (Horizon) is working in partnership with communities to provide better preventive, primary, and long-term care to community members, as close to home as possible.

## Community Health Needs Assessments

Since 2012, Horizon has been working with communities to gain a better understanding of their health care needs using Community Health Needs Assessments (CHNAs). A CHNA is a dynamic and ongoing process that identifies the unique strengths and needs of a community. This information provides both Horizon and the communities with a roadmap to achieving a common goal: **to improve the overall health of New Brunswick communities.**

Have you ever considered how housing or access to transportation might affect the health of an individual? You may not know it, but measuring community health goes far beyond studying rates of disease and the availability of health care services. Health services account for only 10% of what influences our health (see pie chart), which is why Horizon is working with individuals and agencies at a community level to

address the other 90%. The CHNA process provides an opportunity to get everyone around the table to look at all areas that are known to impact our health – health determinants (Table 1).

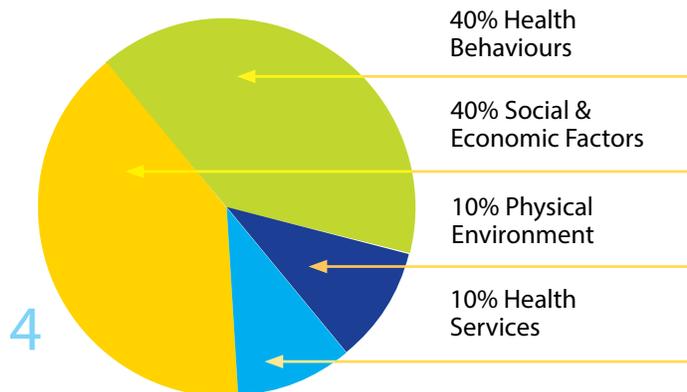
CHNAs help identify priority areas in the community that need attention and support the development of action plans to address them. This work influences programming that better serves the population and often supports the efforts of primary health care providers like family physicians, nurse practitioners, and pharmacists.

**Nobody knows a community better than the people who live there.** This work to address priority areas is being driven by a local committee that is passionate about the well-being of the community. With support from Horizon and other stakeholders, they are advocating for your health.

**Table 1: Determinants of Health as categorized by the Public Health Agency of Canada**

1	Income and Social Status
2	Social Support Networks
3	Education and Literacy
4	Employment and Working Conditions
5	Social Environment
6	Physical Environment
7	Personal Health Practices and Coping Skills
8	Healthy Child Development
9	Biology and Genetic Endowment
10	Health Services
11	Gender
12	Culture

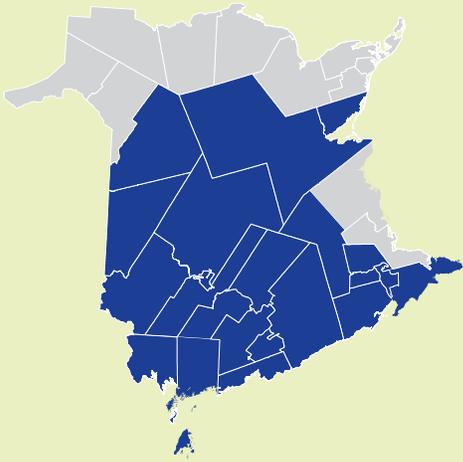
### What influences our health?



### What is primary health care?

Primary health care refers to an approach to health and a spectrum of services beyond the traditional health care system. It includes all services that play a part in health, such as income, housing, education, and environment. Primary care refers to health promotion, illness and injury prevention, and the diagnosis and treatment of illness and injury. (Health Canada)

# 17 Community Health Needs Assessments completed



The province is divided into 33 unique communities to ensure a better perspective of regional and local differences.

Community Health Needs Assessments have been completed wherever Horizon is located.

- Oromocto and Area
- Fredericton and Surrounding Area
- St. Stephen, St. Andrews and Surrounding Area
- Petitcodiac, Salisbury and Surrounding Area
- Saint John
- Moncton and Surrounding Area
- Grand Lake Area
- Neguac Area
- Miramichi Area
- Tantramar Area
- Central New Brunswick
- Albert County Area
- Carleton County Area
- Tobique and Perth-Andover Area
- Eastern Charlotte County Area
- Nackawic, Harvey, McAdam, Canterbury Area
- Sussex and Surrounding Area

## Common Themes Emerging

### REGIONAL PRIORITY

 Food Insecurity	 Awareness of Services & System Navigation
 Transportation	 Social Supports to Help Individuals Move Out of Poverty
 Mental Resiliency and Coping Skills Among Children & Youth	 Housing
 Addictions & Mental Health Services	 Collaboration with First Nations
 Alcohol and Drug Use/Abuse	 Supporting the New Family Reality
 Expansion of Sexual Health Services & Sexual Abuse Treatment/Prevention	 Senior Isolation and Lack of Community/Social Supports for Seniors
 Access to Primary Health Care Services	 Senior Home Care and Outreach Services
 A Shift to More Comprehensive, Team-Based Primary Health Care	 Recreation
 More Focus on Chronic Disease Prevention	 Enhanced Collaboration, Communication & Connectedness
 Healthy Eating & Physical Activity	 Continual Community Engagement

## In your community

Knowing what is happening in your community is important. In the previous three issues of *In Your Community*, Horizon worked with the Fredericton and Oromocto; Petitcodiac, Salisbury, Elgin and Havelock; Saint John and Grand Lake, Miramichi and Neguac Areas. This fourth issue is profiling what is happening in Albert County and Carleton County. In the pages that follow, you will get a better understanding of what these areas are doing to build healthier communities and will showcase specific priorities, challenges, and successes. Watch for our next issue, which will feature news from other Horizon communities.



# About Albert County

The Albert County Area is a rural area in the Southeastern part of the province on the Chignecto Bay in the Bay of Fundy. Although the area under study in the Community Health Needs Assessment (CHNA) does not include all of Albert County (it excludes the town of Riverview), community stakeholders felt that the name Albert County Area best described how they identify their community.

Being home to Fundy National Park and Hopewell Rocks, much of the employment in this area is based on tourism and is seasonal in nature. The area also includes the community of Alma, which has a fishing industry of lobster and scallops. Although the community of Hillsborough has a strong Acadian history, very few Acadians still live in the community making the Albert County area a primarily Anglophone community. The area also includes the community of Alma, which has a strong fishing industry.

The population of the Albert County Area has decreased five per cent from 2006 to 2011. This decrease is mainly attributed to an aging population (17 per cent of the population is aged 65 years and over) and to the fact that many

younger families are leaving the community to seek employment elsewhere.

The median household income in the Albert County Area is \$53,676 (2011) and 15 per cent of people in the area live in low income. Data shows that the community has elevated rates of many chronic health conditions when compared to the provincial averages such as high blood pressure, arthritis, gastric reflux, and diabetes.

A qualitative data collection plan was established by the Community Health Assessment (CHA) team in partnership with the Albert County Community Advisory Committee (CAC). As part of this plan, key informant interviews were conducted and focus groups, made up of community members, were held.

The qualitative component of CHNAs conducted by Horizon's CHA Team is guided by the Interpretive Description methodology, using a 'key issues' analytical framework approach. A summarized list of key issues was then presented to the Albert County Area CAC for feedback, and CAC members were asked to participate in a prioritization exercise of the key issues based on their own experience in the community.

