

Equity and compassion in all we do



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.



Enthusiasm shows in this drawing for Notes & Beats



“Thanks a lot to all the sponsors and Grand River Community Center for supporting this event for all our children and for making our community a place to celebrate art in many forms.”
Brantford Cabaret



Let's Cook Together with Makeda

“I enjoyed cooking and working with other participants. I tried new foods and met new people.”
Let's Cook Together

“I feel that I am getting excellent care. I like the extra programs provided for me like the counsellor and the stitch and chat program.”
Primary Care

GRCHC QUICK FACTS

18,972 primary care interactions with clients

770 primary care interactions with outreach clients

1287 referrals made to other GRCHC services

1,890 allied health interactions with clients (social work, outreach, nutrition)

1976 allied health group participants

9385 Outreach Station interactions

606 individuals seen at Seasonal Agricultural Worker clinics with **1751** different interactions

262 individuals assessed by Seniors Assessment Services *Memory/Geriatric Clinics

232 Individuals served in COPD program with 1,691 different interactions

1977 volunteer hours logged

42 active volunteers

8 community partners on site - Brant County Health Unit Dental Program; BCHS Diabetes Education Service; Home and Community Care Support Services; Feet First Foot Care Program; Grand River Council on Aging; The AIDS Network; Chronic Non-Cancer Pain Management Program (CNCMP) - Norfolk Family Health Team; Canadian Mental Health Association (CMHA)



Roxanne - one of our great volunteers



GRCHC volunteers enjoyed a visit from the ice cream truck at our annual volunteer appreciate event on August 9, 2022

“My Nurse Practitioner listens to me and asks questions. She gives me choices on my treatment plan.”
Primary Care

Executive Director and Board Chair - GRCHC Annual Report for fiscal year 22/23

A FUTURE EMBRACING HEALTH EQUITY

So much of the work of a community health centre is rooted in the advancement of health equity. It is front and centre in our Vision: A community where we work together to achieve equity, belonging, health and wellbeing for all. Regrettably it is a vision that is increasingly challenging to achieve; one around which there may be advancements but also repeated or ongoing challenges. Those challenges can be immense. They include addictions, around which we find Brantford having overdoses almost daily and related emergency visits at twice the provincial rate. Poverty and homelessness remain an intractable problem. The increasing demand for mental health services is overwhelming. Indeed, on so many fronts, the work of the CHC is called upon to serve and to help, like never before.

While the challenges can be daunting we are encouraged by the resilience of our clients and the dedication of staff and volunteers who serve them.

One reference cites: "Health equity is created when individuals have the fair opportunity to reach their fullest health potential. Achieving health equity requires reducing unnecessary

and avoidable differences that are unfair and unjust. Many causes of health inequities relate to social and environmental factors including: income, social status, race, gender, education and physical environment." (PHO-2023). We try hard to contribute to the goal of Health Equity.

Some key accomplishments of the last year which have advanced health equity include:

- Launching a safe opioid supply pilot project
- Creating learning opportunities for McMaster medical residents & students to serve vulnerable populations
- Ongoing efforts to secure a supervised consumption site in the community as called for by the City's drug strategy
- Advocacy and proposal development for a major expansion of services to Seasonal Agricultural Workers, which has since been approved and started
- Launching a Gender Affirming Primary Care Clinic
- Ongoing service, in the areas of showers, laundry and nutrition, to support homeless clients
- Launching social prescribing and system navigation services aiding equity deserving clients

- Advocacy and proposal writing efforts to enhance capacity in areas of downtown outreach and primary care, to serve more clients
- Working with service partners to better serve Seniors, Refugees & Victims of Domestic Violence
- Proposal development (since approved) for expanded midwifery services with a focus on vulnerable mothers
- Leadership in the broader health care system through the Ontario Health team in areas such as Homelessness Services, Primary Care Team Expansion and Equity-Diversity-Inclusion training

We are proud of our work and our accomplishments but there remains so much to do. We are so grateful to a powerful and skilled team of staff and volunteers who give so much of themselves to GRCHC and our clients.

A future which embraces and advances health equity remains a guiding direction for us. *Thank you for your support.*

Jenn Pelchat, Chair - Board of Directors
Peter Szota, Executive Director

Farms of Norfolk Football Association Soccer tournament



Barb ready to start line dancing



“A Client who uses the shower program was able to get a bowl of hot soup from the kitchen and stated “This is the best part of my day.”
Nutrition Program Client

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.



