



2020-2021 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



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de l'agrément

Message From the EXECUTIVE DIRECTOR

This past year has been filled with teamwork, innovation, and partnerships. I am very proud of our team and the quality of care that has been offered to our clients and community throughout the pandemic. When COVID-19 struck, our CHC remained committed to addressing increased barriers to health, especially for our clients with complex health needs. We quickly pivoted to direct time and resources toward those who were profoundly impacted by the lockdown. Issues such as social isolation, mental and physical health became critical needs for those who struggle at the best of times. Our staff were re-deployed in ways that allowed our programs and services to be sustained, using creativity and technology. Over the past year, our CHC has provided over 21,000 primary care, community programming and allied health care appointments to our clients and community.

In addition to our services and programs, we continued to form community partnerships, including becoming an anchor partner of the newly formed South Georgian Bay Ontario Health Team.



Plans to move forward on the development of a new Community Health Hub were also at the forefront. We look forward to sharing our new Strategic Plan this fall, developed in collaboration with our community. I would like to extend my sincere appreciation to our clients and community for their trust in us and to our staff, donors, funders, board members, volunteers and partners who enable us to work towards ensuring health equity for all. Thank you for your continued support.

Yours in health,

Heather Klein Gebbinck

Message From the BOARD CHAIR



As we look ahead to the upcoming year, it is important to pause and reflect on the progress we made as an organization, all while adapting to living through a pandemic.

Throughout the year, we continued to move forward with our vision for a new building.

This space will be home to all SGBCHC operations and will welcome several key partners serving similar populations. Additionally, our team participated proudly as an anchor partner in the ongoing development of the South Georgian Bay Ontario Health Team. Finally, in collaboration with our clients, partner organizations, staff and board members, the SGBCHC developed a new strategic plan, which will guide us forward for the next three to five years.

I would like to offer a sincere thank you to the Board Members who have completed their term this year and those who departed due to COVID pressures. 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 also to the SGBCHC staff and all board members for their efforts in ensuring the delivery of high-quality healthcare throughout this difficult year. Lastly, thank you to Heather Klein Gebbinck who confidently and tirelessly led her team to adapt to new challenges throughout the pandemic.

Sincerely,

John Robbins



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, nurses, 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

- | | | |
|--|---|----------------|
| John Robbins – Board Chair and Chair of the Resource Committee | Andre Gougeon – Treasurer | Eleanore Eaves |
| Alice Grottoli – Vice Chair, Secretary | Trent Gow – Chair of the Governance Committee | Kim Lattimore |
| David Foster – Past Chair | Valerie Dickson – Chair of the Strategic Planning Committee | Tony Morra |
| | | Fiona Ryner |
| | | Dale Biddell |
| | | Bruce Young |

STRENGTHEN COMMUNITY ENGAGEMENT

Over the past year, our goal has been to support our community while adhering to physical distancing and Public Health guidelines. In response to these changes, many of our services and programs shifted to online formats and our team quickly adapted to new ways of connecting with our community such as:

- Providing regular COVID-19 updates on the website
- Transitioning from a quarterly newsletter to a monthly newsletter
- Increasing social media engagement
- Continuing to offer quarterly program guides and included a list of mental health services available to the community
- Sharing regular press releases regarding COVID-19 testing and vaccination clinics
- Receiving vital feedback from clients regarding their satisfaction with services at the CHC
- Engaging community members, partners and staff in the SGBCHC strategic planning process

BUILD FUND DEVELOPMENT

There are many social determinants of health that impact the health and wellbeing of individuals in the community that we serve. As a CHC, it is our mandate to work towards addressing these barriers. Factors such as homelessness, income, food security, mental health issues, and more, became even more prominent throughout the pandemic.

As the COVID-19 pandemic progressed, our staff connected with partner organizations and donors to fund urgent programs to help support those in need. The SGBCHC is grateful to our donors who have provided funding that enabled us to support our community through the following initiatives:

Mental Health Response Unit - United Way of Simcoe Muskoka provided the SGBCHC with a \$25,000 grant through the Emergency Pandemic Relief Funds to increase the availability of the OPP Mental Health Response Unit's social worker.

Urgent Care Fund - The SGBCHC continued its partnership with the United Way of Simcoe Muskoka to increase grants available through the Urgent Needs Fund. This fund allows individuals to access one-time grants for basic needs such as groceries, clothing, rent, transportation, etc.

Client Care Fund - Over the past year, the SGBCHC received \$4,614 in donations to support initiatives that are critical to improving access to services for our clients such as prescriptions, food, clothing, transportation.

Green Prescription Program - Last year, the SGBCHC received funding from the Collingwood General and Marine Hospital Foundation to help improve our community's mental health through the Green Prescriptions initiative. Due to the Pandemic, this work was put on hold and will resume next year.

Food Security - The SGBCHC received a \$25,000 grant from Community Food Centres Canada, which was distributed to individuals in the community in the form of grocery store gift cards prior to the winter holiday.

Food Security (2) - The County of Simcoe partnered with the SGBCHC to continue to support its food security efforts across Simcoe County.



FOCUS ON MENTAL HEALTH SERVICES

One-on-One Mental Health Services at the SGBCHC

Mental health services are critical for addressing the needs of our clients and community. Over the past year, our mental health professionals saw a growing demand for their services including one-on-one mental health and addiction counselling, cognitive behavioural therapy (CBT) and system navigation for our primary care clients.