## Key Stakeholders

(Advisory Committee)

- Albert County Health and Wellness Centre management
- Community Health and Extra-Mural program
- Community Development
- Public Health
- Mental Health and Addictions
- Social Development
- Wellness Branch, Social Development
- Albert County Health and Wellness Centre Advisory Committee
- Administration, Moncton and Sackville hospitals
- Forest Dale Nursing Home
- Paramedic
- Nurse Practitioner
- Shepody Food Bank
- Municipality of Hillsborough
- Municipality of Riverside-Albert
- Municipality of Alma
- Fundy National Park
- Retired Clergy
- Former school administrator principal
- Water and Environmental Protection for Albert County
- Chipoudy Communities Revitalization Committee
- Seniors Representative
- Historical Society
- Albert County Homecare
- Bennett and Albert County Health Care Foundation

The priorities that emerged from the exercise are used to finalize the list of priorities and recommendations for the Albert County Area.

## What was learned through the Community Health Needs Assessment?

### Priority Areas:

1. The need to improve mental resiliency and coping skills among children and youth in the community.
2. The need for Albert County Health and Wellness Centre outreach services in the community of Hillsborough.
3. The need for improved access to mental health services in the community.
4. An insufficient amount of safe, affordable housing options in the community.
5. The need for improved supports in the community for young families that are struggling and experiencing difficulties.
6. The need for improved collaboration between the municipalities in the area and between municipalities and health and wellness professionals in the community.
7. Food insecurity in the community.
8. The need for additional programs and services in the community to allow seniors to become more engaged, connected and mobile.
9. The need to evaluate the current function of the Albert

County Health and Wellness Centre and strategize on how to move forward with the original vision of the CHC model of care.

10. Transportation issues in the community that impact health.

### How are we doing?

Since the completion of the CHNA for Albert County, there have been great strides made in addressing the gaps identified in the recommendations. The outreach services from the Albert County Health and Wellness Centre being offered at the Hillsborough Satellite Office has been embraced by the greater population, with easier access to lab services, primary health care, a dietitian and more. By offering primary health care services in the area's high school, students learn to take control of their own health at a young age.

Transportation was a priority and the Tele-Drive Albert County service began flourishing following the assessment. Tele-Drive is a non-profit organization that provides affordable transportation to those living in Albert County. Drivers are volunteers and are reimbursed by the kilometre. The isolation barrier is broken down; people are better connected and healthier.

The Foods of the Fundy Valley is doing its part to battle food insecurity in the area by working

from the ground up with gardening clubs and workshops where participants can learn how to grow vegetables, beekeeping and more.

### Where do we go from here?

Albert County is embracing its rural roots and making access to primary health care second nature to residents.

Getting back to growing and teaching young people gardening skills is laying the groundwork for future generations – knowledge today's children will pass on to their own children.

While not all the priority areas have been tackled, there is no question the people in the area are engaged and working together to find solutions to all the priorities to help people be healthy!

In the following pages you will learn more about Albert County and the strides they've made with their programs, services and organizations.



Photo : Getty Images



Photo : Getty Images

# Community development through a primary-health care lens

Community development strengthens the bonds between people, resulting in an increased capacity to work towards common goals.

Joseph Gallant, community developer for Albert County, said looking at communities from an asset-based approach is the foundation of community development and at Horizon Health Network; there are five pillars to follow.

“The five strategies are: engaging the community, strengthening community capacity, improving access to services and information, building partnerships and relationships and creating supportive environments,” said Gallant, who is based out of the Albert County Health and Wellness Centre, in Riverside-Albert.

To do just that, Gallant, a registered nurse, said he tries to sit on as many boards locally and regionally as he can.

“You’re able to make connections, network, and have something to bring to the table when it’s appropriate,” he said. “So you have that linkage.”

Gallant said a community developer’s role is to identify where the gaps are and facilitate filling them.

“I build the web, build the network. I am really a resource person,” he said. “The role of a community developer is not to run programs. A lot of times community development, health promotion and education can get confused because, yes, I am a nurse, but I am also a community developer.”

Having been in that role since 2012, Gallant said one of the biggest changes he’s witnessed is the engagement and communication across the region.

“There are more community groups that are involved in things

Horizon Health Network wanted to highlight role of a community developer and feature some of the work that’s been done in Albert County.



## Continual Community Engagement

that might not even seem health related,” he said.

One example is a local newsletter-style magazine called *Connecting Albert County*, which also has an online presence.

“By filling that gap and connecting more people, you’re reducing the sense of isolation, you’re connecting more groups so they might be able to problem solve together.”

Gallant said with *Connecting Albert County*, different groups can organize and schedule their events effectively so there aren’t several events booked for one day, and it impacts the ability of the region to work together.



Horizon’s mission statement of helping people be healthy is fundamental with community development, Gallant said.

“A community developer helps people be healthy, just as any health provider would, it just works in a different way to help people be healthy,” he said.

The whole reason Gallant became a community developer was because he enjoyed the community piece of the health care puzzle.

“That had been my goal, my dream to work in the community using the primary health care lens in a place that needed it and it was applicable,” he said.

Gallant said some health care providers look at illness and treat – which is an essential part of health care – but that approach doesn’t fit within the paradigm of community development.

“It doesn’t address the underlying issues; it’s reacting to disease rather than trying to prevent disease from ever happening,” he said.

Gallant said many health care providers take the upstream

approach in health care, which fits perfectly with community development – the idea of looking at the whole person and not just the illness.

Originally from Prince Edward Island, Gallant has been in Albert County since 2009, when he started nursing.

“My nursing degree was built on principles of primary health care and in almost all my courses, we talked about the social determinants

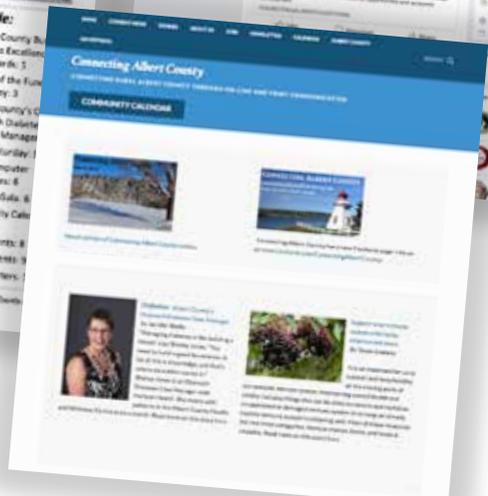
of health,” said Gallant. “Primary health care and the social determinants of health are two different ways of looking at health care, but they can be married together.”

Gallant said while studying for his nursing degree, he really enjoyed working in the community in primary health care.

“I enjoyed that perspective and how that looks. You look at the whole person, not just reacting to an illness, but trying to prevent an illness. Working with the patient to figure out what their goals are and having patient- and family-centered care.”

That being said, with his background, Gallant fits perfectly into the community developer role: just replace ‘patient’ with ‘community.’

He looks at the whole community of Albert County to figure out what its goals are, not its needs, but rather its assets and builds on what’s there and fills the gaps.



