



*Together we are
building a healthier
community*



Annual Report 2022-2023

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

Norm Wilson
TREASURER

Peter Elliott
SECRETARY

Roger Clements
MEMBER AT LARGE

Heather Allison
DIRECTOR

Maria Buragina
DIRECTOR

Patricia Cousins
DIRECTOR

Alan Ely
DIRECTOR

Andrea Kay
DIRECTOR

Gene Landrie
DIRECTOR

Ted Smith
DIRECTOR

Brenda Stewart
DIRECTOR

REPORT OF THE BOARD CHAIR AND EXECUTIVE DIRECTOR

The Annual General Meeting is a time that we look back to see how far we have come on our journey, where we check alignment with our strategic goals and service agreements, and where we set a path to forge our way forward into the future.

This is also a time to acknowledge the teams at Brock Community Health Centre. Collectively, they provide leadership in the areas of health and social services in the rural communities of Brock Township and the surrounding areas of North Durham Region.

As we look back on our own performance last year, we can see that we provided primary care services to a record number of clients, operating at 104% of our panel size for clients that have a high level of complexity. We are currently not able to accept any new clients in our primary care program as we have reached the maximum capacity with our existing staffing complement. Our allied health programs continued to be busy and well attended. These programs have always been open to all residents of Brock Township and are still open to new participant registrations. And while we have had our fair share of challenges (COVID and shortage of health human resources), we have continued to serve our rural community by providing accessible, quality primary health care and related services.

Our teams continue to provide services including Primary Care, Physiotherapy, Diabetes Education, Geriatric Assessment and Supports, Social Work, Nutrition and Community Wellness Programs. We continue to work with our community partners with a focus to seek out new partnerships and true collaborations that will address the unique service needs of this rural area.

We have developed and implemented a communications plan to ensure that the community is aware of the services that are available close to their home, and to ensure that they are up to date on all the happenings at Brock CHC. Our new campaign consists of an updated website and more frequent communications through our social media (Instagram and Facebook) and newspaper.

Construction of our new facility in Cannington is well underway. It has been very exciting to see this long-awaited project finally take shape in the form of



John Grant
Chair, Board of Directors



Janet McPherson
Executive Director

a vibrant new community hub that will be the centre for primary care services and health promotion programming in rural Brock Township. It will also be a hub where other services can have a safe and welcoming home to see their clients and provide their service locally. It is an opportunity for new collaborations and new programming. We are expected to be residing in the building by the Spring of 2024 and planning has begun to ensure a smooth transition.

Health care in Ontario is moving forward with a plan on providing people with a better health care experience by connecting them to more convenient options closer to home while shortening wait times for key services across the province and growing the health care workforce for years to come. Brock Community Health Centre is aligned with Ontario Health's vision of a new primary care system with a neighbourhood hub which will be particularly effective in this rural area where there are so many access issues.

We have submitted an Expression of Interest to Ontario Health's call for the expansion of team-based primary care. We are the only team-based primary care service

in Brock Township and we are primed to increase our capacity to serve the local residents of rural North Durham. For too long, Brock Township has watched their primary care resources diminish as local

sole practitioners have retired. It is time for equity in the distribution of health funding in Ontario. While we are not remote, we are distinctly rural, with access to health services (hospitals, labs, urgent cares) being one of the primary concerns for the growing population. Brock CHC will continue to be a leader in primary care for Brock Township and North Durham, and will continue to advocate for community governed inter-professional primary care team expansions for rural communities.

“Provided primary care services to a record number of clients, operating at 104% of our panel size for clients that have a high level of complexity”

