



Brock Community Health Centre

ANNUAL REPORT

2020-2021

A message of hope from local children was created at the entrance of our Primary Care site in Beaverton.



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.



Our Mission, Vision and Values



Mission

Optimizing the health and wellbeing of local residents through access to quality primary health care services as well as educating, promoting and providing wellness programs.



Vision

An ever stronger, healthier and informed community.



Values

Equity
Confidentiality
Compassion
Collaboration
Responsiveness
Education
Respect

Board of Directors

John Grant
Chair

William Basztyk
Vice-Chair

Carol Metcalfe
Secretary

Norm Wilson
Treasurer

Brenda Stewart
Member at Large

Roger Clements
Director

Peter Elliott
Director

Alan Ely
Director

Negin Khorasani
Director

Gene Landrie
Director

Patrick Shaw
Director

Barton St-Denis
Director

Johanne St Louis
Director

Report of the Board Chair and Executive Director

The past year has been challenging for everyone in the world. Brock Township and Brock Community Health Centre did not escape the impact of COVID-19. It is still being felt everywhere.

People struggled to balance the worry of their families and home life with the worries and the challenges of COVID's impact on their clients, the programs and services, and their employment.

At Brock CHC, we worked hard to protect staff with a steady supply of personal protective equipment, an increased access to professional supports with a new Employee Assistance Program, a series of personal days to take when rest and relaxation were required, updated Ministry of Health Guidelines for our work and increased communication about COVID's impact. Keeping staff safe means that we can and will continue to provide services to the community and our clients. Front line workers in health care, like the staff at Brock CHC, show up daily, despite any fears and anxiety and do their best to be there for the community.

The road was not without its bumps and potholes. There were challenges. Remote work, virtual care, client screening, and ever-changing information about COVID all had to be considered and we had to be versatile in our thinking. Virtual primary care services has become the norm as has group programming. COVID-19 reminded us of the significance of the broad determinants of health for all people and that those who are the most marginalized were further marginalized by the impact of COVID-19. New programs and services were developed to help address the gaps such as the Grocery Program, Breakfast Program and outreach Social Work services.

Our most recent hopeful offering has been the COVID vaccine clinics that we are now running and that provide greater access to vaccinations in the community. People have expressed gratitude at

these clinics for the availability of the vaccine and the hope that it offers everyone. All staff are involved in the different roles required to run the clinics. We are grateful to participate in this important activity as COVID numbers continue to decline in Ontario.

We all need people to connect with, to exchange ideas with, to smile at and to share with. We can stand shoulder to shoulder, albeit six feet apart, and support each other. Our Board of Directors and staff have remained strong in their support of the community, as have our community partners. And for that we are forever grateful. This challenging time is not over and we can make changes based on what we have learned this past year.

The hope that we offer is one of continued support and learning. We will come out of this forever changed but stronger.

Stay safe and stay healthy,

John Grant
Chair, Board of Directors

Janet McPherson
Executive Director



Programs and Services

Primary Health Care

2780 clients served

service provider interactions **14,339**

Geriatric Assessment

162 clients served

service provider interactions **602**

Diabetes Education

311 clients served

service provider interactions **969**

Physiotherapy

134 clients served

service provider interactions **490**

Registered Dietitian/ Social Worker

332 clients served

service provider interactions **1,244**

Ontario Telemedicine Network

277 clinical sessions

total minutes **13,447**

Community Development/Health Promotion

1,038 clients served

service provider interactions **2,804**

1,039 home visit interactions

outreach interactions **38**

329 virtual group sessions

virtual group attendances **5,456**

26 volunteer hours

Ongoing Community Wellness Programs

- Arts and Crafts*
- Chair Yoga
- Guided Meditation
- Kids in the Kitchen
- Line Dancing
- Moving and Grooving
- Qigong
- Seniors Gentle Fit
- Tai Chi
- Youth Life Skills