# Foods of the Fundy Valley addressing food insecurity from the ground up

Foods of the Fundy Valley is an organization that is working to improve food security in Albert County.

Their initiatives include a seasonal wholesale produce basket, a community garden, and some educational courses that are mostly focused on food preservation methods such as canning, fermenting, and jam making.

Tatum Andrews, program coordinator, said Foods of the Fundy Valley was incorporated in 2010 with a vision to create a stronger and more vibrant Albert County, where residents can enjoy all the benefits of consuming locally produced foods – while farmers and food producers profit economically.

“We are governed by an elected board of directors, and are supported by many passionate and energetic volunteers throughout the community,” said Andrews. “We

are farmers, bakers, innkeepers, teachers, business owners, accountants, cooks, artists – people from all walks of life.”

Following the Community Health Needs Assessment, food security was identified as a factor in Albert

County and Andrews said that

in order to tackle food insecurity; Foods of the Fundy Valley works from the ground up.

“We have established programs in

partnership with the Hillsborough and Riverside

Schools, to work with kids from grades K-12, and teach them to grow, prepare, cook and eat fresh, nutritious food right from our soil,” she said.

Board member Lisa Brown said Little Green Thumbs, Caledonia Growing, Riverside School Garden



Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations of that assessment.



**Food Insecurity**

Club, and Kids in the Kitchen are all successful programs they have been running in collaboration with the schools.

“If you don’t learn it as a way of life growing up, then it’s very beneficial to have in the school system,” said Brown. “Every year we do a harvest lunch at one of the schools with the food the students grow.”

Lynne Greenblatt, board member, said the garden clubs are very active in the schools.

“We want it instilled into young people, but luckily, if you’re really committed there’s a lot of information on the Internet now,” said Greenblatt.

Other workshops, geared more towards adults include a basic



introductory to beekeeping workshop, hydroponics, and how to build cob ovens.

The beekeeping workshops are the busiest ones, which are always full, with about 40 participants.

The seed starting workshops are popular. The last time it was offered, an additional workshop was added - two back-to-back.

“It depends on the workshop, but we’ll have anywhere from 10 participants to 40,” said Greenblatt.

“We haven’t had a poor turn out for any of the workshops,” added Brown.

Andrews said they’ve created a community garden at the Forest Dale Home, where community members can utilize at 10’ by 10’ plot – and the best part about it? Members of Foods of the Fundy Valley are an invaluable resource to help those who are new to gardening.

As well, Foods of the Fundy Valley coordinates the Community Food Smart Program which sees a monthly bulk-food delivery of locally-sourced foods, when possible. Food bags cost \$15 and contain more than \$30 worth of produce.

“It’s packed full of fresh produce, staple items like potatoes, carrots, onions, bananas, apples and we add on four to five extra items,” said Andrews.

Every third week of the month, bags are available at pickup points at Harbourview Market in Alma, Albert County Health and Wellness Centre and Crooked Creek Convenience in Riverside-Albert and Curryville Community Centre in Curryville.

Brown said to the idea behind Foods of the Fundy Valley is to use food security or simply food as a means to develop a community.

“Food security, education and business development are the three pillars,” Brown said.

At the end of the day, one thing is clear about Andrews, Brown, Greenblatt and everyone else involved with Foods of the Fundy Valley: they all have a passion for food.

If anyone else shares that passion, is interested in more information on workshops or anything to do with Foods of the Fundy Valley can email [foodsofthefundyvalley@gmail.com](mailto:foodsofthefundyvalley@gmail.com).



# Hillsborough Satellite Office offers primary health care, lab services and more

Prompted by the Community Health Needs Assessment, the Albert County Health and Wellness Centre now offers outreach services to the Hillsborough Satellite Office to be more accessible to the local population.

Located at the Old Village Church Place, on Main Street in Hillsborough, the satellite office offers lab services, dietitian services, nursing services, primary health care services with a nurse practitioner and future plans of hiring a social worker to provide mental health support.

Phyllis Hudson, manager of the Albert County Health and Wellness Centre, said this is something the community needed, so she anticipates offering additional primary health care services and expanding what's currently being offered.

"We want to give more, we just have to get it organized," said Hudson.

Services offered at the satellite office began in stages, starting with lab services in November 2015.

"We started out very gradual, it was all manual, paperwork was manual, just to give clients a taste and it worked out wonderfully," said Hudson.

Then, in August 2016, a partnership was formed between the Bennett and Albert County Health Care Foundation, which held fundraisers to furnish the office, the Village of Hillsborough covered the cost of the rent, while Horizon Health

Network provided resources and technology through its network.

"With the support of the foundation, the village and Horizon, we're now able to offer services to the greater population," said Hudson.

At the same time of the partnership, a nurse practitioner began working out of the office and all lab services went electronic.

In January 2017, the office began offering primary health care visits, then by February; the dietitian began working out of the office.

Krista Cormier, nurse practitioner, offers services two days per week in Hillsborough.

"We were fortunate, because Krista was already in the school and already providing services," said Hudson. "So that transition was easy for us because she's already known in the area for what she does."

Cormier said the services she provides as a nurse practitioner are very similar to what a family physician provides to his or her patients.

"I manage chronic disease, I treat common-acute illnesses, I do routine things like renewing prescriptions or if someone needs testing, or bloodwork done," she said. "If someone needs to see a specialist, I consult specialists and can refer to specialists."

In a sense, Cormier said what they're offering in Hillsborough is a one-stop-shop. If someone needs

Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations of that assessment.



**Access to Primary Health Care Services**

nursing services, a nurse can be booked to come that day.

"If we know in advance, we have the office. We can arrange for the nurse to come from [the] Albert County Health and Wellness Centre," she said. "As an example, there was a patient who needed an



injection so one of the nurses from Albert met him here, to save him the drive."

Cormier said all scheduling is done through the main line at the Albert County Health and Wellness Centre in Riverside-Albert, so patients call 506-882-3100.

"Because we have electronic medical records, charts are shared very easily," she said. "If someone in Albert makes a change to my schedule, while I'm here [in Hillsborough], we see it right away."

As well as her work at the satellite office, Cormier offers primary health services at Caledonia Regional High School, which is located in Hillsborough. She not only offers sexual health services, but any primary health care service that's needed by students or staff.

With the help of the Bennett and Albert County Health Care Foundation and the Anglophone East School District, Cormier established a satellite office at the high school in 2010.

"That was our first satellite office and it paved the way to have the Hillsborough Satellite Office," she said. "We opened our doors at the school to anything that was primary care."

Cormier offers primary health care services at the high school in the same manner she does at the Hillsborough Satellite Office.

"It's not just students receiving services, it's for staff as well, which helps keep people in the workplace," she said. "So if you have a staff member who needs a refill of her prescription, they can just pop down and see me on their break and it saves them a day away from work."

Since the Hillsborough Satellite Office began offering services, Hudson said the community has benefitted, especially from the lab services.

"It saves patients from driving into Moncton, if they can get to the Hillsborough office before 11:30 a.m. on Tuesday or Thursday, it saves them a trip," Hudson.

As well, Hudson said the lab services helps with Extra Mural staff, who can schedule visits with clients around the lab schedule so they know they can drop their specimens off those days.