Wellness Calls for Clients

In March of 2020, SGBCHC social and wellness programs were put on hold as the team paused to reflect on how they could best serve our community in the early stages of the pandemic. It was decided that staff would connect with our most isolated clients to ensure they had the supports they needed to remain socially connected, access their day-to-day needs such as buying groceries and stayed healthy. Health promotion staff initiated a Wellness Call program to check-in on vulnerable clients, answer their questions regarding COVID-19 and address any medical issues and concerns they had regarding the shift to virtual appointments and programming.

Funding for Homelessness Initiative

It was identified early in the pandemic that individuals living in homeless shelters were at high-risk of COVID-19 exposure. The SGBCHC provided temporary funding, in collaboration with community partners, to the local Out of the Cold Shelter. This funding supported the sub-regions strategy to offer safe overnight housing access to individuals in need throughout the pandemic.

Lead Agency for the Structured Psychotherapy Program

The SGBCHC continued its partnership with Waypoint Centre for Mental Health Care to offer Cognitive Behavioural Therapy (CBT) to the community through Ontario's Structured Psychotherapy program. Free CBT services were offered virtually throughout the year to anyone living in the South Georgian Bay region.

Increased Access to Harm Reduction Programs

In partnership with the Simcoe Muskoka District Health Unit, the SGBCHC clinic expanded its harm reduction program by offering a Needle Exchange Program. This program encourages safer drug use by providing free injection and safe smoking kits, along with supplies to ensure safe disposal of products. Supplies can be accessed anonymously.

Continuation of RAAM Program

All community members seeking support for their use of substances continued to have access to the Rapid Access Addiction Medicine (RAAM) clinic, led by the Royal Victoria Regional Health Centre and operated at the CHC offices.

Mental Health Collaborative

The SGBCHC participated in the sub-regional Mental Health Collaborative, an initiative addressing the need for improved coordination of mental health services in South Georgian Bay.



COLLABORATE IN COMMUNITY LEADERSHIP

Building a strong, collaborative community is a priority for the SGBCHC. Our staff have collaborated with many community partners, who together, have built capacity for a healthy, safe and accessible community. In 2020-2021, the SGBCHC partnered with many community organizations including:

- The **Simcoe Muskoka District Health Unit** to support the delivery of vaccination clinics at the SGBCHC and provide outreach vaccination clinics to vulnerable individuals 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
- **United Way of Simcoe Muskoka, Collingwood General and Marine Hospital**, and the **Ontario Provincial Police** in the expansion of the Mental Health Response Unit
- **Waypoint Centre for Mental Health Care** to offer Cognitive Behavioural Therapy (CBT) to everyone in our community
- **Royal Victoria Regional Health Centre** to provide access to the Rapid Access Addiction Medicine (RAAM) clinic and the Simcoe County Eating Disorder Service, both located at the SGBCHC
- **Orillia Soldiers' Memorial Hospital** to help facilitate the After Baby Group to new mothers living in our communities
- Participated in the **South Georgian Bay SCATEH** committee developing a strategy for addressing lack of housing in our region
- **Wasaga Beach Public Library** to host the Diabetes Conversation group



- The **Simcoe Muskoka District Health Unit** in the delivery of the SGBCHC Harm Reduction and Needle Exchange program
- The **County of Simcoe** and **Community Food Centres Canada** to support SGBCHC food security initiatives
- **Catholic Family Services of Simcoe County** to offer mental health support services
- **Catulpa Community Support Services** to offer prenatal and family support programs
- **The Gilbert Centre** to help us support the LGBTQ community, educate staff, and provide safer spaces
- **Simcoe County District School Board** for offering the Youth Outreach Program virtually to local highschools
- **Osteoporosis Canada** for partnering with us to offer free education programs to the community
- **Chigamik Community Health Centre** 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 **Anti-Black Racism Committee of South Georgian Bay** to collectively develop an anti-racism organizational assessment for local agencies.

MAXIMIZE THE VALUE AND FUNCTION OF THE NEW BUILDING

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 Stage two of the functional plan and the Environmental Site Assessment property analysis. We will begin the design phase of the new building in the near future, with the goal to break ground for construction in 2023. We anticipate the building to be a two-story, 16,000+ square foot Community Health Hub, located on 45th street on the current CHC property in Wasaga Beach.

OUR RESULTS

21,587

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

243

**COMMUNITY GROUPS
AND PROGRAMS
PROVIDED**

4,885

**TOTAL INDIVIDUALS
SERVED**

85%

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

88%

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



FINANCIAL STATEMENT

Revenue

Ministry of Health/LHIN	\$2,974,788
Waypoint Centre for Mental Health Care Psychotherapy Program	\$271,694
Grants	\$132,450
Amortization of Deferred Contributions	\$18,747
Other	\$49,072
Interest	\$22
Total of all Revenues	\$3,446,773

Expenses

Primary Care Clinic and Allied Health Services	\$2,134,796
Health Promotion Program	\$76,059
Self Management Program	\$186,376
Waypoint Centre for Mental Health Care Psychotherapy Program	\$271,695
Amortization	\$15,457
Building and Grounds	\$189,844
Administration Compensation	\$278,572
Administration Contracted Out Services	\$93,359
Equipment	\$88,785
Administration Supplies & Sundries	\$107,217
Total of Expenses	\$3,442,160

SGBCHC 2020-2021 EXPENSES