* United Way Funding

Community Information Sessions

- COVID-19 Information Sessions
- Rise Up and Thrive
- Cooking for One with Alisia
- Frauds and Scams
- Keeping Calm with Chrissy
- Latest and Greatest About Diabetes

Addressing Food Insecurity

- Community vegetable garden planted at Primary Care Cannington site
- 150 emergency frozen meals and grocery gift cards were purchased to provide to seniors and vulnerable people in the community
- 76 seasonal agricultural workers received culturally-appropriate grocery staples and frozen meals
- 355 individuals were assisted to access Brock CHC grocery delivery program, good food box deliveries, emergency frozen meals or local food bank/pantry

Ministry Funding – Mental Health during COVID



5

laptops were purchased to complement Brock Township Public Library's Wi-Fi Hotspot Lending Program.

4

mobile phones were purchased and made available for clients to borrow to help them "connect" through COVID-19.



"Pick-Me-Up Bags" were prepared for clients to support mental health during COVID-19. Items included colouring books, grocery gift cards, water bottles and mental health resources.

United Way Funding – Seniors Response during COVID



seniors were able to access the weekly grocery order/delivery program who would otherwise have difficulty obtaining groceries during COVID-19.

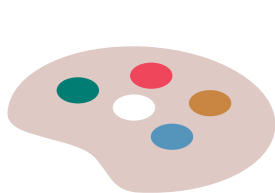
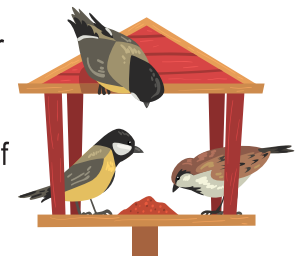
50

seniors had the opportunity to grow and care for vegetables and herbs. They were provided with seed containers and soil to create their very own outdoor mini garden.



50

seniors had the opportunity to care for local birds. They were provided with a birdhouse (built by Marie Geelen and Triple R campers) and a legend of common local birds to help them identify bird sightings.



60

people (26 adults and 45 youth) were able to participate in a new Arts and Crafts program. Art and crafting supplies were provided to each participant and 8 sessions in total were offered.

Breakfast Club of Canada Funding during COVID

33

families (over 70 children and 30 adults) were supported with monthly breakfast groceries, to help youth who would normally have access to the school breakfast program. Donations were also received from 2 local food drives, community members, The Nourish and Development Foundation, Burnabrae Farms and the Ontario Egg Farmers of Zone 8.



Strategic Plan

Strategic planning provides an opportunity for an organization to reflect on the past, celebrate successes, and look ahead to the future. In 2020, after a period of organizational growth and change, including navigation of the ongoing COVID-19 pandemic, Brock Community Health Centre (CHC)'s Board of Directors began the process of developing a new strategic plan.

It was important that our new strategic plan respond to the changing nature of the health care landscape and reflect the needs of our clients and communities. To ensure that we had a comprehensive understanding of stakeholders' views, we engaged clients, their family members, our staff, volunteers, partners, donors, and community members from across the region. As part of the process, we undertook an analysis of the environment in which we operate. From this, we came together to map out four new strategic directions for the next three years.

We are deeply proud of our organization's successes and look forward to a future full of potential – one in which Brock CHC continues to provide high-quality primary health care, coupled with health promotion and education. By doing so, our organization will continue to grow its reputation as a vital part of the healthcare landscape within our community. We extend our gratitude to everyone who took the time to share their ideas with us.



