Brock Community Health Centre





Brock Community Health Centre is a non-profit charitable organization supported by funding from the Ministry of Health and Long-Term Care and the Central East Local Health Integration Network.



Report of the Board Chair and Executive Director

It is with great pride that we reflect on the 2018-2019 year for Brock Community Health Centre. This year has highlighted the many strengths of our programs and services, community partnerships, volunteers and staff, and our Board of Directors.

The Board of Directors of Brock CHC is a strong group of community volunteers who are committed to quality community governance. They have received governance training and will soon take on strategic planning for the next three years. In the transforming primary health care environment, the Board will promote a primary health care sector that is sustainable, based in community governance, advances health equity and encompasses the broad determinants of health.

This year we have welcomed more community partners into our offices so that we can continue to increase our community's access to much needed health and social services. We are grateful to their commitment to the people of Brock Township.

We would like to extend our most sincere appreciation to the staff of Brock CHC, who continue to deliver and support quality health care and support services to Brock Township and surrounding areas while increasing the number of individuals served each year. Their dedication is clear in the positive results and comments that we see in the client satisfaction survey results.

It is with a view to a positive future that the Board has launched a Capital Campaign to assist with the completion of the new facility that will be the future home of Brock Community Health Centre. A home where we can continue to grow, collaborate with our community partners, encourage our volunteers and staff, and provide high quality primary health care services and health promotion programming.

Ted Smith Chair, Board of Directors

Janet McPherson Executive Director





Year in Review

From April 1, 2018 to March 31, 2019 Brock CHC continued to offer quality programs and services to the community of Brock Township and surrounding areas. Some highlights include:

Primary Health Care

Clients Served 2,796
Service Provider Interactions 18,302

Gender Age

Female 57%

Male 43%

Adult 53%

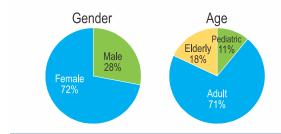
- The Primary Health Care Program (PHCP) continues to provide quality primary care services at both Cannington and Beaverton primary care sites. New clients are welcome.
- Dr. Bardai joined Brock CHC's Primary Health Care Program in April 2018.
- Flu clinics were organized at various locations in Brock Township, including Brock High School, senior residences and Brock Food Bank.
- Ontario Shores began providing service in our facility in October 2018 with an 18-month CBT (Cognitive Behavioural Therapy) Pilot Program.

- The Wellness Centre at Brock High School continues to be utilized by the students. A Brock CHC Nurse Practitioner and Youth and Community Health Worker provide health care and support services Thursday afternoons, and participate in other events and group classes at the school.
- In recognition of Community Health and Wellbeing Week, Brock CHC launched a "Go Bananas" campaign, where free bananas were made available to clients in each of our primary care locations with information on the health benefits of eating a banana a day.
- Brock CHC continues to collaborate with Durham Region Public Health to obtain vaccines and medications for disease prevention to increase accessibility for our client population.
- A new ECG machine has allowed for ECGs to be done at both primary care offices with a preliminary report sent to the cardiologist.
- Nurse Practitioners are offering primary care services in the home for patients with transportation issues or inequities within the social determinants of health. They are also providing collaborative home visits with the Diabetes Education team, the Registered Nurse and the Social Worker.

- Brock CHC hosted a palliative care workshop from the CE LHIN in March 2019. 10 Brock CHC staff attended, as well as 15 staff from agencies in the community.
- Brock CHC is preparing to transition its current electronic medical records to TELUS Health PS Suites EMR. This will take place in August 2019.

