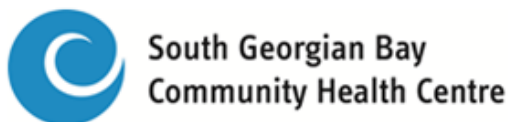




2021-2022 ANNUAL REPORT

SOUTH GEORGIAN BAY COMMUNITY HEALTH CENTRE



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 has been a year like no other. The COVID-19 pandemic created challenges and magnified inequities faced by our community's most vulnerable residents. Yet, despite lockdowns, isolation, learning new safety protocols, and fears of the unknown—we rose to the challenge together as a community. Over the past year, our staff and volunteers demonstrated incredible resilience, continuing to provide in-person programs and services throughout the pandemic, and learning to pivot quickly to meet emerging needs of the community, while still managing to move forward on strategic goals.

Our small but mighty Community Health Centre worked tirelessly to organize, coordinate, and deliver over 5300 doses of COVID-19 vaccinations to clients and community members, while continuing to deliver exceptional primary healthcare services. Our barrier-free vaccination clinics ensured our many vulnerable clients could easily access this service.

Throughout the year, we continued to make great progress towards our vision for a new Community Health Hub.



This space will be home to all SGBCHC operations and will welcome several key partners serving similar populations.

We deeply appreciate our amazing staff and volunteers—those on our Board of Directors and those who have supported our Centre's activities over the past year. Thanks to all of these individuals, we are confident that the South Georgian Bay CHC will emerge from this pandemic stronger than ever.

Yours in health,

Heather Klein Gebbinck

MESSAGE FROM THE BOARD CHAIR



In 2021, we embarked on the development of a new three-year Strategic Plan. An essential part of this process was engagement with our broader community to help shape our work over the coming years. We received essential feedback from our clients, staff, volunteers, community members and partners. At the heart of this plan will be a reaffirmation of our commitment to addressing the social determinants of health and supporting the most vulnerable living in our communities.

Our work will be centred in our journey towards advancing our community, culture and system.

I would like to offer a sincere thank you to the Board Members who have completed their term this year. Their skills, knowledge and commitment to health equity ensured the continued strength of the CHC. We welcome those who follow in their place.

Thank you to the SGBCHC team and to Heather Klein Gebbinck for her strong leadership during these difficult times. With the continued support of our staff, volunteers, donors, community partners, funders, and friends, we will continue to strengthen our capacity to better serve our community. Thank you for your continued support.

BOARD OF DIRECTORS

John Robbins - Board Chair
Alice Grottoli - Vice Chair
Paul Cadieux - Treasurer and
Chair of Resource Committee
Trent Gow - Chair of the
Governance Committee
Kim Lattimore - Secretary
Ted Ashwin - resigned Nov. 2021
Candy Milczynski
Tammy Millington
Fiona Ryner
Craig Williams
Peter Willmott
Larry Young

Sincerely,

John Robbins

ABOUT SOUTH GEORGIAN BAY COMMUNITY HEALTH CENTRE

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, system navigators, social workers etc.

Free community programs - such as food workshops, diabetes support groups, mindfulness workshops, outreach programs, chronic disease education and others

Community development - to advocate for and support important community issues such as housing and food insecurity

MISSION, VISION, AND VALUES

OUR VISION

Health and wellbeing of those we serve

OUR MISSION

To build collaborative and inclusive pathways to health

OUR VALUES

Inclusive, Collaborative, Accessible, Respectful, Equitable

OUR STRATEGIC GOALS & PRIORITIES

1

Advance Our Community

We will promote and support the health and well-being of those we serve

1. Advocate for community action to address the social determinants of health
2. Promote and preserve our specialty in serving people living with vulnerabilities
3. Offer community wide programs and workshops that are rooted in our Model of Health and Well being

2

Advance Our Culture

We will foster an energetic and caring culture where everyone matters

1. Ensure clients feel safe and their unique needs understood
2. Ensure staff feel safe, heard, and supported in their roles
3. Ensure partners and volunteers feel valued and a sense of belonging

3

Advance Our System

We will encourage and advance a collaborative healthcare system that supports people living with vulnerabilities

1. Collaborate with member organizations of the South Georgian Bay Ontario Health Team to achieve a stronger, more effective and accountable local system of care
2. Contribute to the development of a care system that builds upon and significantly advances the health of our community
3. Be a high achieving healthcare organization