Strategic Plan Summary

2021-2024



Delivering Quality Services

- Renew our understanding of the CHC model of care
- Evaluate programs and services and explore opportunities for cross-collaboration
- Ensure clear organizational and service delivery processes and systems are in place
- Improve accessibility and flexibility
- Focus on what differentiates Brock CHC from service providers in urban areas
- Identify emerging trends and service needs
- Ensure programs and services meet the highest standards through accreditation



Cultivating a Healthy Organization Equipped for Change

- Uphold oversight, leadership and risk management responsibilities as a Board of Directors
- Strengthen internal processes and systems to develop core infrastructure
- Recruit, retain and recognize staff at all levels
- Clearly define roles and responsibilities
- Invest in the professional development of management to build on the strengths of our team, prioritize workplace culture, and increase internal communication and coordination across the organization



Leading Through Effective Communication

- Enhance communications to increase our visibility in the community
- Customize outreach strategies to ensure equity of access to health care
- Continue to advocate on behalf of clients and the sector to maximize our impact and drive positive change, and to secure funding and achieve long-term financial sustainability
- Share our knowledge and learnings; lead system integration and collaboration with our many community partners
- Strengthen relationships with political leaders, media, influencers and decision makers to accelerate change and maximize impact



Building a Foundation for Success in Our New Home

- Invest time and resources to thoughtfully prepare for the new facility
- Maintain a flexible and agile mindset as we work towards completion of the facility
- Effectively guide the organization through change and transition
- Prepare, inform and support staff to successfully acclimatize to the new environment
- Communicate with the public as project milestones are met and work collaboratively with partners on the use of space to ensure needs of clients, partners and community are met

Mission

Optimizing the health and wellbeing of local residents through access to quality primary health care services as well as educating, promoting and providing wellness programs.

Vision

An ever stronger, healthier and informed community.

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For the full Strategic Plan, go to www.brockchc.ca/strategic-plan-2021-24/

Capital Project

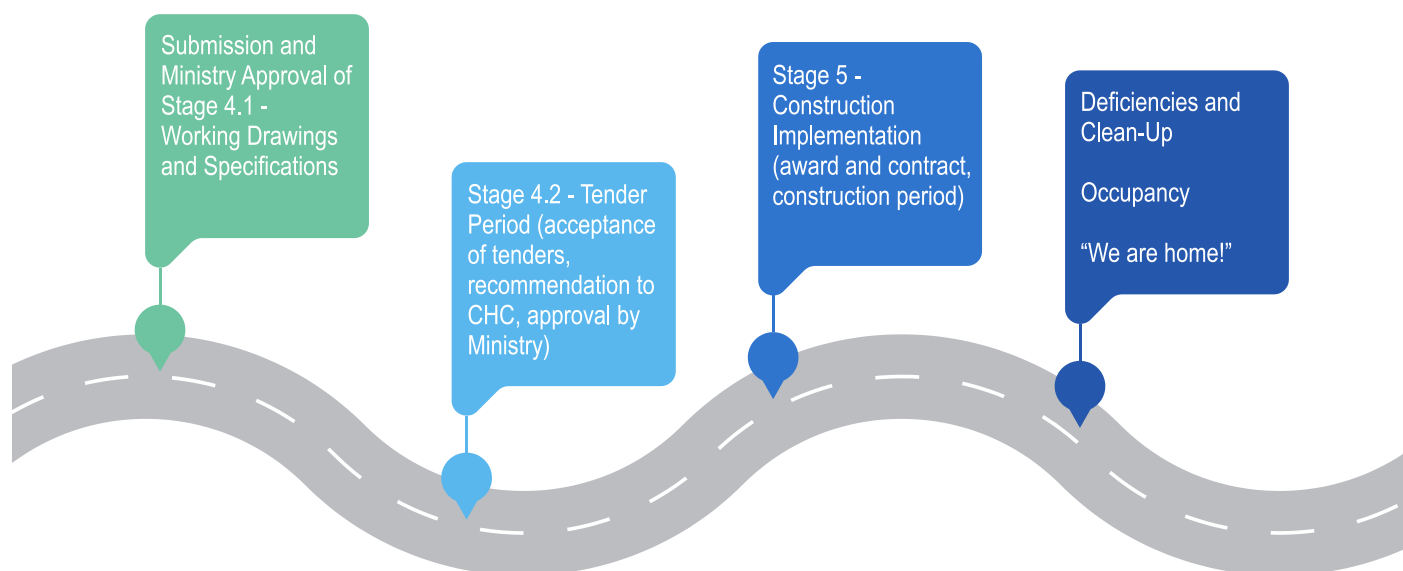
As the community eagerly awaits the start of construction of the new Brock CHC health care facility, extensive work is being done behind the scenes to advance the process. We are thrilled to announce that the long-awaited approval of Stage 3.2 of the Ministry's Capital Project Protocol (block schematic design, design development and cost estimate) was recently received! Stage 4.1, which includes working drawings, specifications, cost estimate and tender documents, is almost complete and ready for submission to the Ministry of Health Capital Investment Branch.