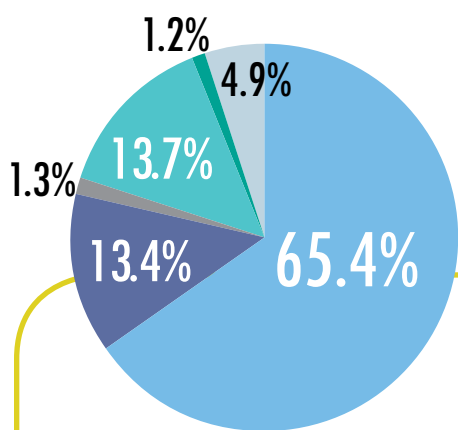
Board of Directors

SEPT 2022 - 2023

- | | |
|-----------------|---------------------|
| Ray Bryan | Jennifer Pelchat |
| Trudi Collins | Jeanette Pickett |
| Melisa Cummings | Pierce |
| Sonia Hayer | France Vaillancourt |
| Roger Ma | Eddy Vance |
| Ryan Martens | Andrew Worotniuk |
| Wanda Mersereau | |



Working out in a Zumba Class



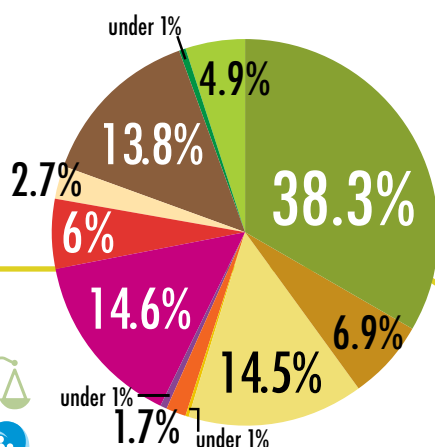
Revenues 8,490,750

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|--|-----------|
| Base OH revenue | 5,109,791 |
| One time OH revenue | 808,736 |
| Less: grant allocated to deferred capital contributions (Note 5) | -365,768 |
| Ontario Health Team (Note 10) | 1,144,938 |
| MOH-TPA fee income | 110,518 |
| Funded projects & community initiatives | 1,164,975 |
| Donations & other income | 102,760 |
| Recognition of deferred contributions* (Note 5) | 414,800 |

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 10:

Continuing in the current year, the Centre acted as a Transfer Payment Agency (TPA) for the Brantford Brant Norfolk Ontario Health Team (BBNOHT). The Centre is also responsible to report the results of the BBNOHT operations to the MOH through its routine reporting deliverables. In the current year, \$1,144,938 (2022 - \$1,062,534) of revenue was managed on behalf of the BBNOHT. In the current year, a prior year revenue deferral of \$332,438 (2022 - \$nil) is included in the reported revenue total. In the current year, \$388 (2022 - \$nil) is recoverable by the MOH.



Expenses 8,430,440

| | |
|---|-----------|
| Salaries and wages | 2,810,634 |
| Employee benefits | 582,035 |
| Medical staff remuneration | 1,225,570 |
| Medical and surgical supplies | 35,232 |
| Building & grounds | 146,949 |
| Equipment expenses | 37,546 |
| Contracted services | 1,231,375 |
| Supplies & sundry | 505,836 |
| Rent | 232,927 |
| Funded projects & community initiatives | 1,164,975 |
| Donations & other revenue expenses | 42,561 |
| Amortization | 414,800 |

Excess of Revenues over Expenses for the year\$52,917
Surplus repayable for the year\$7,393

Accredited by Canadian Centre for Accreditation



Agréé par Centre canadien de l'agrément

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, 2023.

Ontario Midwifery Program - Revenues

..... 16,313,107

Total Midwifery Expenses

..... 14,212,381

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.

“ I am just astounded at the care and dedication of the staff at GRCHC for the work they do daily and with the homeless population. Thank you”
Outreach Station

“ Thank you Melissa for such a fun class. The food was delicious and I appreciated all the input from you and the other participants. Looking forward to next week already!”
Basic Shelf Cooking Program



International Agricultural Worker Health Clinic in Simcoe

“ Making people feel welcomed upon arrival and always making sure you are aware of the steps to take next.” **Primary Care**



Grand River Community Health Centre

363 Colborne Street
Brantford, Ontario
N3S 3N2
519.754.0777

www.grandriverchc.ca