Programs & Services

PRIMARY CARE PROGRAM

★ OVER 100% OF PANEL SIZE TARGET

2894
Clients Served



15,132
Service Provider Interactions

★ EXCEEDED TARGET

PHYSIOTHERAPY

234
Clients Served



960
Service Provider Interactions

★ EXCEEDED TARGET



REGISTERED DIETITIAN/
SOCIAL WORKER

249
Clients Served

422 ★ EXCEEDED TARGET
Service Provide Interactions

DIABETES EDUCATION PROGRAM

382
Clients Served



1086
Service Provider Interactions

★ EXCEEDED TARGET

GERIATRIC ASSESSMENT PROGRAM

163
Clients Served



1097
Service Provider Interactions

★ EXCEEDED ALL TARGETS



FOOD SECURITY

278
Encounters

33
Unique Individuals

COMMUNITY DEVELOPMENT/HEALTH PROMOTION

1296
Clients Served

1619
Service Provider Interactions

7235
Group Attendance

★ EXCEEDED TARGET



488
Group Sessions

★ EXCEEDED TARGET

368
Home Visit Interactions

851
Internal Referrals

COMMUNITY

Partners

Alliance for Healthier Communities

Alzheimer Society Durham Region

Brock Community Food Bank

Brock High School

Brock Township Public Library

Brock Youth Centre

Community Care City of Kawartha Lakes CHC

Community Health Centres of Northumberland

Canadian Diabetes Association

Canadian Hearing Society

Canadian Mental Health Association Durham

Carea Community Health Centre

CHIMO

City of Kawartha Lakes Family Health Team

Community Care Durham

Community Development Council of Durham

Community Living Durham North

Durham Catholic School Board

Durham College

Durham Connect

Durham Council on Aging

Durham District School Board

Durham Elder Abuse Network

Durham Farm and Rural Family Resources

Durham Ontario Health Team

Durham Region – Social Services/ Services for Seniors and Housing

Durham Region Health Department / Oral Health

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

Home and Community Care Support Services Central East

Home and Community Care Support Services North Simcoe Muskoka

Lakeridge Health

Local Service Groups

North Durham Family Health Team

North House

Nourish Hub

Ontario Oral Health Alliance

Ontario Shores

Pinewood Centre of Lakeridge Health

Public Health Agency of Canada

Safety Network Durham

Seniors Care Network

Township of Brock

VHA Home Healthcare

Victorian Order of Nurses

Violence Prevention Coordinating Council of Durham Region

“3 years on Zoom. We did it!! There were some nice comments at the workshop on Saturday about how we all managed it and had a great time. They loved how everyone could participate in stories, entertainment, pets... I guess our grand total is 15 years of line dancing. Even Covid didn't stop us.”

JANET MARTIN, LINE DANCING INSTRUCTOR



2021-2022

Donors

We wish to **extend our sincere gratitude to this year's donors** for their generosity and support (April 2022 - March 2023):

OUR DONORS

Beth Crew

John Grant

Paul and Nina Grills

Dorothy Sanderson

Paul South

OUR TEAM

Staff

Dr. Zahra Bardai
PHYSICIAN

Almut Brenne-Davies
NURSE PRACTITIONER

Angela Canavan
EXECUTIVE ASSISTANT

Julie Carthew
NURSE PRACTITIONER

Nicole Champagne
MEDICAL SECRETARY

Silvia Chu
REGISTERED DIETITIAN/
CERTIFIED DIABETES EDUCATOR

Brooklyn Coulter
MEDICAL SECRETARY

Jane Douglas
SOCIAL WORKER

Travis Dukelow
YOUTH AND COMMUNITY
HEALTH WORKER

Loretta Fernandes-Heaslip
HEALTH PROMOTER

Dr. Larisa Giralan
PHYSICIAN

Alisia Graham-Lee
REGISTERED DIETITIAN

Ken Guo
PHYSIOTHERAPIST

Abby Harper
YOUTH AND COMMUNITY HEALTH
WORKER (CONTRACT)