Below is a highlight of recent activities that have been underway, led by our architect, Lett Architects:

- All working drawings including architectural, mechanical and electrical are complete and have been approved by the Brock CHC Board of Directors, as well as the selection of colour boards/finishes.
- The Site Plan Agreement Application has been submitted to the Township of Brock and is currently being reviewed for approval.
- Work by Elexicon Energy is being arranged to bring services to the lot that fit the site plan requirements.
- The Building Permit Application has been submitted to the Township and is being reviewed.
- Pre-qualifications for qualified General Contractors was sought and 7 construction companies were selected as successful proponents.

As with any capital project of this magnitude, unforeseeable items beyond our control have resulted in some delays and increased costs. These challenges have been met with determination and perseverance of our Board members, staff and our architect who continue to work closely with the Ministry of Health and the Central East Local Health Integration Network.

What's Next?



Donors

We wish to extend our sincere gratitude to this year's donors for their generosity and support (April 2020 - March 2021):

Adeline Khoo Petit
Alan Ely
Alisia Graham-Lee
Alison O'Connell
Angela Canavan
Barbara Harris
Beaverton Lions Club
Brenda Stewart
Cannington Lions Club
Chao-Ying Mallozi
Christine Dukelow

David and Donna Lincoln
Dawne Duckworth
Dennis Loney
Diane Nash
Dodie Bucknell
Edward Gordon
Elizabeth Kocmur
Hydro One Networks Inc.
James Baillie
Janet and Robert Graham
Janet McPherson

John Grant
Julie Carthew
Karen Hamilton
Ken Guo
Kim and Gerry Lodwick
Kim Ryall
Larisa Grlan
Lindsay Houston
Mechele Haaksma
Rowena Antle
Sheridan Seating



Community Partners and Coalitions

Alliance for 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 Township Public Library
Building Youth Capacity
Canadian Diabetes Association
Canadian Hearing Society
Canadian Mental Health Association Durham
Carea Community Health Centre
Catholic Family Services of Durham
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 Corp.
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
Home and Community Care Support
Services Central East
Home and Community Care Support
Services North Simcoe Muskoka
IDA Pharmacy
Lakeridge Health
Lakeview Manor
Local Service Groups
March of Dimes Canada
MS Society of Canada
North House
Nourish Hub
North Durham Family Health Team
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
VHA Home Healthcare
Victorian Order of Nurses
Violence Prevention Coordinating Council

Statement of Financial Position as at March 31, 2021

	<u>2021</u>	<u>2020</u>
<u>ASSETS</u>		
Current		
Cash and cash equivalents	\$ 3,555,055	\$ 3,165,100
Accounts receivable	34,275	59,070
Prepaid expenses	48,531	65,221
	<u>\$ 3,637,861</u>	<u>\$ 3,289,391</u>
Capital	1,486,205	1,318,409
	<u>\$ 5,124,066</u>	<u>\$ 4,607,800</u>
<u>LIABILITIES</u>		
Current		
Accounts payable	\$ 320,023	\$ 218,296
Due to Ministry of Health and Long-Term Care/ Central East Local Health Integration Network	528,887	213,341
Deferred revenue MOHLTC funds	2,541,612	2,677,490
Deferred revenue	241,902	174,827
	<u>3,632,424</u>	<u>3,283,954</u>
<u>NET ASSETS</u>		
Invested in Capital Assets	1,486,205	1,318,409
Unrestricted	5,437	5,437
	<u>1,491,642</u>	<u>1,323,846</u>
	<u>\$ 5,124,066</u>	<u>\$ 4,607,800</u>

