



GROWING WITH THE COMMUNITY

Grand River Community Health Centre Milestones

- 2005 - Ministry of Health and Long-Term Care (MOHLTC) announces 22 new CHCs, including a CHC in Brantford/Brant
- 2007 - Steering Committee for CHC officially appointed
- 2007 - Community engagement process begins
- 2008 - First Board of Directors for Grand River CHC established
- 2009 - GRCHC opens interim site at 347 Colborne
- 2009 - GRCHC clinical staff see first client at CHC's interim site
- 2013 - GRCHC moves to 363 Colborne permanent site
- 2013 - Grand Opening Celebration
- 2014 - Caring for My COPD Program and Memory Clinic begins
- 2015 - Seasonal Agricultural Program launches in Brantford and Simcoe
- 2019 - Partner to provide the Brantford Downtown Outreach Program
- 2019 - Partner to start the Rapid Access Addiction Medicine clinic
- 2020 - COVID-19 pandemic begins and GRCHC responds by:
 - extending primary care services in the shelters during the pandemic,
 - offering SAW clinics on farm and providing virtual care whenever appropriate
 - opening an outreach station primary care support through virtual and in-person care
- 2021 - Health Canada funds a Safer Opioid Supply Program
- 2022 - Started a Gender Affirming Clinic
- 2023 - Expansion of the SAW program renamed as the International Agricultural Program (IAW)
- 2023 - Introduction of social prescribing
- 2023 - Introduction of the Outreach Midwifery Program in the community
- 2024 - Expanded role as the transfer payment agency for the Ontario Midwifery Program
- 2024 - Expansion of services with the launch of the Inter-Professional Primary Care team.



International Overdose Awareness Day, Bailey & Jessica

15 Years

“Feeling more capable of managing shortness of breath; “I have a back up plan” ... Caring for my COPD program

Thank You!

A special thank you to the many volunteers who build a healthier community by sharing their time and expertise in our centre, on our Board, committees, and focus groups, and through community programs.



Shawna working at Testing Event



Volunteer Appreciation and Ontario Trillium Foundation Recognition Event

“Thank you so much for a fun night. I loved the show. Our daughter has really come out of her shell and loves going every week!” ... Brantford Cabaret



Our Vision

A community where we work together to achieve equity, belonging, health and wellbeing for all.

Our Mission

We promote healthy communities by providing primary health care, health promotion and community development, to ensure that no one faces barriers to health and well-being.

Our Values

At GRCHC, we are:

Inclusive –

We champion inclusivity through acceptance, welcoming of diversity and fostering a sense of belonging.

Collaborative –

We work as a team with our clients and partners to provide coordinated care for our community.

Accessible –

We strive to address the wide range of barriers to accessing services, which clients may face.

Respectful –

We are inclusive, non-judgmental, compassionate and caring.

Equitable –

We strive to ensure that people in our community are treated fairly.

“The receptionists are very pleasant when I arrive for my appointment. My doctor is always on time and I never have to wait more than 5 minutes. I receive excellent care from him.”
... Primary Care



Grand River
Community
Health Centre

Board of Directors

SEPT 2023 - 2024

Ray Bryan	Ryan Martens
Trudi Collins	Wanda Mersereau
Melisa Cummings	Jennifer Pelchat
Sonia Hayer	France Vaillancourt
Roger Ma	Andrew Worotniuk

Executive Director and Board Chair -

GRCHC Annual Report for fiscal year 23/24

As the new Executive Director at the Grand River CHC together with our Board Chair Roger Ma, we are honoured and delighted to bring greetings to all as we move forward into a new and exciting year.

This year we celebrate 15 years providing primary care and health promotion programs and services in our community. We reflect on how important it is to work with the community to ensure that our programs and services meet the growing and changing needs of the people we serve. Since 2009 our programs and services were expanded and new offerings were introduced as our community changed. This year the organization continued to expand its services including the significant increase in funding for the International Agricultural Program, the introduction of the Community Outreach Midwifery Program and an announcement in February that we were successful in procuring new funding for the Expanded Inter-Professional Primary Care team. These milestones speak to the trust the provincial government has in GRCHC as a responsible and responsive Community Health Centre that strives to meet the needs of marginalized and vulnerable members in our community.