Registered Dietitian and Social Worker

Clients Served 393
Service Provider Interactions 980



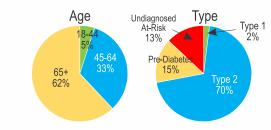
- The Registered Dietitian at Brock CHC continues to provide individual nutrition counselling (prenatal to late adulthood) at both of the Cannington and Beaverton primary care sites, as well as at home visits.
- Seven group sessions were conducted throughout the year, including two nutrition talks/resource provision to parents at the Canada Prenatal Nutrition Program (CPNP) – known as Food 4 Thought in Durham Region; three cooking classes at Fisher's Your Independent Grocer (in collaboration with the Diabetes Education Program Registered Dietitian); one



- food labeling nutrition talk/resource provision at the United Church Women's group at St. Andrew's United Church in Beaverton; and participation at the Brock High School Wellness Fair.
- Katherine Whiteside resigned her position as Social Worker in September 2018 to pursue an exciting opportunity with Georgian College.
- Brock CHC welcomed a new Social Worker in November of 2018. Chrissy Vandenberg, MSW, RSW came to us with seven years of experience in mental health, in addition to experience in caregiver support and long-term care.
- The Social Worker continues to provide mental health support, and foster relations and partnerships with other community support agencies.
- Group programs are currently being developed based on the needs of the community.
- Outreach was provided to Brock elementary schools for their Welcome to Kindergarten Program, in collaboration with allied health organizations.

Diabetes Education

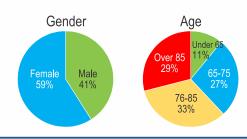
Clients Served 458
Service Provider Interactions 1,447



- The Diabetes Education Program (DEP)
 continues to support clients in their diabetes
 management. Initial assessments, follow-up
 appointments and monthly weight checks are
 offered at both the Cannington and Beaverton
 primary care sites, as well as in Sunderland.
 Home visits are also available if needed.
- The DEP team has offered workshops to the community as well as to other community organizations to better support those living with diabetes.
- Tziporah (Tzippy) Bernstein, Registered Dietitian, was hired in January 2019 to cover Silvia Chu's maternity leave.

Geriatric Assessment

Clients Served 159
Service Provider Interactions 611



- The Brock Geriatric Assessment Program (BGAP) continues to support the seniors, caretakers, and primary care providers in our community. The program provides comprehensive assessment of seniors living at home or in retirement residences with complex health care needs.
- The BGAP team works closely with Brock CHC's Seniors and Community Health Worker and collaborates with other health service and community agencies in referring seniors for further assessment, information, or health and social services.
- Due to excellent service provision, the BGAP team has been able to increase service targets.
- Behaviour Support Ontario launched a pilot project with the CE LHIN and Carea CHC. Brock CHC has been able to access a BSO worker in North Durham, housed one day per week at our office and working closely with the BGAP team.
- Julie Carthew, Nurse Practitioner, provided a presentation entitled "Laughter is the Best Medicine" at the MP/MPP Seniors Seminar, as well as to two seniors groups at the Manilla Hall and Sunderland Legion.
- Julie Carthew, Nurse Practitioner, resigned in February 2019 to take a position closer to her home. We are currently looking for a suitable candidate to fill that permanent position.

Ontario Telemedicine Network



265 Clinical Sessions
Educational Sessions
23 Administrative Sessions
Total Minutes
16,246

- The Ontario Telemedicine Network (OTN) at Brock CHC continues to be well utilized by local residents for videoconferencing appointments with outside agencies including Centre for Addiction and Mental Health, Ontario Shores for Mental Health, Royal Victoria Hospital, Sick Kids, University Health Network, Sunnybrook Hospital, St. Michael's Hospital, Scarborough Hospital, Allevio Pain Management Clinic, Apollo Cannabis Clinic and child psychiatry practices. OTN provides access to specialists and health care providers without unnecessary time, cost and stress of travel to the city.
- Usage of Telederm has increased to over 100 clients. OTN's Telederm program allows primary care providers to consult with an Ontario dermatologist, receiving timely advice for patients within an average of 1-2 days, often eliminating the need for an in-person referral. It is available at no cost to healthcare providers or patients, and is part of Ontario's publicly funded healthcare system.

