

2025/26 ANNUAL REPORT

THIS YEAR AT A GLANCE:

A STORY OF GROWTH
IN EVERY DIRECTION

Ottawa Valley
FAMILY HEALTH TEAM

A LETTER FROM LEADERSHIP

Executive Director – Ashley Killeen

As I reflect on the past year, and my first with OVFHT, what stands out the most is how much we have accomplished.

This has been a year of significant growth for OVFHT; From opening the Carleton Place clinic to hiring new staff and creating new programs. All of this designed to increase attachment, improve collaboration, and truly meet the needs of people and communities we serve.

While these milestones matter, what stands out most is the people behind them. I am incredibly proud of our staff and physicians, who have navigated a year of significant change with resilience, adaptability, and an unwavering commitment to patients. I am equally grateful to our Board of Directors for their steady guidance and support throughout this period of growth.

Together, we have laid a strong foundation. And while much has been built, I know this is just the beginning. I am excited for what lies ahead. The opportunity to nurture what we have created, to strengthen and refine our work, and to continue growing in a way that is thoughtful, sustainable, and grounded in the needs of our community. Thank you to everyone who has contributed to this journey. What we have accomplished reflects the strength of our shared commitment—and I look forward to what we will continue to achieve, together.



Chair, OVFHT Board of Directors – Dr. Darrell Vandenbrink

The past year has been an exciting one for primary health care in Ontario – this has been especially true for the Ottawa Valley Family Health Team. This year we opened a second location in Carleton Place, welcomed a new Executive Director and continued to expand primary care services for the communities of Mississippi Mills and now Carleton Place and Beckwith.

On behalf of the Board of Directors, I congratulate Executive Director Ashley Killeen and the entire OVFHT staff for the accomplishments of the past year. Although change always brings challenges, I have been consistently impressed by the innovation, collaboration and tireless work ethic of our leadership team. I am confident that OVFHT is in good hands.

I also thank our Board for their expertise, experience and commitment to the OVFHT. Your dedication and service in support of high quality primary care is a great gift to our community.

As I look to the coming year, I'm excited for what is on the horizon – new services, expanded programs and better access to care. We will continually work towards our goal of providing local, high quality, patient centred primary care to the people of the Ottawa Valley. Stay tuned.



Warm regards,
Dr. Darrell Vandenbrink



2025/26

HOW FAR WE'VE COME

This year at OVFHT, growth meant expanding access through embracing new spaces, strengthening partnerships, supporting learners, welcoming fresh faces and creating new opportunities for our patients to receive the best possible care.



BUILDING ON GROWTH

OVFHT Expands in Carleton Place

The Carleton Place Grand Opening was a highlight of the year, bringing together physicians, staff, Board members, government leaders—including local mayors and the MPP—community partners, and local businesses to celebrate this important milestone.

While OVFHT continues to evolve, the opening of our new second-floor clinic marks a significant step forward. This purpose-built space brings our team together under one roof—strengthening how we deliver care.

Through thoughtful design, the clinic offers a bright, modern, and welcoming environment for patients, staff, and partners alike.

A More Connected Model of Care

Our new Carleton Place clinic enables a more connected model of care, improving access to both physicians and interprofessional team members in one location. This “one-stop” approach supports more seamless, comprehensive care for our patients.

A Hub for Collaboration

Located within a growing healthcare hub, our clinic strengthens collaboration with partners including V2 Innovations, CP Pharmacy, Aruma, Physiotherapy, and laboratory services. Together, these connections enhance access and support better outcomes for our community.



BREAKING NEW GROUND

The Third Floor of the Health Hub Takes Shape

As one milestone was celebrated, the next phase was already well underway. Throughout the latter part of the 2025–2026 fiscal year, construction of our third-floor space within the Health Hub neared completion—marking another important step in OVFHT’s continued growth.

This new space will become home to our Mental Health Team and administrative offices, creating a dedicated environment to support both care delivery and organizational operations.