“ We recognize that health care is more than treating illness. Being healthy also means having the opportunity to work, socialize, eat healthy, learn, and contribute to one’s community. Working together with our clients and our community is at the heart of our model of care, because in Community Health Centres: **Every One Matters.** ”

-South Georgian Bay Community Health Centre

ADVANCE OUR COMMUNITY



Over the past year, our goal has been to promote and support the health and wellbeing of those we serve. This was achieved by focusing on three areas of advancement within our community:

Advocating for community action to address the social determinants of health

There are many social determinants of health such as homelessness, income, food security, mental health issues, and more, that impact the health and wellbeing of individuals in the communities that we serve. As a CHC, it is our mandate to work towards addressing these barriers. We did this by:

- Increasing community engagement through social media, monthly newsletters, program guides, press releases and website updates.
- Taking part in regional committees that advocate for increased awareness and action about the social determinants of health such as - the *County of Simcoe and local South Georgian Bay Safety and Wellbeing committees*, the *Age-Friendly committee*, the *Seniors Action Group*, the *Mental Health Collaborative in South Georgian Bay*, the *Simcoe County Food Council* and others.
- Participating in National Indigenous People's Day and advocating for **Every Child Matters**

Promoting and preserving our specialty in serving people living with vulnerabilities

- With the help of our local community, the SGBCHC raised over \$9,500 to help support our vulnerable clients with such items as prescriptions, medical devices, transportation and grocery gift cards.
- Our CHC attended community events such as the *Wasaga Beach Senior's Active Living Centre Virtual Fair* - to help build community partnerships and promote our CHC's free community programs.
- Our primary care team continued to provide exceptional care - ensuring our most vulnerable clients were well taken care of and nobody slipped through the cracks. We implemented safety procedures to ensure that we continued to offer a mix of in-person, phone and virtual appointments, based on the needs of our clients.
- Our staff took part in various clinical outreach initiatives to help support people living with vulnerabilities during the pandemic. This included the Collingwood and Wasaga Beach Fire Department Covid-19 vaccination clinics, flu shot clinics at all E3 group homes across South Georgian Bay and Covid-19 testing clinics for Wasaga Beach municipality staff and family members.

Offering community-wide programs and workshops that are rooted in our Model of Health and Wellbeing

- Our CHC hired two new staff members dedicated to expanding community programs and the volunteer program.
- In 2021-2022, the SGBCHC offered over 400 community workshops and group programs to members of our community including mental health workshops, diabetes support programs, a needle exchange program, workshops to help address social isolation, chronic disease education and more.



ADVANCE OUR CULTURE (clients, staff & volunteers)

Client Satisfaction

During the COVID-19 pandemic, the South Georgian Bay CHC restructured its service delivery model and provided programs and services both virtually and in-person. To ensure that we received feedback from our clients on their experience with their care, the SGBCHC conducted a client satisfaction survey and a total of 138 surveys were collected. Client feedback was very positive and was monitored closely by the SGBCHC management team and reported to the SGBCHC Board of Directors and community at large. The results of the survey help shape the development of SGBCHC community programs and initiatives moving forward.

CLIENT SATISFACTION SURVEY RESULTS

- **94%** of clients feel that their doctor or nurse practitioner spends enough time with them
- **95%** of clients feel comfortable asking questions and do not feel judged
- **91%** of clients feel that the services they receive at the SGBCHC improve their overall health and wellbeing
- **96%** of clients would recommend the SGBCHC to others

OUR VOLUNTEERS SHINE!

"I have been volunteering at the SGBCHC for over four years. I love how the volunteers' personal needs (i.e. availability, talents, etc.) are matched with the needs of the clients, so that it's a win/win situation. I have met many wonderful people, and have become more aware of what is happening in our community. Volunteering at the SGBCHC is extremely satisfying and feeds my soul."

-SGBCHC Volunteer

Our Volunteers

Over the past year, many of our programs shifted to an online format during the pandemic. Thanks to the support of our dedicated volunteers, we were able to continue offering our *Exercise Maintenance Program* and *Friendly Visitor Program* virtually. We are so grateful for our volunteers and their continued support. Their enthusiasm, kindness, and compassion are appreciated by our clients and members of our community who take part in our programs.

Staff Wellness Initiatives

Our staff went above and beyond the call of duty to support our community during the pandemic. Over the past year, the SGBCHC strived to offer staff opportunities to decrease feelings of anxiety and fatigue by offering support and on-site services such as flu shots, Covid testing, and vaccination for all staff and their families.