Hudson said oncology patients are benefitting greatly from the lab services because if there's a basic lab test needed, and they're in the Hillsborough area, they can go the office Tuesday or Thursday.

"It saves them the long trip and what can sometimes be stressful, driving into Moncton," Hudson said.

The greater population of Albert County is located in Hillsborough. According

to Statistics Canada in 2011, the population of Hillsborough sat at 1,277, Riverside-Albert at 353 and Alma at 301.

Hudson said in its first year of operation, there were 1,730 lab visits and approximately 200 primary health care visits. She wants to continue to expand on the services offered.

"I would like to see some evening access, that's the goal," she said.

Hudson said they will continue to expand services when they can and for the time being she, and everyone in Albert County, is proud of the increased level of service being offered in Hillsborough.

For appointments at either the Albert County Health and Wellness Centre or the Hillsborough Satellite Office, call 506-882-3100.



Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations of that assessment.



**Addictions & Mental Health Services**

## Peer-support group for mental health offers hope

A nurse, who organizes a peer support group for mental health in Albert County, said she wants to show there's a light at the end of the tunnel.

"Hope. It's a little bit of hope and because as a mentor, that's all I can do, is offer hope," said Cynthia Stevens. "I believe that I have a gift and my gift is helping my community, helping my peers and doing the best that I can do mentoring them."

Based on the Community Health Needs Assessment's (CHNA's) priority of having improved access to mental health services in the community, Stevens, a registered nurse, began a mental health support group for Albert County residents.

Stevens said after the CHNA identified mental health support as a top priority, the first meeting took place March 16, 2017 with

12 participants attending. From there, they met on a weekly basis, and then based on the needs of the participants, they met monthly.

The group last met in December 2017. There is no charge to attend, and around five to seven people attend the meetings regularly.

Going forward, Stevens said meeting will take place on the third Wednesday of each month, with the next being in May.

The format of the meetings is very informal. Stevens said one person talks at a time and if someone can add to the conversation, they're welcome

to do so – in a respectful manner.

"Anyone can come, it doesn't make any difference," she said. "And if you want to just come and sit and listen you can, but confidentiality is a big thing."

The three key components of the meetings are no comparison, no judgment and no analysis.

"I learned that in the grief-recovery method training, but they're very powerful," she said.

Stevens said while she learned those three components for grief, they're applicable to the peer support group because people can talk openly.

"We're very open and we will talk about anything and everything. Those in attendance will try to come up with a solution."

Stevens said getting together and talking about anything and everything is therapeutic in itself.

"There are a whole lot of things, we just talk about life," said Stevens.

When someone is going through something, a participant in the group may be able to add to the conversation because they could have had a similar experience.



“If I’ve got something that I know, because I’ve experienced it, can I share that with you?” Stevens said. “I share that, I’m just as human as you are and I’m no different. I’ve lived and I’ve done the best I can and can I help you?”

In addition to the mental health support group, in the fall of 2017, Stevens was facilitating grief and bereavement sessions in partnership with Hospice Greater Moncton, coordinating Living Life to the Full, in partnership with the Canadian Mental Health Association, Moncton branch, and she was active with the Ottawa Model for Smoking Cessation.

“I’m out in the community, people are getting to know me and know

what I do,” said Stevens. “People will tell their friends and family members to come see me, they recognize that I can guide and direct.”

In her 32 years of work as a registered nurse, Stevens said it’s very empowering to know the community and its leaders stand behind her.

“I’m getting that support and I’m tickled pink,” she said.

Community members who need peer-support for mental health, or for grief and bereavement are welcome to attend meetings.

“I have been given the opportunity to make a difference in my little bubble in Albert County and I’m

doing the best I can,” she said.

“From today, maybe we can find a positive and work towards you becoming valuable to yourself, and then to your community.”

The next meeting, will take place the evening of Wednesday, May 16 at 6:30 p.m. at the Albert County Health and Wellness Centre.

Anyone looking for more information can email her at [Cynthia.Stevens@HorizonNB.ca](mailto:Cynthia.Stevens@HorizonNB.ca), call or text her at 506-866-6247 or call the health and wellness centre’s main line at 506-882-3100.

# Tele-Drive Albert County keeps people connected, seniors in their homes and healthy

Were it not for a door-to-door affordable transportation service in rural Albert County, Marion Parsons would have lost her independence.



“I lost my eyesight a few years ago, I don’t have much vision, so I can’t drive,” she said. “I used to drive all over the place, I thought I’d be a Tele-Drive driver, but I ended up needing the service instead.”

Incorporated as a non-profit organization in 2013 and a registered charity in 2014, Tele-Drive Albert County provides affordable transportation and is designed to improve the quality of life for people with little or no access to affordable transportation.

Aside from her vision loss, Parsons is perfectly capable of taking care of herself and lives an independent life in her own home.

“Not being able to get around, I suppose my daughter would have to put me some place, I don’t want that,” she said. “I want to stay independent as long as I can and look after myself.”

Coordinator Kim Beers said affordable transportation was identified by the Community Health Needs Assessment (CHNA) as something that was lacking in the area and Tele-Drive has filled that gap.

“After the needs assessment was completed, we had the reinforcement that what we were doing was a necessity and we pushed to get more drivers and ensure clients were able to use the service,” said Beers. “I had to resort to cold calling people who I knew retired and I was actually quite successful. And current volunteers and board members have also helped with recruiting, by telling their friends or family about volunteering.”

In 2016, the year the assessment was completed; Tele-Drive provided 484 rides, with 7,560 kilometres traveled and 550 hours volunteered. In 2017 Tele-Drive provided 668 rides, volunteers traveled 22,679.9 kilometres and 1,045 hours were volunteered.

Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations of that assessment.



## Transportation

How it works is simple: a client calls Beers and she books a driver.

“They contact me at least 48 hours before. They need to be registered, so I just need a little bit of information, and as long as I have their information, I book the ride,” said Beers.

There are 78 registered households and on average there are two people per household for a total of 156 individuals who use the service.

“That being said, not all of them are frequent flyers, some are using the service just in the winter, some are just here temporarily,” Beers said.

The service is open and available for anyone in Albert County; however, focus is on providing drives for seniors, low/fixed income and isolated individuals.

“We have provided transportation to summer students who work in Fundy [National Park],” said Beers.

The cost is roughly \$15 travel from community to community, so as an example, from Alma to Riverside-Albert and back costs \$15. Longer trips are pricier, so from Alma to Moncton and back would be \$35.

While there are 156 individuals who use the service, Beers said they’re helping more than just those who

use the service because it takes the stress of friends and family members who would typically drive their loved one.

“I have family members who call who will say ‘In order for me to take my loved one to their appointment, I have to take a half day off work,’ and you only get so many weeks of vacation,” said Beers.

Drivers, like retiree Barb Sinclair, use their own vehicle and pick up clients at their door, bring them to wherever they need to go, and then bring them home.

Prior to Tele-Drive, Beers said clients told her they were picking and choosing which medical appointments to attend because they didn’t want to ask loved ones for drives.

“That’s not always easy to ask, people feel like they’re a burden,” said Sinclair, who’s reimbursed by the kilometre driven from the moment she leaves her driveway.

Although she’s paid, Sinclair said she’s not in it for the money.

“I look at it as paying it forward, I want something there when I need it,” Sinclair said with a laugh. “It’s a good service and someday I may need it.”

