



Brock Community Health Centre  
**ANNUAL REPORT**  
2019 - 2020



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

This moment of reflection on the 2019-2020 fiscal year could highlight the overarching theme of change that we experienced. With the Provincial Government's restructuring of the Ontario Health Care System which included the development of Ontario Health and the local Health Team applications, the expectation for major changes to our service systems was ever present. We participated in the successful Durham Health Team application and were affiliated with the Eastern York Region North Durham and City of Kawartha Lakes applications as well. Year one plans were prepared to be launched as COVID-19 impacted Ontario and required the plans to be put on hold.

As we have moved into the times where COVID-19 changed everything, it also highlighted what we believe to be the most important messages for this reflection.

The strength of Brock Community Health Centre, the Board of Directors, the staff and the community of Brock Township should be celebrated and we should focus on the most positive highlights that these difficult times have given us.

Brock CHC has highlighted that the safety of our staff, their families and the community is our top priority. Brock CHC would like to thank the community for following the Federal and Provincial Government guidelines to keep yourself safe, the community safe and our staff safe so that they can continue to come to work to provide much needed programs and services.

As we have had to change our service and program delivery models, staff have shown bravery, dedication, compassion and creativity. We are making changes weekly during the pandemic to increase efficiency and access to our programs and services and a lot of these changes will stay with us as we move into the future. Our staff team has become stronger and more connected as we meet regularly over electronic

platforms, work in more collaborative teams and offer support to each other during these difficult times. Our strength is our people.

We have found community partners and local businesses sharing a strength and willingness to come together in new ways to ensure that the community has accessible and safe services. The community has supported our Capital Campaign with such faith and enthusiasm and we are very grateful for that support. The idea that "where there is a will, there is a way" has been shown to be true.

While COVID-19 has kept the community in a type of isolation and physical distancing, it has also brought us together in new and wonderful ways. We will continue to work hard to provide safe and accessible programs and services and will continue to change and adapt to any new legislation or requirement that comes our way.

Stay safe and stay healthy,

Ted Smith  
Chair, Board of Directors

Janet McPherson  
Executive Director



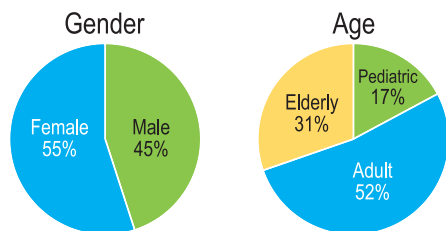
# Year in Review

Brock CHC continues to deliver on the organization's vision "to maximize the health and well-being of residents of Brock Township and surrounding areas through access to and timely delivery of quality primary health care services, health promotion, education and illness prevention." Our activities during 2019/20 have mirrored this vision and have aligned closely with our strategic directions. The following are highlights for Brock CHC for the past year:

## Primary Health Care

Clients Served **2,854**

Service Provider Interactions **16,850**



- The Primary Health Care Program continues to provide quality primary care services at both Cannington and Beaverton sites. During these COVID-19 times, in-person primary care services are provided on a reduced schedule to clients for urgent triaged needs. All other appointments are being made by telephone or video conferencing if possible or rescheduled to a later date.
- Nurse Practitioners are using the Ontario eConsult Program, a secure web-based tool that allows timely access to specialist advice for patients, often eliminating the need for an in-person referral. Telephone consult service from Ontario Shores is also being used to gain advice regarding assessment, management and treatment of patients and whether the client requires additional psychiatry support.
- Brock High School Wellness Centre is operating out of the Brock Community Youth Hub Collaborative (The Hub). The Hub offers a safe space to provide activities, programs, services and environments that are co-developed with youth in response to their expressed and

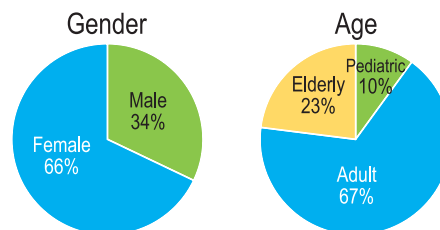
identified needs and interests. A Brock CHC Nurse Practitioner and the Youth and Community Health Worker are available at The Hub on Thursdays.

