

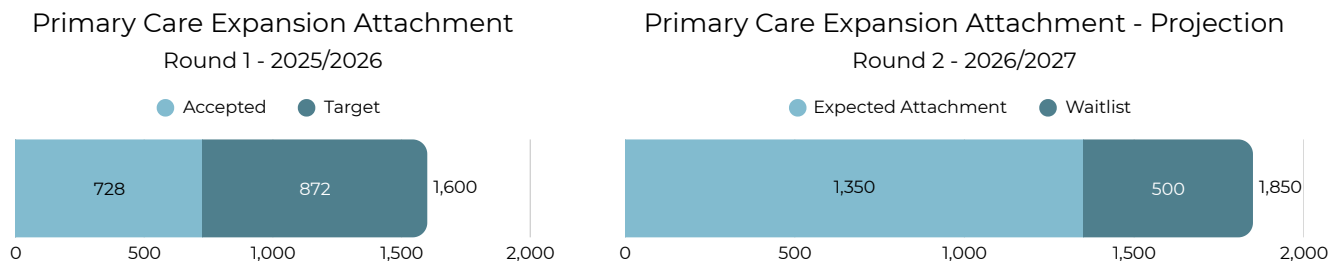


# NEWS & UPDATES

## PRIMARY CARE EXPANSION ROLL OUT & ATTACHMENT

At the Bancroft Community Family Health Team, improving access to primary care for our community remains a top priority. We are encouraged by the Ontario government's recent \$2.6 million investment in the Hastings Prince Edward Ontario Health Team (HPE OHT), which aims to connect nearly 6,000 more patients across the region to primary care. For North Hastings, this means stronger support for care closer to home through expanded, team-based services.

Bancroft and North Hastings residents, this investment means better access to primary care closer to home, helping connect more people to family doctors and care teams while reducing the need to travel outside the region. It is also expected to ease pressure on local healthcare services and is part of a broader provincial plan to ensure all Ontarians have access to primary care by 2029.



Locally, we continue to actively work through our waiting list. **We are currently inviting patients who applied in March 2023.** Once selected, patients will receive an information package by mail and will be assigned to either one of our Nurse Practitioners or Dr. Negm, with assignments made randomly.

At the start of the year, there were over 2,000 individuals on our waiting list, and it continues to grow daily. We are pleased to share that we have now successfully onboarded more than 700 patients. Invitations are sent in groups, each with an expiry date, to help us move through the list in an organized and timely way.

This approach allows our providers the time needed to safely and thoroughly onboard each patient, especially those who may not have had access to primary care for several years. We understand the wait can be difficult and sincerely appreciate your patience as we work to connect as many people as possible to care.

We remain committed to expanding access and improving the health of our community.



To register for our internal waiting list - visit our office and complete an application, or visit our website at [bcfht.org/join-our-waiting-list/](https://bcfht.org/join-our-waiting-list/)

To register with Healthcare Connect, call 811 or visit [ontario.ca/healthcareconnect](https://ontario.ca/healthcareconnect)



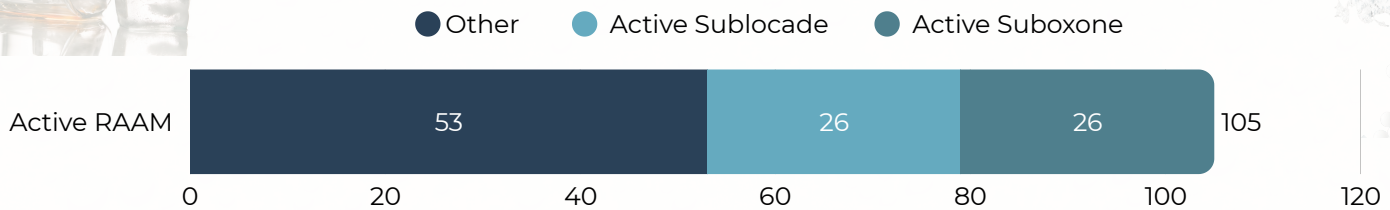
# WHAT IS RAAM?