As well, Sinclair said she enjoys the camaraderie because it’s more than just a driver bringing a client to their destination, she’s built lasting friendships.

“Marion and I have a great time,” Sinclair said.

Parsons said she uses the service regularly.

“I use it for doctor’s appointments, to get groceries and they help me in the store because I can’t find anything, and wherever I need to go,” said Parsons. “All the drivers are very helpful.”

It’s not for just medical appointments and errands; Parsons uses it to get out to social gatherings.

“They pick me up and we go play cards and I play as long as I can because I enjoy the company,” she said.

“If it works into the schedule, then maybe we’ll go to lunch too,” said Sinclair, with a laugh.

To ensure the clients can get everywhere they need to be, Beers has 30 drivers located between Alma and Riverview, and a couple of drivers who are licenced to drive a wheelchair accessible van.

“In Hillsborough we do have less drivers and could use more,” said Beers, adding if someone wants to volunteer as a driver, they can call

her directly at 875-1190.

Beers said Tele-Drive is made possible with the Bennett and Albert Community Health Foundation, United Way Moncton, the Villages of Alma, Riverside-Albert and Hillsborough, as well as through grants and donations.

“They are a passionate and committed group of stakeholders working together to run an effective transportation service that fit the community needs, using available local assets,” Beers said.

Each year, Beers said they survey participants for feedback on the service, and to see where and how they can improve.

“Individuals report they are feeling less stressed and worried, feeling more connected to their communities, feeling happier, healthier and feeling more independent since using the Tele-Drive service,” said Beers.

The CHNA identified a lack of transportation, the need for more engagement, mobility and connectivity as issues that were impacting health in Albert County – and Tele-Drive Albert County has filled that gap.

For more information about volunteering as a driver or getting involved as a client with Tele-Drive Albert County, call 506-875-1190 or email [teledriveac@gmail.com](mailto:teledriveac@gmail.com).



# About Carleton County

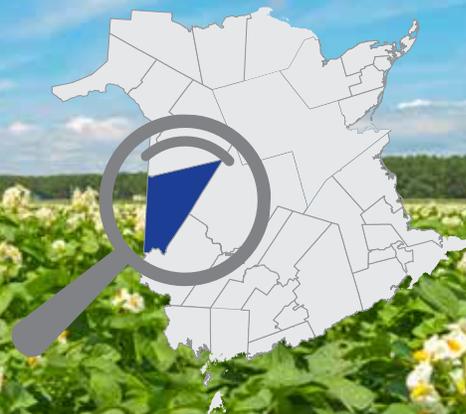


Photo: Getty Images

Carleton County is an area in the western part of New Brunswick bordering Maine and is often described as part of the Upper River Valley area as it is situated along the upper part of the Saint John River.

Being home to the corporate headquarters of McCain Foods, the largest producer of French fries in the world, much of the area is involved in potato farming and agriculture. Other industries in the area include transportation, warehousing, forestry and lumber production.

Carleton County is also home to the Maliseet community of Woodstock First Nation with a population of 284 on reserve and 641 off reserve.

The population of Carleton County has seen an increase of one per cent from 2006-2011. Data shows that Carleton County has increasing rates of many chronic health conditions and elevated rates of high blood pressure, diabetes and Emphysema or COPD when compared to provincial averages.

The median household income in the community is \$46,921 and 22 per

cent of the population is living in low income. Data shows that Carleton County has increasing rates of many chronic health conditions and elevated rates of high blood pressure, diabetes and Emphysema or COPD when compared to provincial averages.

Quantitative data review and qualitative data collection for the Community Health Needs Assessment (CHNA) review and analysis were used by Horizon's Community Health Assessment (CHA) Team. A qualitative data collection plan was established by the CHA Team in partnership with the Carleton County Community Advisory Committee (CAC). As part of this plan, key informant interviews were held with stakeholders in the area of primary health care and key stakeholder groups were consulted through the focus group interview method.

The priorities that emerged from the exercise are used to finalize the list of priorities and recommendations for Carleton County.

## Key Stakeholders (Advisory Committee)

- Florenceville-Bristol – Municipal Council
- Hartland – Municipal Council
- Woodstock – Municipal Council
- Extra Mural Program
- Public Health
- Family Physician
- Nurse Practitioner
- Diabetes Outreach
- Mental Health and Addictions
- Carleton Manor Nursing Home
- Social Development, Wellness Branch
- NBCC Woodstock
- High School Administration
- Elementary School Administration
- Community Schools Program
- Tourism, Heritage and Culture, Active Communities Branch
- Early Language Services
- Carleton County Retired Teachers Association
- Harvest House
- Community Residential Living Board
- River Valley Arts Alliance
- Multicultural Association
- Woodstock Police Force
- Woodstock Fire Department
- Community of Centreville
- Volunteer Family Services
- Big Brothers Big Sisters
- PFLAG
- Red Cross
- Western Valley Regional Service Commission
- Falls Brook Centre
- Carleton Victoria Community Inclusion Network

Photo: Getty Images

## What was learned through the Community Health Needs Assessment?

### Priority Areas:

1. Access to family physicians in the community is limited and is expected to become more challenging in coming years as many retire.
2. The need for more senior outreach programming in the community to help keep seniors in their own homes longer.
3. Transportation issues in the community that impact health.
4. Lack of awareness regarding programs and services already available in the community.
5. Current hours of operation for primary health care services (including mental health services) are a barrier for many and needs to be examined.
6. The need for more mental health services in the community to address the growing rate of mental health issues among youth.
7. Food insecurity in the community.
8. An insufficient amount of safe affordable housing options in the community.

## How are we doing?

Since the completion of the CHNA for Carleton County was completed, major steps have been taken to address the key priority areas and the groundwork is being laid to continue to fill in the gaps where necessary.

The work the Valley Food Bank does is instrumental in providing access to healthy meals to people all throughout Carleton County and even beyond. As well, the programs that are offered from their location, as well as the clothing, small appliances and furniture that are available, the building is more of a resource centre than simply just a food bank.

The AYR Motor Centre has easily been transformed into a hub for all ages with its programs like the Itty Bitty Movers, Active Adults, Inclusive Movement Drop-In and more. As well, there are now healthier options at the 2<sup>nd</sup> Home Café and Grill.

The Hartland Health Centre expanded its services to provide better access to primary health care to include two nurse practitioners, who can see patients seeking primary health care. Sexual health services are also available at the health centre.

## Where do we go from here?

Carleton County is on the cusp of so many great things. While nothing is set in stone, community leaders are working diligently to tackle these projects.

Now that the priority areas have been identified, Carleton County has goals in place and the right people are working to ensure they are reached. The sense of community-mindedness in the region is infectious, and they have the right attitude about tackling the issues and helping people be healthy!

In the following pages you will read more about Carleton County's wonderful programs and services.



Photo: Getty Images



Photo: Google Maps

# Town of Woodstock shifts focus to be an age-friendly, regionally focused community

Following the completion of the Community Health Needs Assessment (CHNA), community leaders in Carleton County came to an agreement there needed to be better communication among government agencies with a focus on wellness.

The Town of Woodstock and the Carleton Manor signed an agreement to lead the Age-Friendly Community Recognition Process which supports participation and healthy active lifestyles for older adults and all citizens through a steering committee.