Community Development / Health Promotion

1,356	Individuals Served
•	Service Provider Interactions 895
254	Home Visit Interactions
	Outreach Interactions 114
969	Group Sessions
	Group Attendances 14,960
22	Volunteers
	Volunteer Hours 342

- 24 community-based exercise and wellness program offerings are coordinated weekly that continue to draw local and surrounding area residents. In addition to maintaining participants' health and wellness, our programs aim to improve balance, strength and stability, improve vascular health, and reduce social isolation. Highlights in 2018: Country Line Dancing celebrated its 10th anniversary and the launch of Move, Groove and Improve, a 12-week pilot program a partnership with Multiple Sclerosis Society of Durham, March of Dimes and Parkinson Canada.
- Cooking skills classes are offered to youth in Beaverton, Cannington and Sunderland with five

- sessions monthly during the school year, and in partnership with the Township of Brock's March Break and Summer Day Camps.
- An interactive health fair at Brock High School in October saw students engage in health-related games and discussions with Brock CHC Nurse Practitioners, Dietitians, Social Worker and Community Health Workers, as well as allied agencies including Durham Region Public Health, Lakeridge Health Pinewood Centre, Canadian Mental Health Association and Brock Township Libraries.
- Garden beds at our Primary Health Care location in Cannington offer clients and community members easy access to fresh vegetables.
- The Youth and Community Health Worker serves as Chair of the Brock Youth Centre Board of Directors, supporting them in many initiatives to build youth capacity including the Cool Cow (a social enterprise that sells ice cream products) and EDGE (Entrepreneurial Development Generating Employment) Pitch Competition.
- Free Community Holiday Skates were hosted by Brock CHC in December and March in Cannington, Sunderland and Beaverton arenas.
- In partnership with Brock High School, Adventureworks was brought in for Grade 9 Orientation to welcome students and to provide opportunities for them to get to know one another through team building activities.



- Brock CHC clients who are food insecure are accessing good food boxes through a partnership with Nourish Community Hub.
- The Seniors and Community Health Worker serves as Chair of the Durham Elder Abuse

- Network (DEAN), offering education, prevention, professional networking, and support in the prevention of elder abuse. Additionally, DEAN has successfully launched campaigns such as the production and distribution of over 6000 Seniors Safety calendars, and the Secret Santa for Seniors program which delivered over 1,200 gifts across Durham and 140 locally in Brock.
- DEAN, Brock CHC, The Region of Durham, and Elder Abuse Ontario received funding to coordinate and host Elder Abuse Simulation Training thoughout Durham Region, Peterborough County, Simcoe County and York Region. Jennifer Josephson and Tammy Rankin provided education on Elder Abuse 101 and reenacted two real life elder abuse scenarios to encourage use of intervention techniques. The project concluded with a one-day conference held in York Region which featured a video of the training session to offer training and intervention techniques for service providers.
- DEAN launched its Emergency Meal Assistance
 Program in partnership with Community Care
 Durham, Oshawa Seniors Centres and Whitby
 Seniors. Frozen or fresh meals can be accessed
 by a DEAN member at any of these locations for
 a senior in need. DEAN covers the cost of these
 meals. Delivery is also available.
- The Seniors and Community Health Worker, jointly with the Durham Region Police Services' (DRPS) Community Officer, continues to offer
 - support and outreach to local seniors in response to "checks on well-being" requests received by DRPS.
 Additionally, educational presentations are offered to seniors at community gatherings, service groups, and at non-profit housing in North Durham on fraud and scams, as well as seniors' safety issues.
 - The CD-HP team hosted a four-month placement for Abby Harper, a Recreation and Leisure Program student from Sir Sanford Fleming College. Ms. Harper was effectively immersed in all aspects of community-based programming with groups of youth and seniors, and participated in interdisciplinary home visits with isolated seniors to gain a true
 - appreciation for the CHC Model of Care and the value of considering the social determinants of health in all interactions.
- Brock CHC continues to provide space for community agencies to meet with their clients in

Brock Township, including Alzheimer Society Durham Region, Community Living Durham North, Durham College, Lakeridge Health Pinewood Centre, March of Dimes Canada and North House.