The RAAM Clinic, short for **Rapid Access Addiction Medicine Clinic**, is a program that provides immediate, low-barrier access to medical support for individuals struggling with substance use disorders. Our RAAM Clinic operates as a partnership between the Bancroft Community Family Health Team (BCFHT) and the Canadian Mental Health Association Hastings Prince Edward Addictions and Mental Health Services (CMHA HPE AMHS). These clinics offer walk-in services where patients can receive assessments, counseling, and medication-assisted treatment without needing a prior appointment or referral.

For those wondering, the RAAM Clinic is not just for people using your typical street drugs. It also supports individuals dealing with alcohol and prescription narcotic (opioid) addiction. The goal of a RAAM clinic is to quickly connect people with the help they need to begin their recovery journey.



## ACTIVE RAAM PATIENTS TREATMENT



Numbers represent the number of active patients seeking support in the RAAM Clinic as of April 30, 2026

About 50% of patients seen in our RAAM clinic are treated with medications like Suboxone or Sublocade to support their recovery.

At the RAAM clinic, we prescribe medications like Suboxone and Sublocade to help treat opioid use disorder; we do not prescribe Methadone at this clinic. Suboxone is a medication you take at home as a tablet or film, and it contains buprenorphine, which helps reduce cravings and withdrawal symptoms while having a lower risk of overdose. Sublocade is a long-acting version of buprenorphine given as a monthly injection, so you don't need to take daily doses. Methadone, on the other hand, is a full opioid that is usually taken daily at a specialized clinic and requires closer monitoring.

We also offer treatment options for both opioid and alcohol use. For alcohol use disorder, certain medications can help reduce cravings, support people in staying alcohol-free, or discourage drinking by causing unpleasant effects if alcohol is used. Along with medications, we also focus on counseling, and connecting patients with community supports, as recovery often works best with a combination of medical treatment and ongoing support.

## AVAILABLE GROUP SESSIONS

### Open Groups & Classes

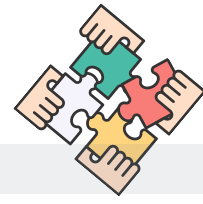
- SMART Recovery
- Heart Health
- Healthy You
- Prediabetes
- Tools for Weight Management

### Referral Based

- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Diabetes Activity Program

## ADDICTION SUPPORT

Mon	Tue	Wed	Thu
<b>RAAM Drop-in</b> 12:00 PM – 3:00 PM	<b>RAAM Drop-in</b> 9:00 AM – 11:00 AM SMART Recovery 1:30 PM – 2:30 PM	<b>RAAM Drop-in</b> 1:00 PM – 5:30 PM	SMART Recovery 6:00 PM – 7:00 PM



# STRENGTHENING OUR TEAM

## BRINGING INNOVATION TO PATIENT CARE

At the Bancroft Community Family Health Team (BCFHT), we believe that staying at the cutting edge of medicine and building a tight-knit team are the keys to providing the best care for our patients.

Over the past month, our diabetes care team had the opportunity to participate in a series of virtual conferences focused on the latest advancements in obesity and diabetes care, as well as current, evidence-based approaches to adult Type 1 Diabetes management. These sessions highlighted important developments in Automated Insulin Delivery (AID), cardiovascular health, and practical lifestyle management strategies that support patients in their day-to-day lives. We value educational opportunities such as these not only for professional growth, but because they directly strengthen our ability to bring up-to-date, evidence-informed practices back into our clinics and apply them in ways that meaningfully enhance patient outcomes.



