



With thanks to The Dalhousie Magnet, we at Community Helping Place decided to share this year's annual report right here in the newspaper where we hope to reach all our wonderful supporters, volunteers, clients, customers, friends and potential friends! We are absolutely grateful for Dalhousie and Lunenburg County agencies where you have laid about "gold" in the hills. At Community Helping Place, we know where the real gold is: in the hearts of people. Long ago, those hearts of gold came together to start something for their neighbors in need, a partnership, a collaborative effort of people in different fields, congregations and walks of life. Because of the efforts of so many, Community Helping Place has not just survived 2020, we have thrived during the last challenging year. In this special annual report, we hope you will celebrate the work that has been done in the past, and join us in looking forward to another great year helping those facing poverty and hardship.

For a complete list of our partners, Board/Staff Members, Upcoming events, and other service statistics, please visit the CHP website: www.communityhelpingplace.org

What's New in the CHP Free Clinic:

By Paula Payne, Director of Development and Operations

85-year-old Kelly recently moved from Halifax to Dalhousie to take care of his wife. Kelly had a long history of family, heart and kidney health issues, a large build, and with a serious health insurance bill. In March, he joined 25 million other Americans who lost their jobs because of COVID-19. With the job went his health coverage, and the money to pay for medications to control his diabetes and cholesterol, insulin alone would cost him \$400 a visit. Kelly's savings would be used without the free clinic. Every week since Covid hit, the clinic has had to re-evaluate products. "We were determined to stay open as much as possible but also to make it a safe environment for patients and volunteers," explained Donna Wright, RN, new Clinical Director of the free clinic. CHP's clinic staff received PPE from some charitable organizations, and with the help of many faithful volunteers, Kelly kept the doors open. Our current location is in the "To help people stay as healthy as they can during a scary year," Wright added, "without our clinic to provide access to medications and care, our patients would be going to the ER and during this pandemic, it's not an option." By the end of the year the clinic managed to provide 1,446 medical visits, 623 lab visits and dispensed 738 low medications through their prescription assistance program. A highlight of 2020 for the clinic was the launch of the mobile medical program.

With the participation of many local churches and UNHS, Nursing students, mobile medical reached 112 patients by taking the clinic into every corner of the community. Paula Payne attributes the success of the clinic's outreach to the committed effort of all its volunteers. Many of these continue to volunteer regardless of the risk that Covid presents. They are the true heroes of our clinic.

What a year! COMMUNITY HELPING PLACE ANNUAL REPORT 2020

Outside the box

When we began 2020, the plan was to adapt for our leadership team was "Think Outside the Box." We hoped the month would give us both more clarity of the work we were already doing and consider new ways to help more people. Our clients that this month would become more and more important as we faced a global pandemic. Beginning in March, like many of you, we were forced to look at our way of doing things and to change procedures and protocols. Our health care (which had always been the largest source of operational support for CHP) was forced to close during the "shut-in phase" of COVID-19. Our free clinic was also forced to close except for patient visits through Zoom. Many of our volunteers had to stay temporarily close to their age or present health conditions. Against all odds, we were able to keep the food pantry open throughout the entire duration of this crisis. The volunteers who left safe containing their duties made it possible for us to keep doors open of energy and ready to help. Literally every thing we did for several months was accomplished with the theme of "Think Outside the Box." Literally had to be creative, change, and with the gift of a partner we have been able to do things we were able to begin transporting clients to specialty medical appointments and deliver food pantry items in the homes of our most vulnerable clients. Foreigner goods have been shared with CHP allowing us to purchase food at retail prices when demand made it difficult to purchase from a wholesale or even through prices. New volunteers stepped up and shared up to serve in place of those who needed to isolate themselves at home. And we can't say enough about the churches! No simply would not be here without the church partners who came together to provide tangible help for the less fortunate at every turn. In spite of a pandemic, God blessed CHP!

- Here is a list of new programs and services we saw offer at Community Helping Place:
- Transportation Program:** With the pandemic we that was denied by the Free Clinic, we were able to help transportation for our clients who were not a medical condition or who need a ride to or from our food pantry.
 - Food Delivery Program:** Beginning in March 2020 during the "lockdown" phase of COVID-19, CHP was able to provide help and support of the Trash Chalk, Dalhousie Animal Care and Pop's Place Restaurant to deliver food to our most vulnerable clients who were unable to visit our food pantry. With the help of the George Mountain Food Bank, this program has continued and now involves delivering food pantry items to those who lack safe transportation or those who need to remain in their homes due to health or age.
 - Public Health:** With a number of calls by those facing health issues and needing a doctor's attention, CHP added a public health volunteer with a number of primary, dental, and podiatry services.