Statement of Operations for the Year Ended March 31, 2021

	<u>2021</u>	<u>2020</u>
Revenue		
Central East Local Health Integration Network (CELHIN)	\$ 4,197,023	\$ 3,996,459
Less: CELHIN in year recovery of operating surplus	(15,000)	(66,000)
Ministry of Health and Long-Term Care - Capital funding	141,711	102,686
Donations and other	23,604	7,095
	<u>\$ 4,347,338</u>	<u>\$ 4,040,240</u>
Expenses		
Advertising, promotion and education	\$ 1,008	\$ 9,420
Amortization	19,259	17,329
Bank charges and interest	593	1,716
Board governance, AGM and strategic planning	9,447	1,618
Computer supplies and maintenance	95,128	83,503
Consultation services	7,642	29,497
Fees and memberships	18,663	18,214
Furniture and equipment	5,694	19,606
Insurance	12,271	11,531
Medical supplies	37,433	28,576
Meeting expenses	573	2,367
Occupancy	98,605	104,714
Office and general	34,978	41,140
Printing and photocopying	12,791	15,438
Professional fees	21,528	26,856
Recruitment	-	1,706
Repairs and maintenance	56,944	63,905
Resource materials and program costs	54,796	39,489
Salaries and benefits	3,332,749	3,013,423
Telephone	22,584	23,024
Travel and accommodation	9,230	24,809
Website and internet	12,080	14,845
	<u>\$ 3,863,996</u>	<u>\$ 3,592,726</u>
Earnings before amount refundable	483,342	447,514
Amount refundable to MOH/CELHIN	315,546	155,429
	<u>\$ 167,796</u>	<u>\$ 292,085</u>

Complete audited financial statements are available upon request.

Staff

Dr. Zahra Bardai
Physician

Melissa Black
Medical Secretary

Nancy Bikaunieks
Nurse Practitioner

Dodie Bucknell
Nurse Practitioner

Bronwyn Campbell
Program Assistant (Student)

Angela Canavan
Executive Assistant

Julie Carthew
Nurse Practitioner

Nicole Champagne
Medical Secretary

Silvia Chu
Registered Dietitian
Certified Diabetes Educator

Travis Dukelow
Youth and Community Health Worker

Loretta Fernandes-Heaslip
Health Promoter

Dr. Larisa Girlan
Physician

Alisia Graham-Lee
Registered Dietitian

Ken Guo
Physiotherapist

Mechele Haaksma
Registered Nurse

Jennifer Josephson
Seniors and Community Health
Worker

Dr. Leanne Kerr
Physician

Megan Kobzick
Registered Nurse
Certified Diabetes Educator

Stacey Kunath
Secretary

Dennis Loney
Finance/HR/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/BSO

Gayle Otter
Secretary

Kathryn Roka
Nurse Practitioner

Kim Ryall
Data Management Coordinator

Chrissy Vandenberg
Social Worker

Angie Yerkie
Secretary

Please join us in extending our best wishes to Nancy Bikaunieks, Nurse Practitioner, who is retiring on June 25, 2021, after 11 years of service with Brock CHC.

Nancy found the move from hospital healthcare to community healthcare at Brock CHC to be a gratifying experience. "It has also turned out to be the best job I've ever had. For this, I owe a debt of gratitude to my colleagues and my patients for all they have taught me."

After retirement, for now, Nancy plans to stay in Newmarket with her husband Peter and their dog Chin Chin. Together, they look forward to travel, once COVID lifts, and pursuing their love of photography. Congratulations Nancy!



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

Physiotherapy

720 Simcoe Street
Beaverton, Ontario L0K 1A0
Telephone: 705.426.4636
Fax: 705.426.4215

Community Development and Health Promotion Program and Administration

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

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.

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



**Alliance for
Healthier Communities**
Alliance pour des
communautés en santé