- The Journal of Clinical Care published a narrative written by Dr. Bardai on "The Resuscitative Power of Stories: The Importance of Narrative Medicine in Training, Practice and Patient Centered Health Systems."
- 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.
- Flu clinics were organized at various locations in Brock Township, including Brock High School, senior residences and Brock Food Bank.

## Social Worker and Registered Dietitian

Clients Served **395**

Service Provider Interactions **1,045**



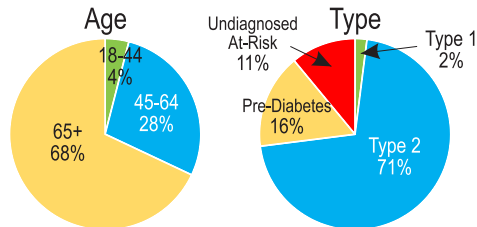
- The Social Worker continues to provide mental health support and foster relations and partnerships with other community support agencies. During this pandemic period, appointments are via telephone and OTN.

- The Registered Dietitian continues to provide individual nutritional counselling and is also supporting the Diabetes Education Program.

## Diabetes Education

Clients Served **490**

Service Provider Interactions **1,263**



- The Diabetes Education Program continues to support clients in their diabetes management. Initial assessments, follow-up appointments and monthly weight checks have been offered at both the Cannington and Beaverton primary care sites, as well as in Sunderland, but are now primarily made by telephone.
- Diabetes services were delivered monthly in Woodville in partnership with the City of Kawartha Lakes Family Health Team.
- The Diabetes Education Program submitted the certification program with Diabetes Canada as required by the Central East LHIN and the Multi-Sector Accountability Agreement.

- Brock CHC welcomed back Julie Carthew, Nurse Practitioner, to the Geriatric Assessment Program. Julie also supports the Diabetes Education team two days per week.
- Angie Nicholson, RPN with the Geriatric Assessment Program, was seconded to the Behaviour Supports Ontario Registered Practical Nurse position for six months and is receiving referrals for seniors with behavioral concerns associated with cognitive impairment and mental health.

## Ontario Telemedicine Network



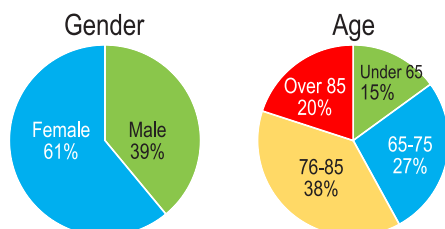
**179** Clinical Sessions  
**1** Educational Sessions  
**38** Administrative Sessions  
**12,938** Total Minutes

- The Ontario Telemedicine Network 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, 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.

## Geriatric Assessment

Clients Served **168**

Service Provider Interactions **437**



- The Geriatric Assessment Program 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.

## Physiotherapy

- Brock CHC welcomed Ken Guo, Physiotherapist, in February. Dedicated space for this service has been prepared at 720 Simcoe Street in Beaverton. Virtual client visits are being offered to people with urgent needs and we look forward to providing in-person services as Ministry directives permit.

## Community Development / Health Promotion

- The Community Development and Health Promotion team continues to provide a wide range of health promotion, illness and injury prevention programs, and community development services across Brock Township and surrounding areas. Currently, virtual sessions and health promotion seminars including Chair Yoga, Guided Meditation, Tai Chi,

Line Dancing, Kids in the Kitchen, Youth Talent Show, and more are being conducted and are well received by the community.