- The North Durham Connect table continues to connect people who are experiencing acutely elevated or crisis situations to the services they need in a timely way.
- Seasonal agricultural workers in Brock
 Township continue to receive health-related
 support from Brock CHC's Health Promoter
 and Primary Health Care team supported
 by professional translation services during
 appointments.
- Brock CHC is represented on the Durham Council on Aging to inform and guide the implementation of the Age-friendly Durham Strategy and Action Plan, including housing directories for each municipality; and an Anti-Ageism Campaign.
- Brock CHC and the Ontario Oral Health
 Alliance Haliburton-Kawartha Lakes Brock Chapter continued to advocate to local
 MPP Laurie Scott for affordable and accessible
 dental care for low income seniors.

Corporate / Governance

- J. McPherson continues participation on the CE LHIN Sub Region Planning Table.
- Brock CHC has submitted the 2018/19 Quality Improvement Plan (QIP) to Health Quality Ontario. Client satisfaction surveys were conducted and evaluated for 2018-2019 as part of our commitment to quality management.
- Ontario Indigenous Cultural Safety Training has been completed by 12 staff to date. Directors on the Board have committed to completing training modules most relevant to their role with Brock CHC.
- A Staff Retreat was held in November 2018. The focus was on Brock CHC's mission/vision/values, the principles of community health centres, health equity and privacy training. Staff also participated in teambuilding activities.
- Mahir Bhatt was hired as a summer student to review accreditation indicators and determine what the organization needs to do to prepare for accreditation. He also reviewed the Accessibility for Ontarians with Disabilities Act (AODA) to determine our legislative requirements.

 Brock CHC and Community Care Durham (Brock) hosted a "Holiday Open House" on December 5, 2018 at 1 Cameron St. E. in Cannington. Volunteers and members of the public were welcomed.



- The Joint Health and Safety Committee continues to meet monthly and is committed to improving health and safety conditions in the workplace.
- A staff Quality Management Committee was formed to work in partnership with the Board Quality Committee to provide leadership on quality of service and performance at Brock CHC.
- Brock CHC's Administrative Office acquired additional space at Holy Family Catholic School. Interior security doors were installed to separate the room from the school. The new space will be used for Board and staff meetings, storage and OTN appointments. This will free up existing space for Physiotherapy.
- Brock CHC welcomed Peter Elliott, Negin Khorasani, Carol Metcalfe, Pat Shaw, Barton St-Denis and Norm Wilson to the Board of Directors.
- Board Governance training was provided by Laridae Communications in January 2019.
- In February 2019, the Health Minister announced major changes to Ontario's healthcare system. The creation of a new central agency, called Ontario Health, will consolidate Ontario's 14 local health integration networks, Cancer Care Ontario, eHealth Ontario, and several other organizations. Ontario Health Teams will be

formed locally, and healthcare providers will work as one coordinated team in an effort to improve the patient and caregiver experience and strengthen local services. Brock CHC has been involved in discussions with the Alliance of Healthier Communities and local health organizations.

 An arduous "medical records project" got underway with plans to prepare all paper medical records for secure, off-site storage and destruction with Iron Mountain. The project is now complete.

Capital Project

- Brock CHC's capital project will see construction of a 21,000 square foot health care facility for the residents of Brock Township and surrounding areas. The new centre will accommodate organizational programs and services. It will also provide a community health hub for Durham's northern communities, increasing access to allied health care services and community organizations.
- Brock CHC continues to work closely with the Ministry of Health and Long-Term Care's Health Capital Investment Branch and the Central East Local Health Integration Network on the capital project. While the Ministry of Health Capital Investment Branch is funding the majority of the

- building costs (estimated at \$9.7 million dollars), Brock CHC is responsible for the non-shared costs of the project, currently estimated at \$450,000. Brock CHC has secured The Regional Municipality of Durham's support and financial contribution of 25 per cent of the community component of the capital project, approximately \$100,000. We are currently working on a cost-share agreement to achieve approval for Stage 3.2.
- Marissa Soumalias was contracted as the Capital Campaign Consultant to work with Brock CHC's Board of Directors, community volunteers and staff to develop a multi-faceted capital campaign and fundraising strategy to achieve our capital campaign target.
- Brock CHC has recruited the Capital Campaign Cabinet, a group of strong volunteer community leaders who will be the driving force behind the fundraising efforts for the capital project. Cabinet members include:

Terri Donovan
Dr. Pamela Goodwin
John Grant
Carol Metcalfe
Peter Prust
Pat Shaw
Ted Smith
Sandra Wickett



Community Partners and Coalitions

Brock CHC is a member of a Community of Practice initiative, led by the Regional Municipality of Durham, that offers Free Tax Clinics to low income residents across Durham. North House coordinated free tax clinics across North Durham, 2 of which were held at Brock CHC's Administrative Office. Marketing efforts through primary health care practice, community program participants and local outreach at Brock Food Bank were proven successful. North House was able to complete 22 tax returns (2017 Tax Year) resulting in over \$75,500 in benefits, of which \$39,164 were Child Tax Benefits. For the 2018 Tax Year, 43 tax returns were completed with \$162,073 in benefits returned to Brock and area residents, of which \$68,483 were Child Tax Benefits.

Alliance of Healthier Communities

Alzheimer Society Durham Region

Beaverton Physiotherapy Beaverton Xray and Ultrasound

Ben's Pharmacy

Bon Air Nursing Home

Brock Community Food Bank

Brock High School Brock Youth Centre

Canadian Diabetes Association

Canadian Mental Health Association Durham

Carea Community Health Centre Catholic Family Services of Durham CE LHIN – Home and Community Care Children's Aid Society – Durham Region

CHIMO Clint House

Community Care Durham
Community Living Durham North

Community Development Council of Durham

DRIVEN

Durham Catholic School Board

Durham College Durham Connect

Durham Council on Aging Durham District School Board Durham Elder Abuse Network

Durham Health SexYouthality Coalition
Durham Mental Health Services

Durham Region – Social Services/Services

for Seniors and Housing

Durham Region Health Department

Durham Region Migrant Agricultural Worker

Network

Durham Region Non-Profit Housing

Corporation

Durham Region Police Services

Elder Abuse Ontario Faith Communities

Fisher's Independent Grocer

Healthy Babies/Healthy Children - Durham

Region

Helping Hands Orillia IDA Pharmacy Lakeview Manor Local Service Groups March of Dimes Canada MS Society of Canada

North House Nourish Hub

North Durham Social Development Council

Ontario Oral Health Alliance

Ontario Shores

Pinewood Centre of Lakeridge Health Public Health Agency of Canada RESTORE Home Therapy Royal Canadian Legion

Salvation Army Township of Brock

Victorian Order of Nurses

Violence Prevention Coordinating Council

Statement of Financial Position as at March 31, 2019

400570	<u>2019</u>	<u>2018</u>
ASSETS Current		
Cash and cash equivalents	\$ 3,050,943	\$ 3,274,380
Accounts receivable	50,920	28,458
Prepaid expenses	28,974	55,099
	\$ 3,130,837	\$ 3,357,937
Capital	1,026,324	977,552
LIADILITIEC	<u>\$ 4,157,161</u>	<u>\$ 4,335,489</u>
<u>LIABILITIES</u> Current		
Accounts payable	\$ 155,972	\$ 187,686
Due to Ministry of Health and Long-Term Care/	Ψ 100,012	ψ 101,000
Central East Local Health Integration Network	222,805	391,350
Deferred revenue MOHLTC funds	2,743,073	2,761,014
Deferred revenue	3,550	2,550
	3,125,400	3,342,600
NET ASSETS		
Invested in Capital Assets	1,026,324	977,552
Unrestricted	5,437 1,031,761	<u>15,337</u> 992,889
	<u>\$ 4,157,161</u>	<u>\$ 4,335,489</u>