The centre was focused on supporting equity, diversity and inclusion (EDI) in all aspects of our work. Every staff member is invested in making sure that each person who enters our doors feels welcome and respected. To

guide this work we have an EDI steering committee to ensure that we focus on many aspects of EDI across the centre. You may notice some changes at the centre such as materials in different languages, safe space signage, programs that celebrate different cultures and recognition of significant dates throughout the year such as the National Day of Truth and Reconciliation, Black History month, Pride month and others.

While we celebrate the achievements of the centre, we cannot ignore the many factors that our community continues to face. The needs of many vulnerable groups are not yet met, our health and social services struggle to recruit and retain staff, the economy has made it difficult for many who live on a fixed income and affordable housing is difficult to find. Because of these and other factors, personal health can be hard to maintain. GRCHC focuses on providing holistic primary care and social supports to vulnerable and marginalized people with the model of health and wellbeing as our guide. This model identifies the many aspects of our lives that keep us healthy. Our clients inform which programs and services are needed through community consultation and surveys. Our goal is to provide wrap around services that meet the needs of our clients. We do this both at our sites here in Brantford, at our Hub site in Paris and at locations serving our International Agricultural Workers as well as in Outreach locations where we meet our clients

where they are at.

To ensure that we are aware of the needs and strengths in our community, GRCHC conducted a community wellbeing assessment this year. This assessment involved a community survey and focus groups for community members to share with us their experience. This assessment is one source of information that guides our work. The full report will be ready available 2024. Additionally, GRCHC looks at community level data as well as collaboration with partners to identify community needs and identifies ways we can address those. This is a constant process to ensure that we are accountable to the community. This process has led to our community health centre adapting to new needs and constantly growing and changing. In the next few months, we will again be looking for feedback from our community including our clients, partner organizations and staff, when we embark on creating a new Strategic Plan. Stay tuned!

In closing, I know that I can speak for our staff when I say we are thankful and we are honoured to serve our clients, and to work with our partners and our community. The African proverb states “if you want to go fast, go alone. If you want to go far, go together.” We look forward to the future working together and going far to build a healthier community.

Lynda Kohler,
Executive Director
Roger Ma,
Chair - Board of Directors

“Amazing care, kind and courteous, and efficient! I trust all the care providers at GRCHC I always feel heard and trust the advice I am given”
... Primary Care

Better Together: Grants and Partnerships (from 2019 – 2024)

Social Prescribing and Volunteer Program

A Community Navigator was hired to enhance the Social Prescribing Program, which seeks to connect clients with non-medical supports in the community to increase well-being and reduce isolation. A Volunteer Assistant was also hired to help rebuild the Volunteer Program after significant changes during the COVID-19 pandemic.

Ontario Trillium Foundation 2022-2023.....\$130,800
 Ontario Trillium Foundation 2021-2022\$36,600

Grand River Community Health Centre Outreach Station

This project started in response to the COVID-19 pandemic to serve individuals who are unhoused or under-housed. The funding enable GRCHC to continue to offer this drop by resource where people can access snacks, refreshments, harm reduction supplies, cold weather items including hats and mitts, and other key supplies.

Reaching Homes Grant 2021- 2024

2021-2022\$24,705
 2022-2023\$68,750
 2023-2024\$68,750
 Brant Community Foundation Grant 2020.....\$5,000
 Brant Community Foundation Grant 2021\$5,000

Supporting Mental Health

The funding for this project enabled GRCHC to build upon the existing Social Prescribing Program to meet emerging community needs that have been exacerbated by the pandemic including but not limited to loneliness and isolation.

Alliance for Healthier Communities 2023-2024\$84,658

Applied Suicide Intervention Skills Training (ASIST)

With this funding, we were able to have two staff trained to be Applied Suicide Intervention Skills Training (ASIST) trainers to help make Brantford-Brant a suicide safer community. Three ASIST workshops were delivered to staff, staff at partner organizations, and community members.

Bell Let's Talk Community Fund 2024\$15,000

Brantford Cabaret

This grant helped with programming costs for Brantford Cabaret, a free program for youth ages 8-17 to learn about acting, singing, staging, choreography, and more to encourage creativity support overall well-being.