---

<b>1,227</b>	Individuals Served	
	Service Provider Interactions	<b>866</b>
<b>213</b>	Home Visit Interactions	
	Outreach Interactions	<b>152</b>
<b>894</b>	Group Sessions	
	Group Attendances	<b>15,731</b>
<b>23</b>	Volunteers	
	Volunteer Hours	<b>282</b>

---

- The Move, Groove and Improve program received a Ministry of Seniors and Accessibility Seniors Community Grant 2019-2020. The pilot program, a collaboration with March of Dimes Canada, Parkinson Canada and Multiple Sclerosis Society of Canada, was very successful with an average of 22 attendees over fall/winter months. We look forward to offering this program in the near future with support from the Township of Brock for use of space and from Community Care Durham for instructor fees.
- While recognizing the need for quality programming in the north and the benefits to our clients, Brock CHC and Community Care Durham partnered to take on the management of the Falls Prevention Program locally. Programming is on hold at this time due to the pandemic.
- Free Holiday Skates sponsored by Brock CHC were held in Beaverton, Cannington and Sunderland arenas with over 150 residents attending.
- Over 230 gifts were distributed to seniors this year in Brock and surrounding areas through the Secret Santa for Seniors program, coordinated by the Durham Elder Abuse Network (DEAN). Region-wide over 1200 gifts were provided.
- DEAN continues to provide emergency meals to seniors in need through Community Care Durham and Seniors Centres across Durham.
- A “groovy” 70s-themed interactive Wellness Fair in March saw Brock High School students engage in health-related activities and discussions with the Brock CHC Nurse Practitioner, Social Worker and Community Health Workers, as well as allied agencies

including Pinewood, Durham Region Public Health, Nourish and Develop Foundation, Service Canada and Canada Learning Bonds.

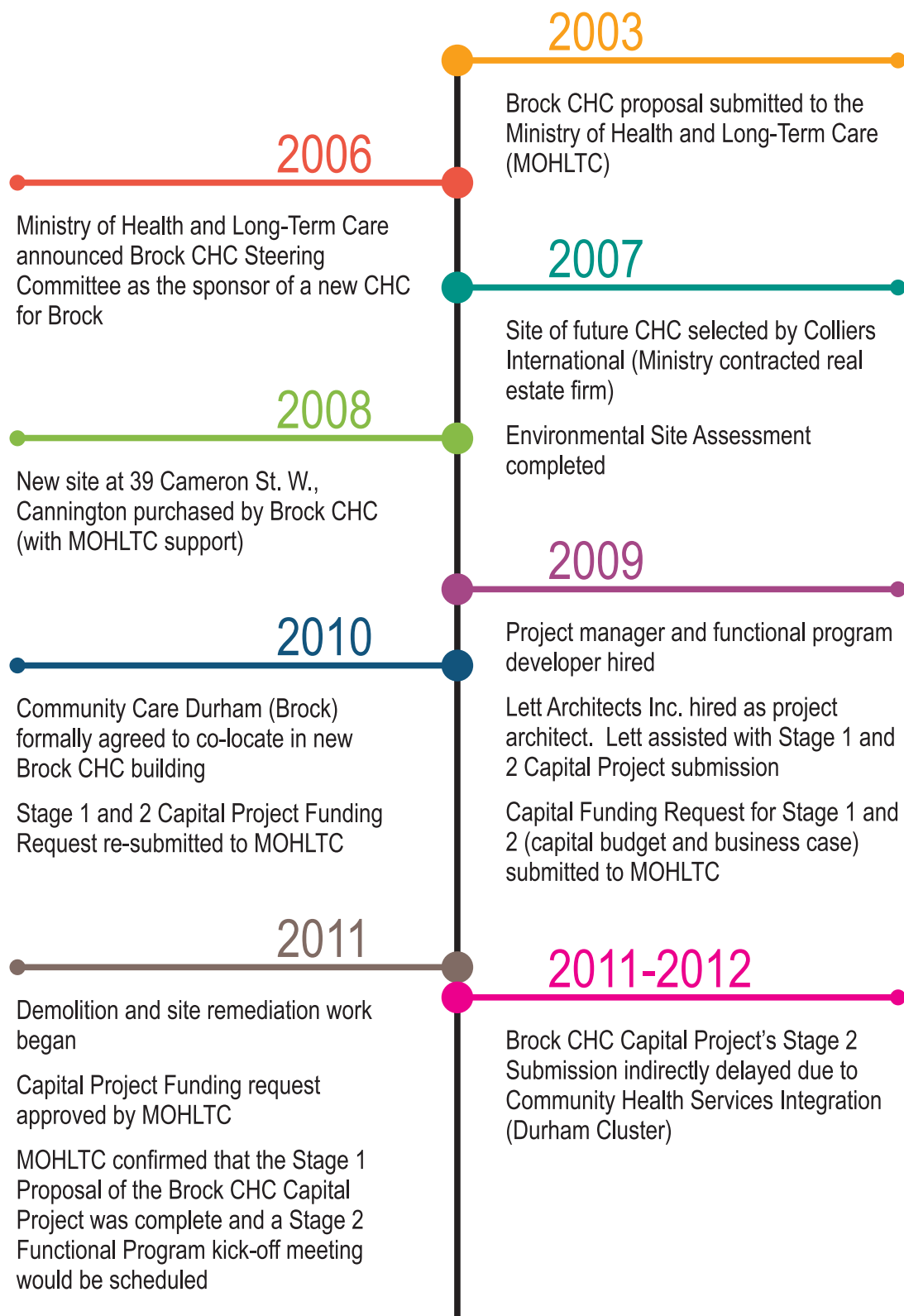
- Brock CHC continues to advocate for local affordable and accessible dental care services for low income families and seniors.