Woodstock Mayor Arthur Slipp said thanks to the CHNA, Carleton County is now ready to move forward.

“We have a steering committee that’s continuing to work on the objectives the health needs assessment identified,” said Slipp.

He said the first step was to have better communication and coordination among different government agencies and non-governmental organizations.

“The communication has significantly improved and the focus is on wellness,” said Slipp.

While there is still work to be done in Carleton County, the community leaders are taking the right approach in improving the overall health of the community and they are on the brink of many great things.

“We were very forward thinking and visionary when we were looking at our community infrastructure and part of what we were able to accomplish was refocusing on wellness in general,” said Slipp.

The AYR Motor Centre and the L.P. Fisher Library are two facilities that now offer programs that cater to wellness, which, at the end of the day, are helping people be healthy.



## AYR Motor Centre focuses programs focus on wellness for all ages

Prior to its renovation and expansion, the AYR Motor Centre was essentially a pool and arena. Now it houses a field house, walking track, weight room facility, conference and community rooms with kitchen spaces.

Arthur Slipp, Woodstock’s mayor, said the renovation changed the whole focus of the building from a recreational facility to a community wellness centre.

“It’s for the entire region; we now have a regional focus, which has been a major step forward for the community,” he said. “Prior to the expansion, its main users were athletes. Now, if you sit and watch the people that come in, it’s a totally different mix of the demographics of our community.”

Kelly Foster-Hallett, director of recreation for the Town of Woodstock and facility manager at the AYR Motor Centre, said the motor centre has transformed into a bustling hub for people of all ages.

“We try to provide a wellness opportunity, an inclusive opportunity for all patrons of Woodstock and its surrounding areas,” she said.

In April 2017, Foster-Hallett said they tracked more than 350 people using the walking track per day.

“The elevator takes care of the accessibility piece so we have a lot of people rehabbing with knees and hips,” she said.

As well, there are heart-rate monitors available for anyone who’s had a cardiac event who is rehabilitating.

“If they’ve had heart surgery or concerns, they can sign them out for free and monitor their heart rate,” she said.



Photo: Google Maps

Horizon Health Network conducted a Community Health Needs Assessment for the Carleton County Area in 2015.

The following article highlights key recommendations of that assessment.



## Recreation

Itty Bitty Movers runs seven days per week for parents to bring their children between the ages of zero and five-years old.

“It’s so you have access to socialize with other parents as well as children can socialize with other children every day.”

Foster-Hallett said they work with local schools to provide swimming lessons during the daytime.

“They take classes for 10 weeks and we run them through life-saving structures, it gives parents time to enjoy Saturdays instead of coming to lessons on the weekend,” she said. “As well we do tot swims where parents can come in and expose their children to the water.”

They also offer Active Adults, which can be a variety of events and social time, the Inclusive Movement Drop-in, which is for individuals with intellectual and physical challenges.

“At the administrative level, there has been an attempt to make sure that it is an inclusionary facility,” said Slipp.

“Everyone can come any time, but we make sure that if there’s

something that’s not allowing you to come when everyone else is here, then you have your own spot,” added Foster-Hallett.

Foster-Hallett said the Youth Zone Drop-in, is an afterschool program for students from Grade 6 to 9 to get involved in a variety of physical activities, with no charge. It is possible thanks to a partnership with the Woodstock Canadian Tire and Woodstock Rotary Club.

Slipp said better communication was a key component, so in order to inform the public about all the programs offered at the motor centre, they keep the website up to date and provide a booklet.

For more information on programming, visit [woodstocknbrecreation.com](http://woodstocknbrecreation.com) or call the centre at 506-325-4671.



# Programs at L.P. Fisher Public Library focus on whole-person literacy

A group of adults spend their Friday afternoons colouring at the L.P. Fisher Public Library.

Librarian Jennifer Carson provides the adult colouring books, markers, pencil crayons – all the material, while some people bring their own.

“There are a number of people who come every week, they’re really into it,” Carson said.

One afternoon, following a colouring session, Carson said a man came up to tell her how important the colouring group was to him.

“He said, ‘I was so depressed that I hadn’t left my house for about four months and someone encouraged me to go to this colouring group and now it’s the highlight of my week. I look forward to it, it’s completely changed my life,’” she said he told her.

As a librarian who focuses on wellness programs, Carson said that is why she loves what she does.

“He was the hero who got himself out of bed to come. You don’t know what you’re doing, what kind of magic you are working in people’s lives,” she said. “My job is just to facilitate that magic. It’s not my magic it’s their magic, they’re the ones who are doing the work.”

The Community Health Needs Assessment (CHNA) identified a need for more senior outreach programming to help keep seniors in their own homes longer.

Carson has done her part to help ensure that happens because in 2017 there were more than 33,000 people that passed through the doors at the library.

“Our program numbers have quadrupled,” she said.

Carson said all across New Brunswick, libraries are shifting from the traditional idea of what a library is, to becoming community centres, or a person’s third space.

“There’s a place between work and home that people go to for entertainment or education, and so libraries are working towards being that third space in people’s lives,” she said.

Carson said her approach is focusing on what she calls whole-person literacy, which is much more than just literacy in the textual sense of reading.

“Financial literacy, for example, we offer programs on how to mortgage your first house or how to do your taxes, or digital-literacy needs like how to use a computer or make an

Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations of that assessment.



**Enhanced Collaboration,  
Communication  
& Connectedness**

Excel spreadsheet, make an email account, or how to use Kijiji,” she said.

Physical literacy is addressed through the movement-based programs that are offered for people with a variety of different needs.

“I teach yoga, but I can adapt it to chair yoga, for people who can’t necessarily get down on the floor,” she said.

If people are looking for a harder workout, Carson teaches a more advance yoga class and she organizes other workout activities as well.

“We have a walking club, a running club, we have ballroom dance, dance programs for kids, we do mini-golf in the library,” she said. “And I add movement into every one of our story times too.”



Carson said there are all different kinds of literacies and she tries as best she can to address all of them at least once throughout the year to meet the needs of the community.

“You can come here from any economic or social background and it’s a very welcoming place. There are no barriers here,” she said, adding the building is accessible and all programs are adaptable to any variety of cognitive or physical disability.

In addition to offering programs at the library, which is located on Main Street in Woodstock, Carson said she travels to Tobique First Nation a handful of times per year to offer programs in coordination with the Perth-Andover Library and, locally, she works closely with leaders from the Woodstock First Nation.