Designed to be warm and welcoming, the space includes a kitchenette and a large multi-purpose area. This flexible space will not only support team collaboration, but also create new opportunities to host and engage community partners—further strengthening relationships and enhancing integrated care.



The third-floor space is scheduled to become fully operational in summer 2026, extending our ability to serve patients and collaborate with partners in meaningful new ways.



ENSURING CONTINUITY, BUILDING CAPACITY



MADDI MCFADDEN, NP

Amid ongoing challenges in recruiting Family Physicians, we successfully secured new providers for two transitioning practices across our sites. This will ensure uninterrupted care for our patients while also allowing us to welcome new individuals into our practices. This accomplishment underscores the value and attractiveness of the Family Health Team model, where collaborative, interprofessional care supports both Family Physicians and patients. We also recognize and thank our physicians for their work in supporting recruitment efforts and championing our organization as a place to practice.



JASMINE MACDONALD, NP

Over the past several years, we have been fortunate to have two Nurse Practitioners—one at each site—providing comprehensive primary care to their patients, while also contributing to a range of programs that enhance access to care for all of our patients, including Same Day Access for acute and episodic concerns. Toward the end of this past fiscal year, we were delighted to welcome two additional Nurse Practitioners—Jasmine MacDonald (Carleton Place) and Maddi McFadden (Almonte)—further strengthening and enriching our team. We are excited about the opportunities this growth brings in the coming year, as it will allow us to expand both patient attachment and program delivery to better serve our communities.

CREATIVE SOLUTIONS, EXPANDING ACCESS

Since launching our Mental Health Program in 2024, we have seen a significant and sustained demand for services. We are incredibly proud of our Mental Health Team for their dedication and adaptability in response to this demand, continually striving to meet patient needs through individual care and innovative group programming. One example is the introduction of our Sleep & Energy Reset group, which is designed to address common concerns, such as insomnia.

Under the exceptional leadership of our Mental Health Team Lead, Mandy Paquette, we expanded capacity through the integration of learners. In January, we welcomed two psychotherapy students, each contributing two days per week through August 2026. This addition represents hundreds of additional hours of counselling, improving timely access to care. While meeting the needs of over 31,000 primary care clients remains a challenge, this has been a creative and impactful way to reduce wait times and enhance service delivery.



We also introduced an embedded physiotherapy program at our Almonte site, designed to alleviate pressure on physicians and Nurse Practitioners by addressing time-sensitive concerns such as injuries and concussions through a specialised care pathway. We are delighted to have welcomed Vicki Wong, an experienced physiotherapist with over twenty years in practice, whose expertise and commitment to evidence-based care have been instrumental in shaping the program. Although newly established, the program has already shown early success and will continue to grow in the coming year.

These initiatives reflect our commitment to maximising available resources while pursuing creative, team-driven solutions to improve access and care. By leveraging the expertise and collaboration of our staff, we continue to respond thoughtfully to community needs and implement meaningful change.

RECOGNIZING DEDICATION

The strength of OVFHT lies in the people who make our work possible.

Both our Almonte and Carleton Place locations recently hosted **Staff Appreciation Events** filled with fun, teamwork, and meaningful recognition of the incredible people who support our patients and communities every day. At both events, we took time to step away from our daily routines and come together to celebrate the people who make our organization what it is.

We proudly recognized our team through Years of Service Awards, honouring staff and physicians for their dedication, loyalty, and long-standing commitment to our organization and our communities.