Samuel W. Stedman Foundation Grant 2023\$3,000

International Overdose Awareness Day (IOAD) Event

An event was held to mark International Overdose Awareness Day (IOAD), a day to come together to remember those who have died as a result of overdose, acknowledge the grief felt from family, friends, and loved ones, raise awareness and reduce stigma of drug-related deaths.

City of Brantford Grant 2024.....\$4,167

Systems Navigation and Access Partnership (SNAP) Project

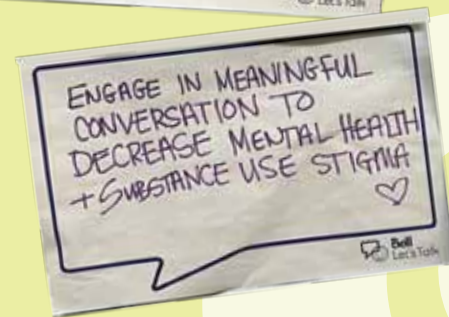
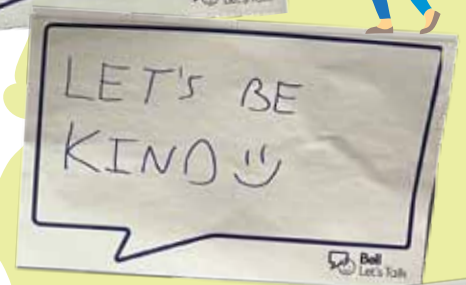
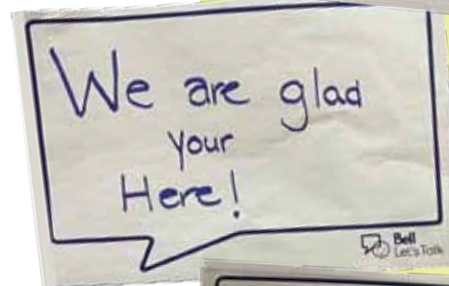
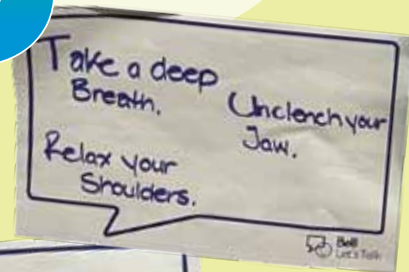
The funding for this project helped expand supports by accommodating un-booked appointments for systems navigation by offering drop-in hours and additional outreach to strengthen connections with hard-to-reach populations.

Canadian Association of Community Health Centres 2023-2024\$31,046

Kitchen Confidence 101

This grant supported the Kitchen Confidence 101 cooking program purchasing supplies and materials for the workshops and food bags for participants to take home.

Brant Community Foundation Grant 2023-2024\$5,000



Dianne working at the Outreach Station



Let's Cook Together, Makeda and Kimberly

Client Story

Safer Opioid Support Program

SOS has a client who has a lot of trauma and fear around medical treatment, this client had multiple missed medical appointments due to his intense fear. The SOS team was able to build a safe, supportive relationship with him, and found creative ways to help him feel safe to attend his medical testing. He not only followed through, but also ensured that he connected with the team on the morning of his appointment, and was ready for the agreed-upon time. He was able to attend and safely complete his medical testing to the best of his ability. He was very happy that he was able to follow through, and the team was able to celebrate this win with him! He has shown that GRCHC is a place where he knows he can come to engage in safe and supportive care.

“ Thank you again for all that you do. Amazing to watch the kids express themselves and gain confidence.”... Brantford Cabaret



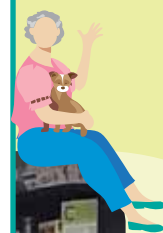
Clinic Medical Van at farm providing primary care to International Agricultural Workers