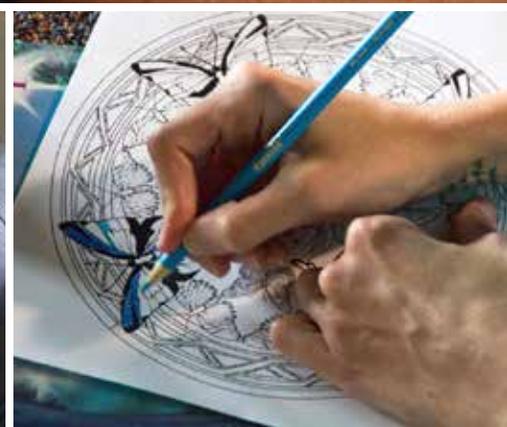
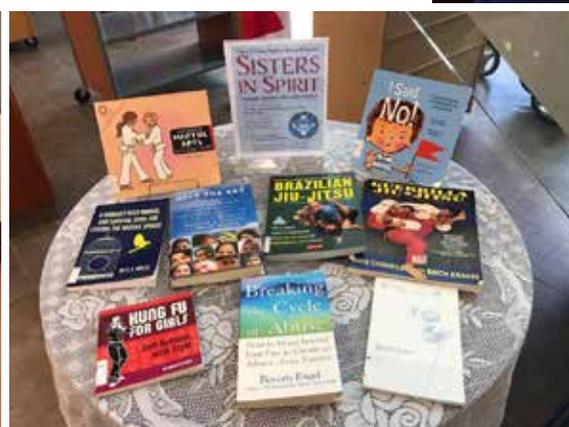
“I work with the community coordinator to offer programs. So

I bring people from Woodstock First Nation to teach library patrons all sorts of things like drumming or how to make traditional shakers,” she said.

The programs Carson offers and facilitates are an integral part of the big picture in helping people be healthy and developing a community with access to programs with no barriers.

“More and more people are becoming very isolated and to me it’s really important that we, as community, work together to prevent that isolation from happening or remedying it.”

For more information on programming, visit the L.P. Fisher Library on Facebook at [facebook.com /L.P.Fisher.Library](https://www.facebook.com/L.P.Fisher.Library) or call the library 506-325-4755.



# Hartland Health Centre offers access to primary health care providers

Recruitment and access to primary health care providers has historically been a challenge for Carleton County, but the Hartland Health Centre is helping with that by offering vital services to the community.

As identified by the Community Health Needs Assessment (CHNA), the Hartland Health Centre was expanded in June 2017. There are two nurse practitioners on staff to offer primary health care, as well as sexual health services.

Chad Daigle, manager of the health centre, said the nurse practitioners fill the void since what they offer is similar to what a family physician can offer.

“They take on their own patients for any primary health care needs, but they’re also able to see any other physician’s patients for anything sexual-health related,” said Daigle. “So it could be well-woman clinics, pap tests, and any kind of sexual health concerns.”

Crystal Broad is one of the nurse practitioners at the Hartland Health Centre. Anyone can visit the centre

for sexual health related services, including patients who already have a primary care provider.

“I do family practice, young and old, I deal with teens, children, older adults,” she said.

In her practice, Broad offers essentially the same services as a family physician. Everything from prenatal care, treating common-acute illnesses, renewing prescriptions, immunizations, managing chronic diseases and she can refer patients to specialists.

As well, Broad said for her, it’s important to focus on health promotion and illness prevention, because she likes to look at the whole person.

“I look at all the things that can be affecting a person’s life,” she said. “Then we work together on trying to determine what is making the most negative impact on their health. It is a holistic approach with a goal of teaching people how to better care for themselves.”

Broad said if a person doesn’t understand what is going on, then they can’t possibly help themselves,

Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations of that assessment.



## Access to Primary Health Care Services

so she’s there to give them the tools they need to better take care of themselves.

“I like to empower people. I enjoy when they come back and say, ‘Holy cow, I didn’t have to feel this bad for this long, I could have done something sooner’,” she said. “Change is slow but is achievable.”

As well, the centre provides free condoms, birth control, pregnancy tests, as well as services such as sexually transmitted infection screening and treatment, anonymous HIV testing, pap tests, safe sex tips, and referrals. All services are free, private, and confidential.

Daigle said in his role as manager, he looks at the CHNA and takes feedback from the community

to look at things they can do to improve services for the community. “I try to support staff in providing services and look at the ways we can be innovative and improve services,” he said. “Establishing the Hartland Health Centre was definitely a need and was an important undertaking.”

In addition to their work out of the Hartland Health Centre, Daigle said the nurse practitioners are working with area schools to provide sexual health clinics.

“We’ve looked at improving sexual health access in the schools, which takes a regional approach,” he said. “Depending on the needs of the school, they will provide sexual health services for a day every two weeks or so.”

Clinics take place at Southern Victoria High School, Carleton North High School, Hartland High School and Woodstock High School.

“The reception has been very good. We’ve been working on picking up patients from the Patient Connect list,” he said.

Patient Connect NB is a provincially managed, bilingual patient registry for New Brunswickers who don’t have access to a primary health care provider (a family doctor or nurse practitioner). New Brunswickers

register by calling 811 will be assigned to a provider on a first-come, first-serve basis.

“There have been a lot of calls for patients looking for a provider that we’ve been able to pick up,” he said. “I’m always impressed with how much the nurse practitioners do and what they can provide.”

Dr. Allison Moore, a family physician, has her practice at the Hartland Health Centre, so the nurse practitioners can consult with her when necessary.

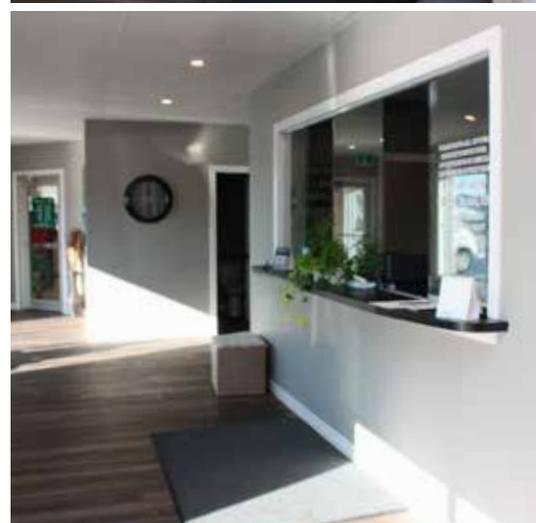
“She was already here in the area, it’s fortunate we were able to set up here because she’s a great resource,” said Daigle.

The Hartland Health Centre is helping people be healthy by improving access to vital services needed in the community.

The centre is located at 554 Main St., Unit 1, in Hartland. Hours are Monday to Friday from 8 a.m. to 4 p.m.

Daigle said appointments are available on short notice; however, walk-ins are not accepted.

The centre can be reached by calling 506-375-2700.



# Valley Food Bank is more than just a food bank, it's a resource centre

The Community Health Needs Assessment (CHNA) identified food insecurity in Carleton County as a priority that needed to be addressed and the Valley Food Bank is tackling it head on.

Sandra Ogden-Olmstead, executive director of the Valley Food Bank, said while they're located in Woodstock, they have an outreach program so they're able to offer services to all the communities from Nackawic to Bath and all the communities in between.

"Food insecurity comes and goes with the seasons, so sometimes we'll go to Cold Stream, but probably not in June, July and August because they have gardens," she said. "In the winter time, our outreach program is used a lot."

Ogden-Olmstead said she has an employee who lives in Bath, so when she leaves on Wednesdays, she makes stops all along her route home.

"So all clients have to do is call and they'll get their groceries by picking them up at one of the drop-off locations," she said.

On a monthly basis, Ogden-Olmstead said they feed on average 375 to 400 clients per month.

"Which turns into an average cost of about \$35,000 a month," said Ogden-Olmstead.

