



# 2019-2020 ANNUAL REPORT

## SOUTH GEORGIAN BAY COMMUNITY HEALTH CENTRE

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South Georgian Bay  
Community Health Centre

Supported by:



**Ontario**

North Simcoe Muskoka Local  
Health Integration Network

Accredited by  
Canadian Centre  
for Accreditation



Agréé par  
Centre canadien  
de l'agrément

## Message From the EXECUTIVE DIRECTOR

This past year was filled with successes, partnerships and progress. Our staff have worked hard on providing over 17,000 primary care, community programming and allied health appointments. We entered the final year of our strategic plan and this annual report highlights the advancements we've made in each area.

June 2019 marked the ten-year anniversary of our Community Health Centre and we have so much to be thankful for. Over the past year, we welcomed new staff and board members, and built many new partnerships that will have a positive impact on the health and wellbeing of our community. It has been a particularly busy year for our CHC as we continue to adapt and respond to changes within our province through the creation of the Ontario Health Teams.

Looking ahead to 2020-2021, I am excited to move forward on the design of a new Community Health Hub - enabling us to serve even more people in our community.



The work we accomplished over the past year has set the stage for another year of continued growth and increased health for our community. I would like to extend my sincere appreciation to our clients and community for their trust in us and to all of our staff, donors, Board members, volunteers and partners who enable us to do what we do best - respond to our community's needs. Thank you for your continued support.

Sincerely,  
*Heather Klein Gebbinck*

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## Message From the BOARD CHAIR



The South Georgian Bay CHC continues to work hard to ensure the continued growth and delivery of high-quality health care services and community programs for residents of the SGBCHC community and throughout South Georgian Bay. As we begin a new year, it's important to pause and review what progress we've made over

the past year and acknowledge the challenges we face moving forward. Now more than ever we need to stay laser focused on supporting our clients, staff and the communities we serve.

I am pleased to announce that over the past year, we were able to recruit five new board members. Their energy, passion and skill set will help ensure the continued strength of the SGBCHC board. We continue to work with our community health partners on the development of the new Ontario Health Team and I am pleased with the progress that has been made towards the fulfillment of our capital project.

On behalf of the Board of Directors, I would like to thank Heather Klein Gebbinck for her dedication and guidance and all SGBCHC staff and volunteers for their leadership across the CHC and in the local health care community. Together we are ready, willing and able to focus on what lies ahead.

Sincerely,  
*David Foster*



## ABOUT SOUTH GEORGIAN BAY CHC

The South Georgian Bay Community Health Centre is a non-profit, community-governed, charitable organization that focuses on the health and wellbeing of individuals in our community. We do this by providing everyone in our community with access to:

**Health care services** – such as doctors, nurse practitioners, dietitian, social workers, physiotherapist

**Free community programs** – such as food and exercise workshops, mom and baby support groups, mindfulness workshops, social programs etc.

**Community development** – to support important community issues such as housing and food insecurity

Our **strategic priorities** over the past year focused on the following five areas:

- Strengthen community engagement
- Maximize the value and function of the new building
- Focus on mental health services
- Build fund development
- Collaborate in community leadership

## MISSION, VISION, AND VALUES

Our **vision** is to be the leader in providing collaborative health and wellness services to our community.

Our **mission** is to inspire the health of our community by empowering self-determined care. We strive to eliminate barriers to those with complex health conditions by providing system navigation so that everyone has access to the care and services they need.

Our programs, services and staff are united by our core **values**: to be respectful, inclusive, accessible, collaborative and equitable to everyone in our community.



## BOARD OF DIRECTORS

David Foster – Chair  
Alice Grottoli – Vice Chair  
Andre Gougeon – Treasurer  
John Robbins – Past Chair and Chair of the Resource Committee

Trent Gow – Chair of the Governance Committee  
Doug Abbott  
Dale Biddell  
Valerie Dickson

Eleonore Eaves  
Kim Lattimore  
Tony Morra  
Fiona Ryner  
Bruce Young

## STRENGTHEN COMMUNITY ENGAGEMENT

Connecting with our community is at the heart of what we do. Over the past year, we have increased our community engagement through the development of:

- A new website
- Quarterly newsletters
- Increased social media engagement
- Quarterly program guides
- Increased public relations
- Local events and trade shows
- Community outreach and services at the SGBCHC Elmvale satellite clinic

### Volunteering at the SGBCHC

In addition to the Board of Directors and its committees, we now have 45 volunteers helping to facilitate many of our community programs. On November 7, 2019, we held our annual Volunteer Appreciation Tea to thank our volunteers for the incredible support they offer our clients and our community.