Bri Iazzolino
NURSE PRACTITIONER

Jennifer Josephson
SENIORS AND COMMUNITY
HEALTH WORKER

Sarah Kalvoda
NURSE PRACTITIONER

Dr. Leanne Kerr
PHYSICIAN

Megan Kobzick
REGISTERED NURSE/CERTIFIED
DIABETES EDUCATOR

Dennis Loney
FINANCE/HR/FACILITIES MANAGER

Jessica Lummiss
MEDICAL SECRETARY

Hussein Madjer
BOOKKEEPER

Debi Matias
DIRECTOR OF CLINICAL SERVICES

Jo Anne McCarthy
MEDICAL SECRETARY

Eleanor McLay
REGISTERED PRACTICAL NURSE

Janet McPherson
EXECUTIVE DIRECTOR

Sarah McTavish
MEDICAL SECRETARY

Angie Nicholson
REGISTERED PRACTICAL NURSE

Gayle Otter
MEDICAL SECRETARY

Mackenzie Otter
REGISTERED PRACTICAL NURSE/BSO

Kathryn Roka
NURSE PRACTITIONER

Kim Ryall
DATA MANAGEMENT COORDINATOR

Alex Van Veghel
REGISTERED PRACTICAL NURSE

OUR COMMUNITIES

Program Locations

Primary Health Care Program — Cannington

64 Cameron Street East
Cannington, Ontario
L0E 1E0

Telephone: 705.432.3322 EXT 1
Fax: 705.432.3389

Primary Health Care Program — Beaverton

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

Telephone: 705.432.3322 EXT 2
Fax: 705.426.3330

Diabetes Education Program

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

Telephone: 705.432.3322 EXT 2
Fax: 705.426.3330

*Services also provided in Cannington
and Sunderland*

Administration

720 Simcoe Street
Beaverton, Ontario
L0K 1A0

Telephone: 705.432.3322 EXT 4
Fax: 705.426.4215

www.brockchc.ca

Geriatric Assessment Program

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

Telephone: 705.432.3322 EXT 2
Fax: 705.426.3330

Physiotherapy

720 Simcoe Street
Beaverton, Ontario
L0K 1A0

Telephone: 705.432.3322 EXT 2
Fax: 705.426.4215

Community Development and Health Promotion Program

720 Simcoe Street
Beaverton, Ontario
L0K 1A0

Telephone: 705.432.3322 EXT 3
Fax: 705.426.4215

CLIENT SATISFACTION

Survey Highlights

100% of respondents reported that they always feel comfortable and welcome at Brock CHC.

99% of respondents reported positively when asked if they would recommend our services to their family or friends.

Things we are doing well:

- ✓ professional
- ✓ friendly
- ✓ thorough
- ✓ referrals
- ✓ attentive
- ✓ knowledgeable

Things we can improve:

- ✓ access to lab services
- ✓ phone system
- ✓ wait times

FEATURE HIGHLIGHT

Mental Health Funding

Thanks to one-time funding from the provincial government aimed to improve access to mental health resources, Brock CHC was able to plan a variety of workshops and purchase items that would benefit members of the community:

Community Workshops

(PARTICIPATION FROM OVER 1000 PEOPLE)

- There's No Health Without Mental Health
- Let's Talk About Mental Health — via Zoom
- See, Ask, Listen and Help — via Zoom
- Clara Hughes — Open Heart, Open Mind Live to Brock HS students and livestreamed to 9 schools ▶



Staff Workshops

- Managing Challenging Interactions/ Defusing Strategies
- Understanding Compassion Fatigue

Purchases

(POTENTIAL IMPACT OF 1500 CLIENTS AND RESIDENTS)

- **10 new bicycles** for future residents of Beaverton Supportive Housing (those facing transportation issues)
- **Equipment** for Geriatric Assessment and Behaviour Supports
- **Gift cards** (food and gas) to assist Brock CHC clients with emergent needs
- **Cell phones** for any clients needing to access mental health supports
- **Calm apps** and **stress kits** to be distributed as needed

OTHER HIGHLIGHTS

Loans Cupboard

Since taking over the loans cupboard from Community Care Durham in 2021, Brock CHC has been able to support individuals with short term loans of assistive devices such as walkers, bath benches, raised toilet seats, canes, crutches, commodes and wheelchairs. This much-needed equipment is imperative to individuals' recovery or for preventing falls. All equipment is donated to us in a gently used condition. The demand during COVID was significant because some equipment was back ordered or hard to find.

This past year we were able to **support 47 individuals** with various equipment. Often during the loans process, the Seniors and Community Health Worker is able to assist and connect individuals to other much needed services and supports within the Brock CHC or through our community partners.

OTHER HIGHLIGHTS CONTINUED

Website Redesign

Brock CHC's website was redesigned for a more vibrant, informative and user-friendly experience. The project involved several staff members and input from key stakeholders and we are extremely pleased with the end result!

Check us out at www.brockchc.ca!

Community Wellness Programs

Community wellness programs continue to support the wellbeing of the community. Virtual programming has allowed a large number of participants from Brock Township and beyond. Three programs have transitioned back to in person and we look forward to bringing back more in-person classes. An outdoor pole walking program was introduced this year.

Durham Ontario Health Team

Brock CHC is an active participant in the Durham Ontario Health Team (www.doht.ca), a group of partners from across the care continuum committed to improving access and delivery of coordinated services.