- Respite Services:** With the spread of COVID-19 made it difficult to gather for our Lunenburg Community Centre, we transitioned to a 24-hour respite facility to help those in need connect with all of the helping agencies in our area. As a result of the health spread, we were able to assist those with support needs to access to valuable resources like the dementia caregiver studies and employment opportunities.
- Respite Kinship:** With the spread of COVID-19 made it difficult to gather for our Lunenburg Community Centre, we transitioned to a 24-hour respite facility to help those in need connect with all of the helping agencies in our area. As a result of the health spread, we were able to assist those with support needs to access to valuable resources like the dementia caregiver studies and employment opportunities.
- Intensive Case Management:** With a lot of great addition brought about by our partnership with the York Region Initiative, we were able to transition from the Kinship model to a more intensive case management approach. This allowed us to provide support to our clients who were unable to access services through other public agencies.
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- Free Financial:** Thanks again to the kind work of the Bank Canada and the support of the community, we were able to provide financial support to our clients who were unable to access services through other public agencies.
- Childcare Assistance:** As part of the 2020 Strategic Plan, CHP was able to provide childcare assistance to our clients who were unable to access services through other public agencies.

Paula moves into a new role in the new year!

One of Dalhousie's brightest stars is now very busy. Paula Payne has been named as the new Director of Development and Operations. Paula will now be working with each program and department at CHP identifying funding sources and developing new relationships to grow CHP. Paula will be working with each program and department at CHP identifying funding sources and developing new relationships to grow CHP. Paula will be working with each program and department at CHP identifying funding sources and developing new relationships to grow CHP.



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The Free Clinic is moving and growing!

If you have driven past the Free Clinic, you have probably seen the bright green signs on the street. The signs are a result of a grant from the Dalhousie Free Clinic. The signs are a result of a grant from the Dalhousie Free Clinic. The signs are a result of a grant from the Dalhousie Free Clinic.



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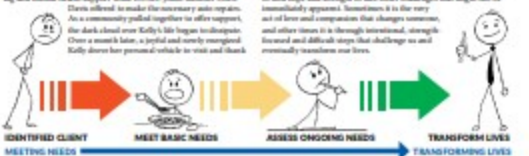
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Stats/Success stories:	
2 clients received vehicles donated by CHP supporters	3 clients went from homelessness to independent living
2 client's vehicles were restored to running	297,443 pounds of food distributed through the CHP food pantry
2,776 number of families receiving food from the CHP food pantry	164 new patients in the free clinic
Over \$48,000 was provided in emergency assistance funds	79 patients receiving free dental care
54 clients received transportation for specialty medical care	344 families received personal care or baby care items
98 families received in-kind support of household goods	111 Mobile Medical patients treated or evaluated outside the clinic

Client Stories: Transforming Lives

By Melissa Lane, Executive Director

Our community success stories are during the pandemic. Kelly's story is one of many that show how we are helping people. Kelly's story is one of many that show how we are helping people. Kelly's story is one of many that show how we are helping people.



All Smiles for the CHP Dental Clinic

COVID-19 caused some setbacks for the CHP dental clinic, but with the creativity and hard work of our clinic team, we will have some exciting news. We are especially thankful to the Greater Halifax Clinic, which is the dental part of our program. We are especially thankful to the Greater Halifax Clinic, which is the dental part of our program. We are especially thankful to the Greater Halifax Clinic, which is the dental part of our program.

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CHP provides new programs for 2021

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What's New in Client Services:

By Debi Maloney, Director of Client Services

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What's New in the Thrift Store:

By Kim Smith, Business Coordinator and Thrift Manager

Like every other local retailer, the pandemic initially required that we close our Thrift Store for about three weeks during 2020. Unfortunately, those months were our clients' most difficult. We were determined to stay open as much as possible but also to make it a safe environment for patients and volunteers. We were determined to stay open as much as possible but also to make it a safe environment for patients and volunteers.