A employee newsletter was created to keep everyone up-to-date on new initiatives happening at the CHC. Our staff also took part in various celebrations throughout the year including a winter celebration and pancake Tuesday lunch! Our Centre's positive culture, employee comradery and retention has been a true reflection of the amazing work that our CHC has achieved over the past year.



ADVANCE OUR SYSTEM

Achieving a stronger, more effective and accountable local system of care is a priority for the South Georgian Bay CHC. As a core member of the South Georgian Bay Ontario Health Team (SGBOHT), our strategic goal is to encourage and advance a collaborative healthcare system that supports people living with vulnerabilities.



The South Georgian Bay Ontario Health Team

The South Georgian Bay CHC is one of 11 anchor organizations within the South Georgian Bay Ontario Health Team (SGBOHT). Ontario Health Teams are being introduced to provide a new way of organizing and delivering healthcare that is more connected to patients in their local communities.

Over the past year, the SGBOHT has been working to create a connected health and social care system focused on what is most important to our local citizens living in South Georgian Bay. Being one of the core partners, our CHC contributed to the SGBOHT's work plan, with a strategic focus on health and social issues that affected our community throughout the pandemic.

THANK YOU TO OUR COMMUNITY PARTNERS

The SGBCHC could not successfully advance the health and wellbeing of our clients and community without the support of our partners:

- The **Simcoe Muskoka District Health Unit** in the delivery of the SGBCHC Harm Reduction and Needle Exchange program and to support the delivery of vaccination clinics at the SGBCHC and in the community
- The **South Georgian Bay Ontario Health Team** partner organizations in the planning, development and delivery of a new regional health care model. The SGBCHC is an anchor partner in the regional strategy
- **United Way of Simcoe Muskoka** and **211 Community Connection** to help facilitate the Urgent Needs Fund
- **Waypoint Centre for Mental Health Care** to offer Cognitive Behavioural Therapy (CBT) to everyone in our community
- **Wasaga Beach Public Library** to host the 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
- The **County of Simcoe** and **Community Food Centres Canada** to support SGBCHC food security initiatives
- **Osteoporosis Canada** for partnering with us to offer free education programs to the community
- **CSC Chigamik CHC** to improve access to French language services in our community
- **Georgian Bay Family Health Organization (GBFHO)** to enable the SGBCHC to take part in the sub-region's collaborative use of the FHO's standardized Electronic Medical Record (EMR) system
- Participated in the **South Georgian Bay SCATEH committee** developing a strategy for addressing lack of housing in our region

OUR RESULTS

19,864

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

417

**COMMUNITY GROUPS AND
PROGRAMS PROVIDED**

5,389

**DOSES OF COVID-19
VACCINES ADMINISTERED
TO CLIENTS AND
COMMUNITY MEMBERS**

82%

**OF CLIENTS FEEL THAT
STAFF ARE SENSITIVE TO
THEIR NEEDS (LANGUAGE,
CULTURE, LEARNING &
IDENTITY)**

93%

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



UPDATE ON OUR CAPITAL PROJECT



We are pleased to share that the Ministry of Health has continued to support our vision of building a Community Health Hub that will provide space for the CHC programs and services as well as additional community partners. We are thrilled to have recently completed the design phase of the new building - which will comprise of a two-story, 16,000+ square foot Community Health Hub, located on 45th street on the current CHC property in Wasaga Beach.

Our goal is to house community partners serving similar populations including the Canadian Mental Health Association, Waypoint Centre for Mental Health Care and the Royal Victoria Regional Health Centre's Rapid Access Addiction Medical (RAAM) Clinic. Stay tuned, as we continue to move forward on this exciting project and update our community on our progress.

FINANCIAL STATEMENT

Revenue

Ministry of Health/OH	\$2,986,319
Waypoint Centre for Mental Health Care Psychotherapy Program	\$361,591
Grants	\$110,986
Amortization of Deferred Contributions	\$16,141
Other	\$47,706
Simcoe Muskoka District Health Unit Vaccination Funding	\$36,612
Interest	\$2,282
Total of all Revenues	\$3,561,637

Expenses

Primary Care Clinic and Allied Health Services	\$2,130,862
Health Promotion Program	\$118,152
Self Management Program	\$201,366
Waypoint Centre for Mental Health Care Psychotherapy Program	\$361,591
Amortization	\$14,650
Building and Grounds	\$202,189
Administration Compensation	\$286,810
Administration Contracted Out Services	\$95,673
Equipment	\$61,834
Administration Supplies & Sundries	\$79,296
Total of Expenses	\$3,552,423

SGBCHC 2021-2022 Expenses