**"I love the SGBCHC. They are so warm and friendly and have helped me in every aspect of my life - physically, mentally and socially. They are like family to me."**  
*~Isabel Loucks, SGBCHC client and volunteer*

## BUILD FUND DEVELOPMENT

There are a number of social barriers affecting the health of our communities such as social isolation, low income, housing and food insecurity. The SGBCHC is grateful to our donors who have provided funding to the CHC over the past year - enabling us to support our community through the following initiatives:

**FoodFit** - The SGBCHC partnered with the County of Simcoe and Community Food Centres Canada to offer a social cooking and exercise program available at no cost to everyone in our community.

**Food Security** - The County of Simcoe partnered with the SGBCHC to support its food security efforts across Simcoe County.

**After Hours Clinic** - The Town of Wasaga Beach partnered with the SGBCHC to host the After Hours Clinic located at the CHC.

**Urgent Care Fund** - The SGBCHC partnered with the United Way of Simcoe Muskoka to help facilitate the Urgent Needs Fund to address basic needs such as groceries, clothing and transportation, for those who need support.

**Client Care Fund** - Over the past year, the SGBCHC received \$1,450 in donations to support initiatives that are critical to improving access to services for our clients and community members such as prescriptions, food, clothing, transportation

**Green Prescription Program** - The SGBCHC received funding from the Collingwood General and Marine Hospital to help improve our community's mental health through the Green Prescription initiative.



## FOCUS ON MENTAL HEALTH SERVICES

### One-On-One Mental Health Services

Over the past year, our mental health professionals provided one-on-one mental health and addiction counselling, cognitive behavioural therapy (CBT), group counselling and system navigation for our primary care clients and community members. They also played an important role in the development of our many community programs such as the *Mindfulness Meditation* and *Befriending Your Emotions* groups.

### Social Prescribing

In 2019, the SGBCHC was chosen as one of 11 Community Health Centres across Ontario to take part in a social prescribing pilot program. The goal was to develop non-medical, cost effective interventions that focused on addressing the social determinants of health through social prescribing. Our nurse practitioners and physicians used social prescribing by referring their clients to the CHC's free community programs such as the *Hobbies & Crafts group*, *Friendly Visiting program*, *FoofFit* and more. During the year-long project, many SGBCHC clients expressed that the programs made them feel more socially connected and less isolated.

### Green Prescription Program

The SGBCHC has been working on a collaborative project with Ontario Parks Wasaga Beach, Simcoe Muskoka District Health Unit, Town of Wasaga Beach, Wasaga Beach Healthy Community Network, Environment Network, Free Spirit Tours and Georgian College - to "prescribe" time outdoors in nature as part of the management of stress, anxiety and depression. To determine the effectiveness of the program, participants have been asked to fill out a survey and attend focus groups, whenever possible.

### Increasing Access to Structured Psychotherapy (IASP) Program

As part of Ontario's pilot project to Increase Access to Structured Psychotherapy (IASP), we've partnered with Waypoint Centre for Mental Health Care to offer Cognitive Behavioural Therapy (CBT) to everyone in our community at our Wasaga Beach and Elmvale locations.

### Youth Outreach Program

The SGBCHC provides a Youth Outreach Program at the local high schools. Through the support of a SGBCHC registered nurse and youth outreach worker, students were provided support on a number of physical and mental health issues such as anxiety and stress, sexuality and gender identity, STI's, access to birth control, pregnancy tests and more.

### Support for Substance Use Disorder

The Royal Victoria Regional Health Centre (RVH) opened its first South Georgian Bay Rapid Access Addiction Medical (RAAM) clinic at the SGBCHC. The clinic offers free, walk-in based services for individuals who are seeking support for their use of substances. This program, along with the RVH Eating Disorders program, provides SGBCHC clients and community members with additional mental health resources and support.