Statement of Operations for the Year Ended March 31, 2019

Revenue Central East Local Health Integration Network (CELHIN) \$3,841,250 \$3,762,750			
Central East Local Health Integration Network (CELHIN) \$ 3,841,250 \$ 3,762,750 Less: CELHIN in year recovery of operating surplus (340,103) (624,000) Ministry of Health and Long-Term Care - Capital funding 51,188 3,793 Donations and other 2,414 3,561 Expenses 2,414 \$ 3,146,104 Expenses 4 \$ 3,554,749 Advertising, promotion and education \$ 5,050 \$ 14,386 Amortization 17,236 13,539 Bank charges and interest 67 171 Board governance, AGM and strategic planning 4,330 1,481 Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general		<u>2019</u>	<u>2018</u>
Less: CELHIN in year recovery of operating surplus (340,103) (624,000) Ministry of Health and Long-Term Care - Capital funding Donations and other 51,188 3,793 Expenses 2,414 3,561 \$3,146,104 Expenses 4,386 4,366 \$3,146,104 Expenses 67 17,236 13,539 Bank charges and interest 67 171 Board governance, AGM and strategic planning 4,330 1,481 Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repair		A 0 0 1 1 0 5 0	A 0 700 750
Ministry of Health and Long-Term Care - Capital funding Donations and other 51,188 2,414 3,561 3,793 3,561 Expenses Advertising, promotion and education Amortization \$5,050 \$14,386 17,236 13,539 Bank charges and interest Board governance, AGM and strategic planning Computer supplies and maintenance Consultation services 4,330 1,481 1,481 Computer supplies and maintenance Consultation services Fees and memberships 15,044 500 500 Fees and memberships Furniture and equipment Supplies Cocupancy Cocupancy Supplies Suppl			1 1 1
Expenses		, , ,	\ ' '
Expenses \$ 3,554,749 \$ 3,146,104 Advertising, promotion and education \$ 5,050 \$ 14,386 Amortization 17,236 13,539 Bank charges and interest 67 171 Board governance, AGM and strategic planning 4,330 1,481 Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853		,	
Expenses Advertising, promotion and education \$ 5,050 \$ 14,386 Amortization 17,236 13,539 Bank charges and interest 67 171 Board governance, AGM and strategic planning 4,330 1,481 Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 </td <td>Donations and other</td> <td></td> <td></td>	Donations and other		
Advertising, promotion and education \$ 5,050 \$ 14,386 Amortization 17,236 13,539 Bank charges and interest 67 171 Board governance, AGM and strategic planning 4,330 1,481 Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Webs	Evnancas	<u>\$ 3,554,749</u>	<u>\$ 3,146,104</u>
Amortization 17,236 13,539 Bank charges and interest 67 171 Board governance, AGM and strategic planning 4,330 1,481 Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet \$3,457,965 \$2,959,902 Earnings before	·	\$ 5,050	\$ 14.386
Bank charges and interest 67 171 Board governance, AGM and strategic planning 4,330 1,481 Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable			T,
Board governance, AGM and strategic planning			
Computer supplies and maintenance 85,643 97,009 Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$ 2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 <td< td=""><td></td><td></td><td></td></td<>			
Consultation services 15,044 500 Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$ 2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893			
Fees and memberships 18,346 15,554 Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$ 3,457,965 \$ 2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	1 11	,	,
Furniture and equipment 26,389 923 Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893		,	
Insurance 11,541 10,190 Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	· ·	,	,
Medical supplies 29,770 24,910 Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893			
Meeting expenses 2,659 1,345 Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	Medical supplies		
Occupancy 100,627 110,455 Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	11		
Office and general 28,175 35,132 Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893			
Printing and photocopying 16,277 21,620 Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	1 7		
Professional fees 10,933 10,704 Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 \$3,457,965 \$2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893		,	,
Repairs and maintenance 42,240 44,991 Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893			,
Resource materials and program costs 52,706 43,396 Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	Repairs and maintenance		,
Salaries and benefits 2,926,963 2,466,853 Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893		,	,
Telephone 23,725 15,883 Travel and accommodation 27,515 21,943 Website and internet 12,729 8,917 **Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	1 9		
Website and internet 12,729 8,917 \$ 3,457,965 \$ 2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893	Telephone		
Website and internet 12,729 8,917 \$ 3,457,965 \$ 2,959,902 Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893			,
Earnings before amount refundable \$ 3,457,965 \$ 2,959,902 Amount refundable to MOH/CELHIN 96,784 186,202 57,912 164,893	Website and internet		
Earnings before amount refundable 96,784 186,202 Amount refundable to MOH/CELHIN 57,912 164,893			
Amount refundable to MOH/CELHIN 57,912 164,893	Earnings before amount refundable		186,202
EXCESS OF REVENUE OVER EXPENSES \$ 38,872 \$ 21,309		57,912	164,893
EXCESS OF REVENUE OVER EXPENSES \$ 38,872 \$ 21,309			
	EXCESS OF REVENUE OVER EXPENSES	\$ 38,872	<u>\$ 21,309</u>