Pride BBQ

GRCHC QUICK FACTS

- 18,166** primary care interactions with clients
- 942** primary care interactions with outreach clients
- 733** referrals made to other GRCHC services
- 2572** allied health interactions with clients (social work, outreach, nutrition)
- 435** allied health group participants
- 9564** Outreach Station interactions
- 2836** individuals seen at Seasonal Agricultural Worker clinics with **8483** different interactions
- 384** individuals assessed by Seniors Assessment Services *Memory/Geriatric Clinics
- 231** Individuals served in COPD program with 1,516 different interactions
- 2348** volunteer hours logged
- 26** active volunteers
- 9** community partners on site – Brant County Health Unit Dental Program; BCHS Diabetes Education Centre Home and Community Care Support Services; Feet First Foot Care Program; Grand River Council on Aging; Positive Health Network; Chronic Non-Cancer Pain Management Program (CNCMP) - Norfolk Family Health Team; Willowbridge Community Services and Alzheimer's Society



Outreach Station

The pandemic highlighted significant gaps in support for vulnerable populations, leading to the establishment of our outreach program here at GRCHC that addresses these needs with compassion and efficiency.

Launched as a direct response to concerns highlighted during the COVID-19 pandemic, this initiative offers free showers, basic laundry services, clothing, and light snacks to individuals facing hardship. Designed to be intentionally low-barrier, the program requires only a name to book an appointment, ensuring that assistance is accessible to all without bureaucratic hurdles.

Operated by dedicated GRCHC staff and volunteers, the outreach centre has become a crucial lifeline for community members experiencing challenging times. The program's success is attributed to the generous Reaching Homes and Brant Community Foundation funding and the kind and intentional care of the shower station/outreach team, which has enabled it to deliver essential services and foster a sense of dignity and support for those in need.

"Your staff is always polite and have a smile on their faces. They always put me in a much better mood and I always leave with a smile and a much better mood. Keep up the good work!"

By focusing on simplicity and accessibility, the outreach program has made a significant impact in Brantford, demonstrating how collaborative efforts and targeted support can make a profound difference in people's lives.

"I just want to say a **HUGE thank you** for the services you offer here such as the laundry program and the snack program. I am super grateful as without the snack I wouldn't be able to eat anything for most days as my income has changed drastically and it's been a huge struggle. The staff who greet at the front are always wonderful and kind! They make you feel comfortable and treat us like normal human beings instead of looking down or treating us differently because of or circumstances that means everything to me! *Thank you so much!*"



Let's Cook Together

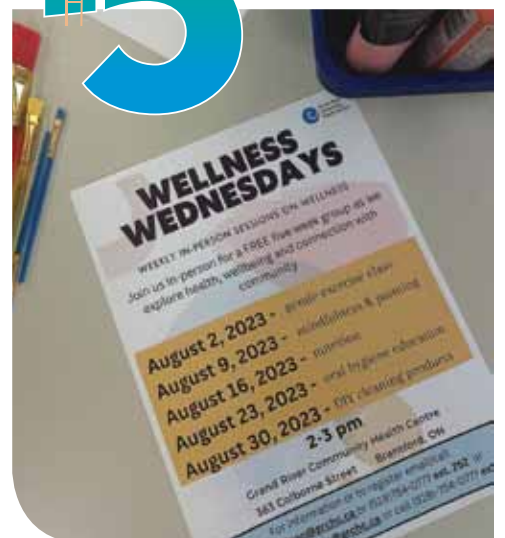


Indigenous Peoples Day 2023



7 New Comer Day, Gloria and Lynda

“Loved it, I learned so many new things like how to chop garlic and mince it and how to cut an avocado.”
You're the Chef Cooking Session



Financial Information GRCHC

Auditor's Report

The full independent auditor's report is posted on our website under resources, or a copy can be obtained by contacting the GRCHC.

Funding

The Grand River CHC receives core operational funding from the Ministry of Health, through Ontario Health. We also receive project-related funding grants and private donations. Thank you to all of our funders for your generous support. The Grand River CHC is a non-profit, registered charitable organization and is governed by a volunteer Board of Directors. Registered Charitable # 82936 7556 RR0001.

Ontario Midwifery Program

GRCHC serves as a midwifery program transfer payment agency (TPA). The revenues and expenses of the midwifery practice groups are not reflected in these financial statements. Activity for the year consisted of: *For the Period Ended March 31, 2024.*

Ontario Midwifery Program - Revenues 16,700,802

Total Midwifery Expenses 15,036,866

The excess of revenues over expenditures will be advanced to the midwifery practice groups in the subsequent fiscal year. If all of the funds are not advanced, they will be returned to the MOHLTC.