## COLLABORATE IN COMMUNITY LEADERSHIP

Building a strong, collaborative community is a priority for the SGBCHC and we work hard to create partnerships that build capacity for a healthy, safe and accessible community. In 2019-2020, we partnered with many community organizations including:

- **United Way of Simcoe Muskoka** and **211 Community Connection** to help facilitate the Urgent Needs Fund
- **Town of Wasaga Beach** to help facilitate the After Hours Clinic
- **Collingwood General and Marine Hospital** on a variety of community initiatives
- **Waypoint Centre for Mental Health Care** to offer Cognitive Behavioural Therapy (CBT) to everyone in our community
- **Wasaga Beach Public Library** to host our Diabetes Conversation group
- **Royal Victoria Regional Health Centre** to provide access to the Rapid Access Addiction Medicine (RAAM) clinic and the Simcoe County Eating Disorder Service, located at the SGBCHC
- **Orillia Soldiers' Memorial Hospital** to help facilitate the After Baby Group to new mothers living in our communities
- The **County of Simcoe** and **Community Food Centres Canada** enabling us to continue to offer FoodFit
- **Catholic Family Services of Simcoe County** to offer mental health support services



- **Catulpa Community Support Services** to offer prenatal and family support programs
- **YMCA of Simcoe/Muskoka** to help facilitate our Building Balance program
- **Georgian Bay Family Health Team** to offer diabetes education and lung health programs
- **The Gilbert Centre** to help us support our LGBTQ community and provide safer spaces
- **Simcoe County District School Board** to provide our local highschools with the Youth Outreach Program
- **Chigamik Community Health Centre** to improve access to French language services in our community
- **Georgian Bay Family Health Organization (GBFHO)** enabling the SGBCHC to take part in the sub-region's collaborative use of the FHO's standardized Electronic Medical Record (EMR) system
- **Township of Springwater** to help facilitate our Elmvale satellite clinic

## MAXIMIZE THE VALUE AND FUNCTION OF THE NEW BUILDING

Over the past year, the SGBCHC has continued to make significant progress by working through the Ministry of Health's capital process for the planning of a new CHC building. We have been working diligently on the space allocation, which will enable us to move forward with the design of the building.

### Community Health Hub

We are pleased to announce that the Ministry of Health has supported our vision of building a Community Health Hub model that will provide space for community partners to share in the new building. The community partners that we envision offering services within the new building include: *Canadian Mental Health Association, Georgian Bay Family Health Team, Royal Victoria Regional Health Centre, Simcoe Muskoka District Health Unit* and others. With the Ministry's approval, our goal is to begin construction in 2021. We anticipate the building to be a two story, 14,000 square foot Community Health Hub, facing 45th street on the current CHC property in Wasaga Beach.

# OUR RESULTS

**17,128**

**ONE-ON-ONE  
INTERACTIONS  
WITH CLIENTS**

**649**

**COMMUNITY GROUPS  
AND PROGRAMS  
PROVIDED**

**3,065**

**TOTAL INDIVIDUALS  
SERVED**

**98%**

**OF CLIENTS FEEL  
COMFORTABLE AND  
WELCOME AT THE CHC**

**95%**

**OF CLIENTS SAY THEY  
ARE INVOLVED IN  
DECISIONS ABOUT  
THEIR CARE AND  
TREATMENT**



# FINANCIAL STATEMENT

## Revenue

Ministry of Health/LHIN	\$2,855,246
Waypoint Centre for Mental Health Care Psychotherapy Program	\$220,967
Amortization of deferred contributions	\$20,239
Other	\$71,220
Interest	\$791
<b>Total of all Revenues</b>	<b>\$3,168,463</b>

## Expenses

Primary Care Clinic and Allied Health Services	\$1,866,587
Health Promotion program	\$154,959
Self Management program	\$217,920
Waypoint Centre for Mental Health Care Psychotherapy Program	\$220,967
Amortization	\$15,895
Building and grounds	\$178,320
Administration compensation	\$267,320
Contracted out services	\$90,692
Equipment	\$52,462
Administration supplies & sundries	\$103,341
<b>Total of Expenses</b>	<b>\$3,168,463</b>

## SGBCHC 2019-2020 EXPENSES