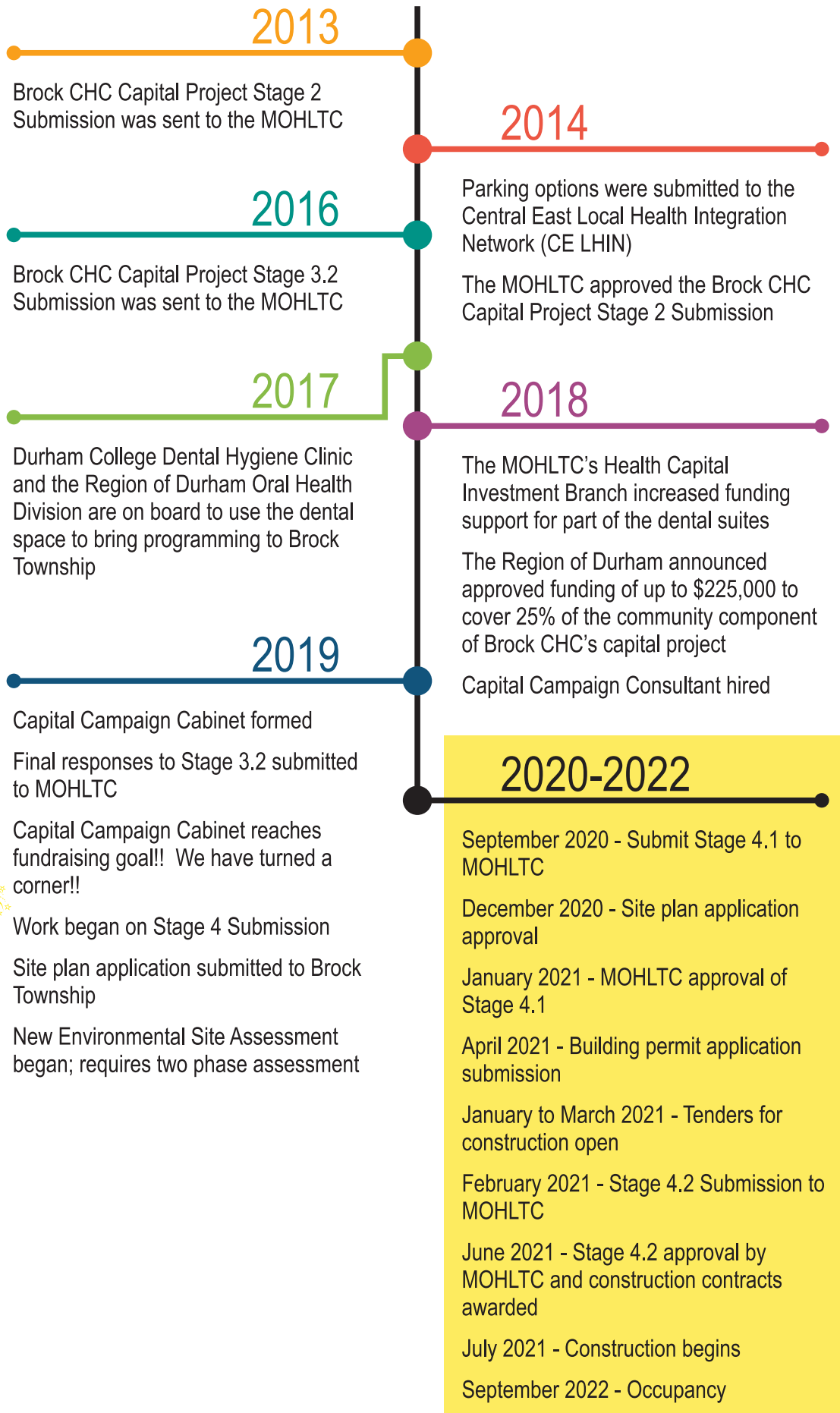
## Corporate / Governance

- A restructuring of the Finance department took place. Brock CHC welcomed Hussein Madjer, Bookkeeper, and Dennis Loney, Manager of Finance/Human Resources/Facilities.
- A staff Wellness Committee was formed with the mandate to improve and maintain wellness and morale of the health centre by providing programming, events, and education to support wellness in the work place. The Wellness Committee also supports positive working relationships, well work place, and physical and mental health wellness at work.
- The Joint Health and Safety Committee continues to meet monthly and is committed to improving health and safety conditions in the workplace. This committee has taken the lead, along with other staff representatives, for the pandemic planning during COVID-19.
- The Quality Management Committee continues to meet, in partnership with the Board Quality Committee, to provide leadership on quality of service and performance at Brock CHC.
- Brock CHC has submitted the 2020/21 Quality Improvement Plan to Ontario Health. Client satisfaction surveys were conducted for 2019/20 as part of our commitment to quality management.
- 92% of Brock CHC staff and Board members completed Indigenous Cultural Safety Training.
- Brock CHC is participating in the Durham Ontario Health Team (OHT) and is also a representative on the Eastern York Region North Durham OHT for specific working groups.
- Brock CHC's Board of Directors continues to provide quality governance to the organization. The capital project and fundraising campaign were a notable priority this past year, garnering much support from the community for Brock CHC and construction of the new healthcare facility.

# Capital Project

The following highlights key dates and activities related to the Brock CHC capital project:





# Donors

We wish to extend our sincere gratitude to this year's donors for their generosity and support:

Adeline, Keith and Tyler Pettit  
Alan Ely  
Alan Goodley  
Andy and Elaine Buckstein  
Ann MacDermid  
Arthur and Sharon Thorpe  
Beaverton Beach Brunch  
Beaverton Special Events Brock's Big Bite Committee  
Beth and William Bullock  
Bill and Marlene De Guerre  
Bonnie Alter  
Brelmar Veterinary Clinic  
Brenda Stewart  
Brian N. Howe  
Cameron Beaudoin  
Cannington Ladies Bridge Club  
Cannington Veterinary Services  
Carol and Michael Metcalfe  
Carol Barkin and Family  
Carole Roberts  
Cathy Goreski and Doug Baxter  
Charles Bastien and Anne Quinn  
Charles MacDermid  
Christine Dukelow  
Dale Doner  
Dave Forbes  
David Slabodkin  
David and Ann Ellins  
Deborah L. Dee-Highet  
Diane Reid  
Donna Lee Donnelly  
Donna Snider  
Dorothy Goodwin  
Dorothy Sanderson  
Dr. Mary Ferguson Dentistry Professional Corporation  
Dr. Pamela Goodwin  
Ducker Family  
Edengrove Community  
Edengrove Owners  
Edie Cassels and Barry Barlow  
Eva Spencley  
Fisher's Your Independent Grocer  
Francine Boivin  
Fred and Linda Fulton  
Gilbert Jones  
Heather Barnsdale  
Heather Monument  
Heather Ricard  
Helen and Dennis Crittenden  
Herbert and Katie Probst  
Herbert and Lorraine Mowles  
Howie Nisenbaum and Risa Barkin  
Irene Skinner  
James and Margaret Barnsdale  
Jill and Cam Proctor  
Jim and Donna Schwan  
Jim and Kathy Lye  
Jim Teel  
Joanne and Wayne Hickling  
John and Lorraine Barron  
John and Lore Grant  
John Morrison and Fran Wise  
Joseph and Barbara Martin  
Judi Forbes  
June and David Arkell  
Lawrence and Patricia Busch  
Lawrence Proctor  
Les Simpson  
Linda Holmes  
Lisa Fung  
Logical Cabling  
Lorna and Charlie McDonald  
Lynne and Ralph Davidson  
Mangan Funeral Home  
Mark and Annette Kingsley  
Mary Cousens and Kevin Steinberg  
Mary Newman  
Maureen Donald  
Nat and Carol Scobie  
Nora Underwood and Tim Powis  
Norm Wilson and Lianne Megarry  
Oktoberfest Beaverton  
Paul and Tricia Varty  
Paula Warder  
Phylip Tinning  
Quig Tingley and Margot Franssen  
Regional Municipality of Durham  
Rick and Carol Keeler  
Rick Doner  
Rick MacLeish Charity Golf Tournament  
Robert, Lisa, Jake and Halle Barkin  
Ron Baird  
Ron Ballantyne  
Royal Canadian Legion Branch 186 Ladies Auxiliary  
S. Jake and Lucy Vancuren  
S. McDowell  
Sally Morgan  
Sandy Wickett  
Sharon Kuilder  
Shirley and William Jackson  
Shirley Moore  
Starr and Jim Minor  
Stephen Chadwick  
Steve and Dianne Gillies  
Sunderland Co-operative Inc.  
Sunderland District Historical Society  
Sunderland Legion Branch #141  
Sunderland Lions Club  
Susanne Hall  
Tar'd and Feather'd  
Ted and Wilma Smith and Family  
Tegan Osmond  
Teresa Penkarski  
The Donovan Family  
The Nelson Family  
Township of Brock  
Travis and Claire Doble  
Valerie Gaul  
Walter and Lisa Schummer  
Wendy Stewart  
Yolanda Teel



# Community Partners and Coalitions

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 Hearing Society  
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  
City of Kawartha Lakes Family Health Team  
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 Ontario Health Team  
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  
Eastern York Region North Durham Ontario  
Health Team  
Elder Abuse Prevention 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  
Parkinson Canada  
Pinewood Centre of Lakeridge Health  
Public Health Agency of Canada  
RESTORE Home Therapy  
Royal Canadian Legion  
Salvation Army  
Seniors Care Network  
Township of Brock  
United Way Durham Region  
Victorian Order of Nurses  
Violence Prevention Coordinating Council

# Statement of Financial Position as at March 31, 2020

	<u>2020</u>	<u>2019</u>
<u>ASSETS</u>		
Current		
Cash and cash equivalents	\$ 3,165,100	\$ 3,050,943
Accounts receivable	59,070	50,920
Prepaid expenses	<u>65,221</u>	<u>28,974</u>
	\$ 3,289,391	\$ 3,130,837
Capital	<u>1,318,409</u>	<u>1,026,324</u>
	<u>\$ 4,607,800</u>	<u>\$ 4,157,161</u>
<u>LIABILITIES</u>		
Current		
Accounts payable	\$ 218,296	\$ 155,972
Due to Ministry of Health and Long-Term Care/ Central East Local Health Integration Network	213,341	222,805
Deferred revenue MOHLTC funds	2,677,490	2,743,073
Deferred revenue	<u>174,827</u>	<u>3,550</u>
	<u>3,283,954</u>	<u>3,125,400</u>
<u>NET ASSETS</u>		
Invested in Capital Assets	1,318,409	1,026,324
Unrestricted	<u>5,437</u>	<u>5,437</u>
	<u>1,323,846</u>	<u>1,031,761</u>
	<u>\$ 4,607,800</u>	<u>\$ 4,157,161</u>