Brantford Brant Norfolk Ontario Health Team

GRCHC acted as a Transfer Payment Agency (TPA) for the Brantford Brant Norfolk Ontario Health Team (BBNOHT). The revenues and expenses of the Brantford Brant Norfolk Ontario Health Team are not reflected in these financial statements.

Activity for the year consisted of:

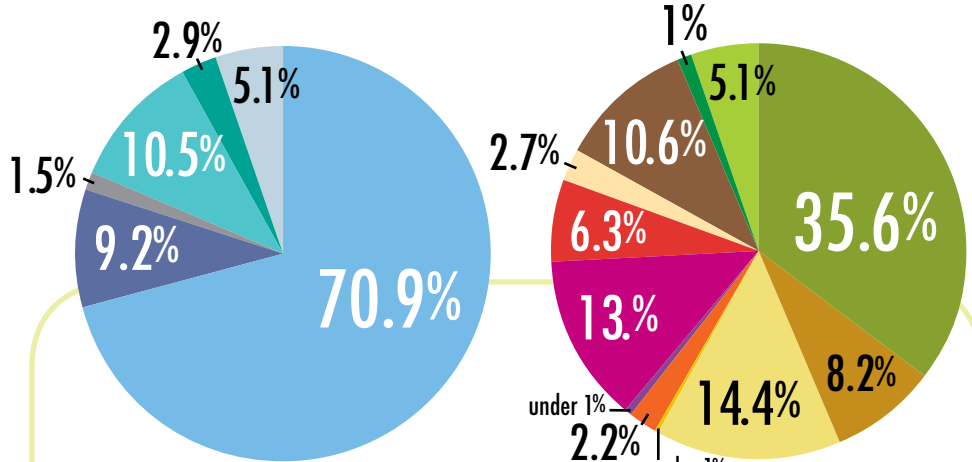
For the Period Ended March 31, 2024

Brantford Brant Norfolk Ontario Health Team (BBNOHT) - **Total Revenue** 799,402

Total Brantford Brant Norfolk Ontario Health Team (BBNOHT) **Expenses** 792,551

Surplus recoverable by the Ministry of Health 6,851

YEAR ENDING MARCH 31, 2024



Revenues 8,726,410

Base OH revenue.....	6,183,749
Ontario Health Team (Note 11)	799,402
MOH-TPA fee income.....	134,485
Funded projects & community initiatives	915,653
Donations & other income.....	250,668
Recognition of deferred contributions* (Note 5).....	442,453

Note 5:
Deferred contributions relate to the unamortized portion of capital assets. The balance represents contributions received for capital assets that have been deferred and are being amortized and recognized as revenue at the same rate as the related capital assets are amortized.

Note 11:
Continuing in the current year, the Centre acted as a Transfer Payment Agency (TPA) for Brantford Brant Norfolk Ontario Health Team (BBN OHT). The centre is also responsible to report the results of the BBN OHT operations to the MOH through its routine reporting deliverables. In the current year, \$799,402 (2023 - \$1,144,938) of revenue was managed on behalf of the BBN OHT.

In the current year, a prior year revenue deferral of \$nil (2023 - \$332,438) is included in the reported revenue total. In the current year, \$6851 (2023 - \$388) is recoverable by the MOH.

Expenses 8,653,454

Salaries and wages	3,076,308
Employee benefits	705,876
Medical staff remuneration.....	1,246,861
Medical and surgical supplies.....	36,565
Building & grounds	194,471
Equipment expenses.....	38,877
Contracted services.....	1,126,734
Supplies & sundry.....	548,064
Rent.....	233,125
Funded projects & community initiatives.....	915,653
Donations & other revenue expenses	88,467
Amortization.....	442,453

Excess of Revenues over Expenses for the year..... 59,999
Surplus repayable for the year..... 12,957

Accredited by Canadian Centre for Accreditation



Agréé par Centre canadien de l'agrément

GROWING WITH THE COMMUNITY

“Accessibility of programs and specialists, accommodation for people with mental health disorders (I have ADHD and struggle with memory and executive function, and both have been accommodated appropriately at the clinic)”
... Primary Care



Grand River Community Health Centre

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