Staff Teambuilding

Staff participated in a team building afternoon that included a picnic lunch at the park, lawn bowling and a drum circle.



Community Engagement

Brock CHC participated at Beaverton and Sunderland **Fall Fairs**.

Hosted **free public skating** during the March Break and over Christmas holidays.



Virtual workshops were offered focussing on healthy eating and weight management, diabetes and your mental health, moving with diabetes, highs and lows of diabetes, cooking class.

Over **70 gifts** were delivered to seniors in Brock Township as part of the Secret Santa for Seniors Program.



In support of the **#brockbeatsunger** campaign and our local food banks, staff and Board members of Brock CHC donated 3 boxes of non-perishable goods.

Dr. Zahra Bardai, Family Physician at Brock Community Health Centre, was named the 2022 recipient of the Ontario College of Family Physicians (OCFP) Regional Family Physician of the Year Award for Region 6 — Central East and North Simcoe Muskoka. This award recognizes the outstanding contributions of members who provide exemplary care to their patients and are passionately involved in activities that contribute to excellence in family medicine.

Durham Region, like many other municipalities, developed the community paramedicine program to deliver additional support and care to high risk patients to help them thrive at home. Discussions took place this year between Durham Region Paramedic Services and Brock CHC on the needs of individuals in Brock Township and it was quickly determined that North Durham would require their own dedicated team. Brock CHC and Durham Region paramedic services have developed a partnership to serve the community, official launching June 18, 2023.

CAPITAL PROJECT Update

Construction has begun!



A long-awaited **ground breaking ceremony** took place on June 6, 2022, with approximately 100 community members in attendance.



Stage 4.2 submission was approved by the MOH on April 26, 2022.



A **community BBQ** and open house was held on June 25, 2022.

Over the course of July 2022–May 2023, **the building site was prepared** and most of the underground work was completed, including excavation and disposal of contaminated soil, installation of shoring and structural caissons, installation of mechanical and electrical underground services, installation of vapour mitigation piping and system, installation of elevator pit and walls, structural grade beams, structural slab and structural steel.

We are finally above ground!

Work on the **church parking lots has been completed** in preparation of parking for the new CHC. Lease/use agreements will be developed.

FINANCIAL

Report

Statement of Financial Position as at March 31, 2023

	2023	2022
ASSETS (CURRENT)		
Cash and cash equivalents	\$1,859,612	\$3,088,780
Accounts receivable	\$341,519	\$73,821
Prepaid expenses	\$67,781	\$46,619
	\$2,268,912	\$3,209,220
Capital	\$7,105,420	\$2,033,432
	\$9,374,332	\$5,242,652
LIABILITIES (CURRENT)		
Accounts payable	\$151,009	\$205,852
Due to Ministry of Health/Ontario Health East	\$471,335	\$669,104
Deferred revenue MOH funds	\$1,134,379	\$2,072,737
Deferred revenue	\$499,921	\$249,859
	\$2,256,644	\$3,197,552
NET ASSETS		
Invested in Capital Assets	\$7,105,420	\$2,033,432
Unrestricted	\$12,268	\$11,668
	\$7,117,688	\$2,045,100
	\$9,374,332	\$5,242,652

Statement of Operations for the Year Ended March 31, 2023

	2023	2022
REVENUE		
Ontario Health East	\$4,123,006	\$4,218,364
Ontario Health East - Other funding	\$168,200	
Ministry of Health - Capital funding	\$5,072,891	\$475,095
DONATIONS	\$600	\$6,231
Other revenue	\$117,102	\$13,133
	\$9,481,799	\$4,712,823
EXPENSES		
Salaries and benefits	\$3,347,956	\$3,464,214
Operating	\$896,945	\$554,934
	\$4,244,901	\$4,019,148
Earnings before amount refundable	\$5,236,898	\$693,675
Amount refundable to MOH/Ontario Health East		
Ontario Health East Other (Mental Health Funding) refundable	\$90,736	-
Ontario Health East refundable	\$73,573	\$140,217
	\$164,309	\$140,217
EXCESS OF REVENUE OVER EXPENSES	\$5,072,589	\$553,458

Complete audited financial statements are available upon request.

Brock Community Health Centre

720 Simcoe Street
Beaverton, Ontario
L0K 1A0

Telephone: 705.432.3322 EXT 4
Fax: 705.426.4215

www.brockchc.ca