Complete audited financial statements are available upon request.

Board of Directors

Ted Smith
Terri Donovan
Brenda Stewart
William Basztyk
John Grant

Chair Vice-Chair Secretary Treasurer Member at Large

Peter Elliott Negin Khorasani Gene Laundrie Carol Metcalfe Patrick Shaw Barton St-Denis Norm Wilson

Staff

Dr. Zahra Bardai Nancy Bikaunieks Tziporah Bernstein Dodie Bucknell

Angela Canavan Sheryl Capeling

Julie Carthew ***
Nicole Champagne

Silvia Chu *

Travis Dukelow Erin Evans

Loretta Fernandes-Heaslip

Dr. Larisa Girlan Alisia Graham-Lee

Mechele Haaksma Jennifer Josephson

Dr. Leanne Kerr Stacev Kunath

Chao-Ying Mallozzi

Debi Matias

Jo Anne McCarthy Janet McPherson

Sarah McTavish ** Angie Nicholson

Gayle Otter

Kathryn Roka Kim Ryall

Carol Sargo **
Chrissy Vandenberg
Katherine Whiteside ***

Angie Yerkie

Physician

Nurse Practitioner Registered Dietitian Nurse Practitioner Executive Assistant

Coordinator Business Operations

Nurse Practitioner Medical Secretary

Registered Dietitian Certified Diabetes Educator

Youth and Community Health Worker

Registered Nurse Certified Diabetes Educator

Health Promoter Physician

Registered Dietitian Registered Nurse

Seniors and Community Health Worker

Physician Secretary

Nurse Practitioner

Director of Clinical Services

Medical Secretary Executive Director Medical Secretary

Registered Practical Nurse/OTN Coordinator

Secretary

Nurse Practitioner

Data Management Coordinator

Nurse Practitioner Social Worker Social Worker Secretary



^{**} contract

^{***} resigned



Brock Community Health Centre

Primary Health Care Program - Cannington

64 Cameron Street East Cannington, Ontario L0E 1E0 Telephone: 705.432.3388

Fax: 705.432.3389

Primary Health Care Program - Beaverton

Beaverton Thorah Health Centre 468 Main Street East Beaverton, Ontario LOK 1A0 Telephone: 705.426.4636 Fax: 705.426.3330

Diabetes Education Program

Beaverton Thorah Health Centre 468 Main Street East Beaverton, Ontario L0K 1A0 Telephone: 705.426.4636

Fax: 705.426.3330

Services also provided in Cannington and Sunderland

Brock Geriatric Assessment Program

Beaverton Thorah Health Centre 468 Main Street East Beaverton, Ontario LOK 1A0 Telephone: 705.426.4636

Fax: 705.426.3330

Community Development and Health Promotion Program and Administration

720 Simcoe Street
Beaverton, Ontario L0K 1A0
Telephone: 705.432.3322
Fax: 705.426.4215

Website

www.brockchc.ca

The views expressed in the Annual Report are the views of Brock Community Health Centre and do not necessarily reflect those of the LHIN or the Government of Ontario.