THE  
CHARLES H. BEST  
DIABETES CENTRE

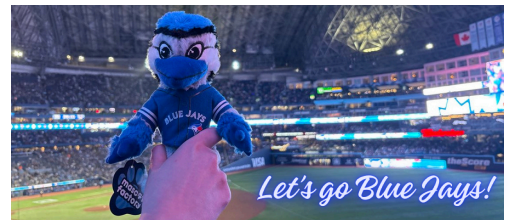
**DUO26** DIABETES UPDATE  
OBESITY UPDATE

*Our staff doesn't just learn new skills, they integrate them. We believe that true professional power comes when 'knowledges are embodied into actions,' allowing us to meet every patient with a fully present and expert heart.*

## GROWING TOGETHER

With the addition of 10 new staff members since Fall 2025, fostering strong team integration and collaboration has become more important than ever. Spread across four locations, our team of 60 navigates complex and often competing schedules, making our monthly all-team gatherings especially valuable. These sessions provide dedicated time for focused training, shared learning, and meaningful collaboration across disciplines. Alongside this commitment to ongoing education, we also recognize the importance of building strong relationships and fostering team cohesion through informal connection and shared experiences.

This April, for example, more than half of our team came together to enjoy a Toronto Blue Jays game. An enjoyable and memorable experience that helped strengthen connections, build friendships, and reinforce the supportive, collaborative spirit that underpins everything we do.



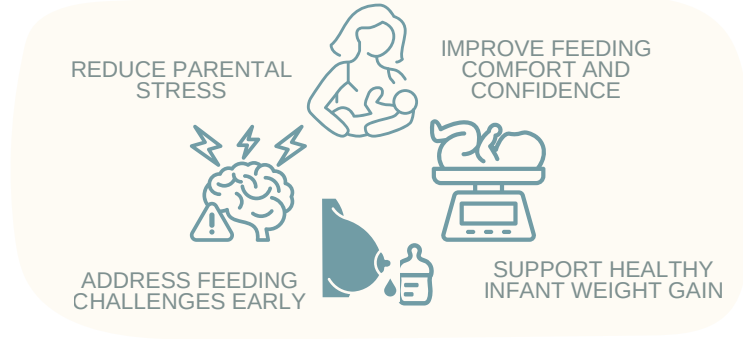
**BLUE JAYS WIN 8 - 1  
VS. RED SOX**



# LACTATION CONSULTING SERVICES ARE BACK!

INDIVIDUALS MAY SELF REFER - OPEN TO THOSE WITH AND WITHOUT A PRIMARY CARE PROVIDER

- ✓ Latch and positioning support
- ✓ Sore nipples and feeding discomfort
- ✓ Milk supply concerns
- ✓ Newborn feeding assessment
- ✓ Pumping guidance
- ✓ Bottle transitions and combination feeding
- ✓ Feeding confidence and reassurance for parents



## BCFHT VISITS NHHS 'VARIETY NIGHT' - APRIL 16TH



Stephanie Hevenor, one of our dietitians, along with Amanda Wadsworth, RPN, and Leslee Holland, Addictions Counsellor from our RAAM Clinic, visited North Hastings High School during the school's 'Variety Night'. They hosted educational tables as part of the Wellness Resource Display, sharing valuable information and resources related to healthy eating and addictions. Variety Night was open to the community and also featured a performance by a hypnotist.



## ADMINISTRATIVE PROFESSIONALS DAY - APRIL 22ND

On Wednesday, April 22<sup>nd</sup>, we celebrated Administrative Professionals Day at the Bancroft Community Family Health Team and Medical Clinic.

Our administrative staff play a vital role in our day-to-day operations. They're often the first faces you see when you walk in, the ones booking and coordinating your appointments, and the people supporting our physicians, nurse practitioners, and other health care professionals with scheduling and administrative tasks.



Our Administrative Team

Behind the scenes, they support program planning and help ensure everyone has what they need to complete their work safely and effectively. While also making sure provincial guidelines are met, reporting is completed, finances stay on budget, and medical processes remain compliant.

Every role makes a difference, and we're grateful for each and every one of them.

## WORK ANNIVERSARY CELEBRATIONS

### May

- Angela Holbrook (17 years)
- Brenna Sheppard (11 years)
- Ruth Ann Gaebel (19 years)
- Renee Robinson (20 years)