# Statement of Operations for the Year Ended March 31, 2020

	<u>2020</u>	<u>2019</u>
Revenue		
Central East Local Health Integration Network (CELHIN)	\$ 3,996,459	\$ 3,841,250
Less: CELHIN in year recovery of operating surplus	(66,000)	(340,103)
Ministry of Health and Long-Term Care - Capital funding	102,686	51,188
Donations and other	<u>7,095</u>	<u>2,414</u>
	<u>\$ 4,040,240</u>	<u>\$ 3,554,749</u>
Expenses		
Advertising, promotion and education	\$ 9,420	\$ 5,050
Amortization	17,329	17,236
Bank charges and interest	1,716	67
Board governance, AGM and strategic planning	1,618	4,330
Computer supplies and maintenance	83,503	85,643
Consultation services	29,497	15,044
Fees and memberships	18,214	18,346
Furniture and equipment	19,606	26,389
Insurance	11,531	11,541
Medical supplies	28,576	29,770
Meeting expenses	2,367	2,659
Occupancy	104,714	100,627
Office and general	41,140	28,175
Printing and photocopying	15,438	16,277
Professional fees	26,856	10,933
Recruitment	1,706	-
Repairs and maintenance	63,905	42,240
Resource materials and program costs	39,489	52,706
Salaries and benefits	3,013,423	2,926,963
Telephone	23,024	23,725
Travel and accommodation	24,809	27,515
Website and internet	<u>14,845</u>	<u>12,729</u>
	<u>\$ 3,592,726</u>	<u>\$ 3,457,965</u>
Earnings before amount refundable	447,514	96,784
Amount refundable to MOH/CELHIN	<u>155,429</u>	<u>57,912</u>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<u>\$ 292,085</u>	<u>\$ 38,872</u>

Complete audited financial statements are available upon request.

## Board of Directors

Ted Smith	Chair
Terri Donovan	Vice-Chair
Brenda Stewart	Secretary
William Baszytk	Treasurer
John Grant	Member at Large
Peter Elliott	
Alan Ely	
Negin Khorasani	
Gene Landrie	
Carol Metcalfe	
Patrick Shaw	
Barton St-Denis	
Norm Wilson	

## Staff

Dr. Zahra Bardai	Physician
Nancy Bikaunieks	Nurse Practitioner
Tziporah Bernstein ***	Registered Dietitian
Dodie Bucknell	Nurse Practitioner
Angela Canavan	Executive Assistant
Sheryl Capeling ***	Coordinator Business Operations
Julie Carthew	Nurse Practitioner
Nicole Champagne	Medical Secretary
Silvia Chu *	Registered Dietitian Certified Diabetes Educator
Rose-Marie Dolinar **	Nurse Practitioner
Travis Dukelow	Youth and Community Health Worker
Erin Evans ***	Registered Nurse Certified Diabetes Educator
Loretta Fernandes-Heaslip	Health Promoter
Dr. Larisa Girlan	Physician
Alisia Graham-Lee	Registered Dietitian
Mechele Haaksma	Registered Nurse
Jennifer Josephson	Seniors and Community Health Worker
Dr. Leanne Kerr	Physician
Stacey Kunath	Secretary
Dennis Loney	Finance/Human Resources/Facilities Manager
Hussein Madjer	Bookkeeper
Chao-Ying Mallozzi	Nurse Practitioner
Debi Matias	Director of Clinical Services
Jo Anne McCarthy	Medical Secretary
Janet McPherson	Executive Director
Sarah McTavish **	Medical Secretary
Angie Nicholson	Registered Practical Nurse/OTN Coordinator
Gayle Otter	Secretary
Kathryn Roka	Nurse Practitioner
Kim Ryall	Data Management Coordinator
Carol Sargo **	Nurse Practitioner
Chrissy Vandenberg	Social Worker
Angie Yerkie	Secretary

\* maternity leave

\*\* 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 L0K 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 L0K 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](http://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.

Brock Community Health Centre is a member of the Alliance for Healthier Communities.