In addition to the traditional food bank, Ogden-Olmstead said they run the breakfast programs for all the schools between Nackawic and Plaster Rock.

"We feed 2,100 students breakfast every day of the week at their school," she said. "We have a truck that delivers all the provisions to get them through for the next month."

Walking into the food bank, one of the first things a person sees are bins of clothing and shelves full of household items.

"It's all free. I'm always in shock by how we can continue to do this," she said, noting all items have been donated from the community.

Ogden-Olmstead said they also take furniture donations and keep

Horizon Health Network conducted a Community Health Needs Assessment in 2016. The following article highlights the key recommendations of that assessment.



**Food Insecurity**

Understanding that transportation may be an issue for some of her clients, Ogden-Olmstead said they offer a ride home, within town limits.



a list of what people are looking for so if something comes in, they can provide that.

"So if someone needs a bed, couch, chair, table and chairs, fridges, or stoves, they can get them here," she said. "We keep a list and we call them if we get something they need."

"It's easy to get here, on foot. But if you're carrying a banana box full of groceries and a couple of bags full of food, you can't walk home," said Ogden-Olmstead. "We have two ladies from a church who offer their services to take people home. They'll come get you and take you home at no charge."

Since they have the space available at the food bank, Ogden-Olmstead said they are beginning to offer educational courses, to help clients better themselves.

“We’re trying to do budgeting classes, cooking classes, we have a garden,” she said. “In the late spring I’m doing an intro to computers class, just teach people how to search and use Google.”

As well, outside at the food bank is a garden, where clients learn how food starts as a seed to end up on the dinner table.

“We plant seeds, we follow it right through, learning about the nutritional value of it while it’s growing, how to grow, understanding the PH balances in your soil,” she said.

Clients also get to learn about composting and everything else that goes along with gardening, and once they harvest, they learn about pickling and preserving.

“It’s not just gardening, it’s a whole lot of other stuff,” she said.

“We go full circle. You wouldn’t believe how many people from the gardening classes are doing their own box gardens or even little pots of herbs.”

There are so many things that make Ogden-Olmstead want to go to work in the morning, and one

of them is certainly when she sees the knowledge being passed on to clients.

“Food banks are changing; we’re more than just a food bank. We are a resource centre,” she said. “In order to survive, we need to stop being so narrow-minded, we need to broaden our horizons.”

That’s the secret to working in a food bank. Ogden-Olmstead said it’s ever-changing because as culture and society changes, as do the needs.

“We have a lot of newcomers to Canada that are accessing our services, so we try to get things in that they would appreciate,” she said.

Ogden-Olmstead has worked out an agreement with the local Sobeys store to offer chicken, pork, beef or even steak.

“You should see my clients’ faces, maybe that’s why I do it,” she said. “I enjoy the community facet of food banking and most days, when you go home, you feel good.”

The Valley Food Bank serves clients Monday to Thursday, from 10 a.m. to 1 p.m., at their location at 844 Main St., Unit 9 in Woodstock.

For more information, call 506-328-4417.



# Message from Jean Daigle



*In Your Community* was created as a response to the important issues identified in the Community Health Needs Assessments (CHNA). The assessments provided us with information on how we could most effectively improve the health of the communities we serve. With each edition of this publication, we highlight the work that's been done.

In this fourth issue, we're focusing on Albert and Carleton counties. While each community we visit is unique, common themes have emerged, which are consistent across all 16 communities where we have completed CHNAs.

We recognize that understanding a community's strengths and needs is the foundation for making informed decisions about community-based health care. It's important to remember that health care is complex and measuring the health of a community goes far beyond looking at rates of disease and the availability of health care services.

Horizon Health Network is a large organization, yet we contribute to just a small portion of what determines the health of an individual. This is why we are focused on working with many partners, health care organizations, government, community organizations, and individuals like you to fully meet the unique needs of everyone in our communities. We each have a vital role to play in improving the health of New Brunswickers.

I would like to thank all of the communities who have participated or are currently going through this process. If we are going to improve the habits of our population, address our demographic challenges and truly respond to the unique health care needs in our communities, our priorities must continue to be guided by the needs of the population.

Jean Daigle, VP Community  
Horizon Health Network

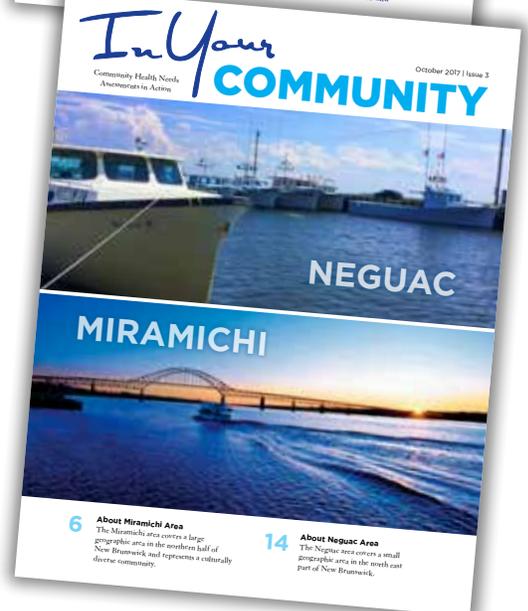
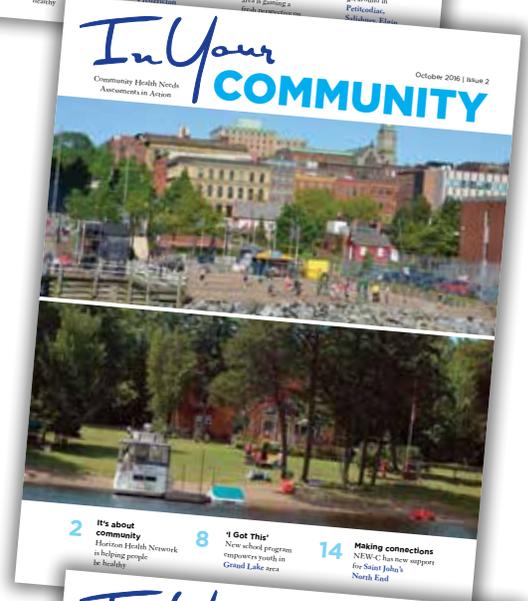
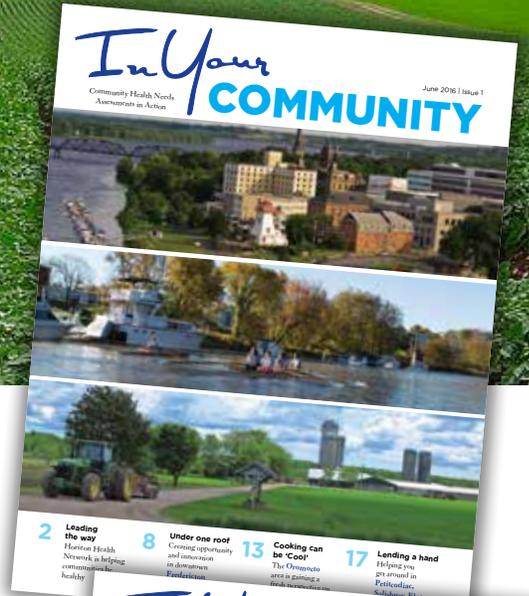


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