Almonte

5 years of Service

- Melissa Hemsley
- Julie Evans
- Candice Meredith
- Christine Richards Bayley
- Mariem Eldihimy
- Megan Bertrand
- Dr. Melanie Fortune
- Dr. Brandon Harvey

10 years of Service

- Janine MacLeod



Carleton Place

Long Service Awards (Years)

- | | |
|--------------------------------|----------------------------|
| • Dr. Maria Bastin-Millar (10) | • Bev Hurdis (40+) |
| • Dr. Allyson Champagne (20) | • Anna Potvin (20+) |
| • Dr. Gillian Buckley (26) | • Melinda Lukas (40+) |
| • Dr. James Fullerton (29) | • Bev MacNeil (21) |
| • Dr. Janice Gray (30+) | • Carola Fitzgerald (22) |
| • Dr. Den Ivanovich (36) | • Darlene Quartermain (19) |
| • Dr. Jennifer Laskey (34) | • Nancy Legault (19) |
| • Dr. William Potvin (25) | • Ally Atack (10) |
| • Dr. Marcia Spooner (17) | |
| • Dr. Steven Walker (37) | |



CELEBRATING EXCELLENCE AND CONTRIBUTION

TAYLOR BRADBURY



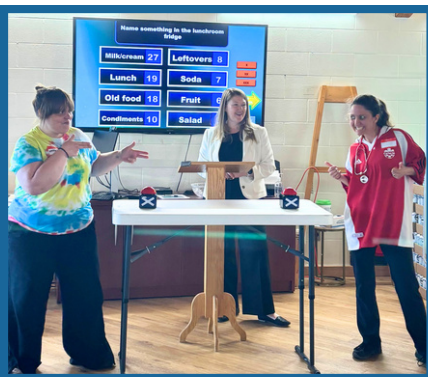
We also celebrated our Annual Difference Maker Awards. These awards hold a special meaning because the recipients were selected based on feedback shared through our Patient Experience Surveys that go out at the start of each year. Our patients took the time to tell us about their experiences and the team members who made a meaningful difference in their care. These recipients represent the moments that matter — the kindness, compassion, support, and extra effort that help patients feel valued and cared for. Congratulations to this year's recipients:

- Taylor Bradbury
- Dr. Maria Bastin-Millar
- Tara Alon
- Dr. Charlotte Dawson

A heartfelt **thank you** to everyone who participated, contributed, and helped make these staff celebrations such a huge success. These events are a wonderful reminder of the teamwork, dedication, and positive impact our staff bring to work every day.



TARA ALON



2025/26

Ottawa Valley
FAMILY HEALTH TEAM

and finally...

GROWING ACCESS

By the Numbers

Over 81,000 Visits

by Primary Care Providers alone

15% increase from 2024/25

1375+

NP same-day visits

2

Locations

1400+

New Patients

31,000+

Active Patients

6.9% increase from 2024/25

1260

Mental Health Visits

14,000+

FHT Clinician Visits

18

IHPs

LOOKING AHEAD

Where are we headed in 2026–2027

The past year has been one of tremendous growth for OVFHT. From expanding our physical space to strengthening how we deliver care, we have made meaningful progress in supporting our patients and community.

As we look to 2026–2027, our focus shifts toward stabilization, reflection, and thoughtful evolution. This is a time to step back and ask important questions: Is what we've built working the way we intended? What impact are we having, and how do we best measure and understand it?

We are committed to taking a closer look at our programs and services to ensure they are effective, accessible, and meet the needs of the communities we serve. This includes identifying opportunities to refine and optimize what we already have in place, strengthening our existing teams, and continuing to build on the strong relationships that support our work.

Rather than focusing on doing more, we will focus on doing what we do well—even better. This means enhancing coordination, deepening collaboration with our physicians and partners, and ensuring our approach remains responsive and sustainable.



Over the coming year, we also look forward to embarking on a strategic planning process that will help guide our future direction. This work will allow us to listen, learn, and make thoughtful decisions about where we go next—grounded in both community need and organizational capacity.

While this phase may be quieter than the pace of recent growth, it is essential. It is where we strengthen our foundation, build clarity around our impact, and ensure we are positioned to move forward with confidence.

We are proud of what we have accomplished—and optimistic about what comes next.