

ANNUAL REPORT 2020 - 2021

Barrie Community Health Centre

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490 Huronia Road, Barrie, L4N 6M2 www.bchc.ca

BOARD CHAIR AND CHIEF EXECUTIVE OFFICER'S REPORT

As we approach our 31st Annual General Meeting, we reflect on the many challenges associated with the COVID-19 Pandemic as well as manage a COVID-19 Assessment Centre. In addition to this, our teams of dedicated staff were on the forefront of providing outreach services, COVID-19 testing and vaccinations to frail, homebound seniors, the shelter population and numerous other vulnerable populations in our community.

Ruby Redmond Misner, Board Chair

Christine Colcy, Chief Executive Officer



FINANCIAL SUMMARY

*This is a condensed financial report. The Statement of Financial Position and the Statement of Operations have been extracted from the audited financial statements for the year ending March 31, 2021 as reported by BCHC auditors BDO Canada LLP, Chartered Professional Accountants, Licensed Public Accounts. Complete audited financial statements are made available upon request.

Barrie Community Health Centre
March 31, 2021

FINANCIAL SUMMARY

SOURCES OF REVENUE

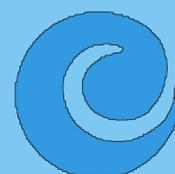
North Simcoe Muskoka Local Health Integration Network- Community Health Centre [CHC and Diabetes Management Centre (DMC)] funding	\$6,206,745
Ministry of Health and Long-Term Care - Transfer Payment Agency (TPA) for the Ontario Midwifery Program (OMP) funding	\$9,115,872
Ontario Health - (Assessment Centre)	\$1,097,668
	\$16,420,285

EXPENSES BY TYPE

Salaries and Employee Benefits	\$4,919,244
Occupancy Costs	\$780,804
Direct Service and Supplies	\$885,157
Midwifery Program	\$9,115,871
	\$15,701,076

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Compassion * Collaboration * People-Centredness
****Quality and Excellence * Equity***

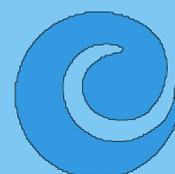


RISK MANAGEMENT REPORT

The Risk Management Committee of the Board met on April 28, 2020, October 26, 2020, December 14, 2020 and January 25, 2021.

The Risk Management Committee has a responsibility to ensure that the human resource, finance, facility, and information resources support the achievement of the Centre's strategic objectives, maintains the Centre's overall activities, identifies, and manages risks to avoid or minimize loss. The Committee key activities during fiscal 2020/21 included:

- Ensured alignment of performance and accountability through a review and analysis of the BCHC and MSAA Performance Dashboards indicators and metrics
- Reviewed and updated policies and procedures to comply with the *Connected Care Act, 2019* and the associated health systems change such as the formulation of Ontario Health Teams as well as the dissolution of the LHINs
- Reviewed and approved the updated Privacy Policy and Operating Practices policy manual as well as relevant Governance Policies
- Updated the organization's Personnel Policies to ensure compliance with the *Employment Standards Act, 2000*, occupational health and safety legislation particularly pertaining to the many changes associated with the pandemic
- Reviewed and approved the updated Comprehensive Emergency Management Plan including the Pandemic/Surge Plan



OUTCOME AND QUALITY ASSURANCE COMMITTEE REPORT

Meetings were held May 6, 2020, November 4, 2020, and February 3, 2021.

Outcome and Quality Assurance Committee's primary role is to evaluate how well the BCHC has accomplished the BCHC's strategic objectives and priorities. The committee reviews performance measures as they relate to the strategic objectives, audits compliance standards for accreditation, contributes to the Board annual workplan, and reviews recommendations of the Program.

Despite the COVID-19 pandemic, BCHC submitted the Health Quality Ontario Quality Improvement Plan for 2019/2020 demonstrating achievement of all targets as set out the previous year.

Subsequent to the long-standing pandemic, BCHC was not required to submit a plan for 2020/2021. Nevertheless, there was progress on a number of internal QIP initiatives such as timely follow-up post-hospital discharge at 90% as well as pro-active identification and treatment planning for patients with high levels of frailty or requiring a palliative approach to care.



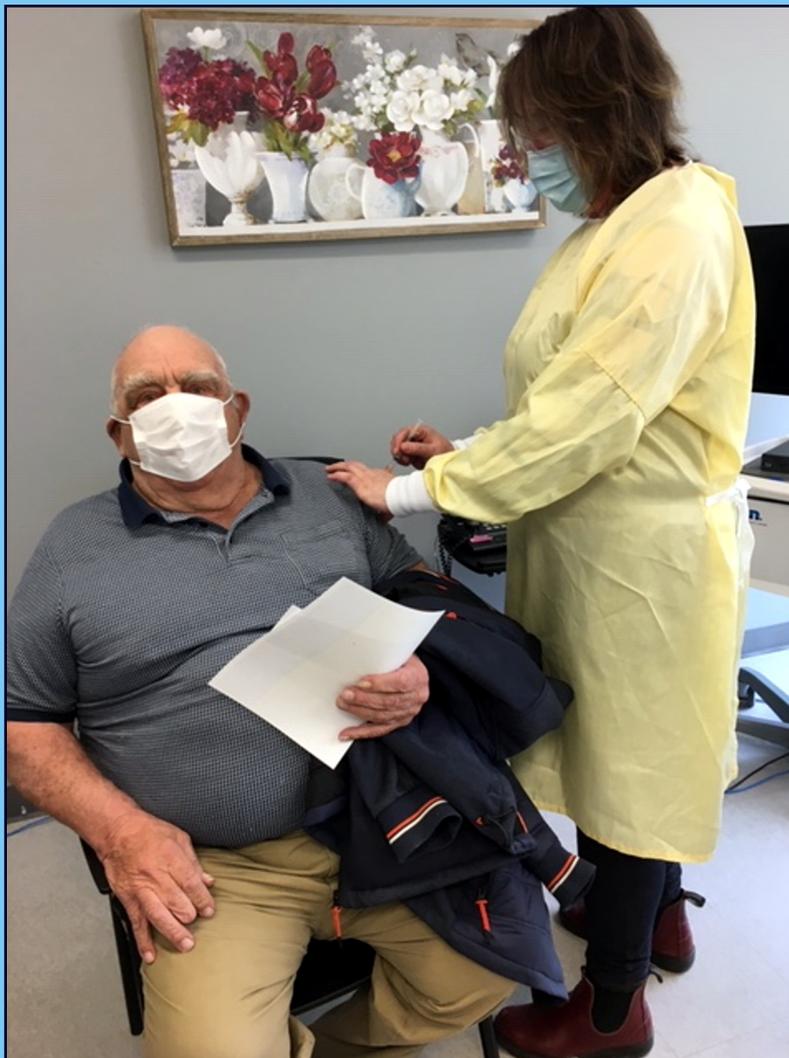
GOVERNANCE COMMITTEE REPORT

The Governance Committee of the Board met on April 27, 2020, November 5, 2020 and February 16, 2021:

The Governance Committee ensures the establishment and maintenance of good governance structures, systems and practices, and recruits directors that bring the required set of knowledge, skills, experience and philosophy to meet Board requirements.

The Committee's key activities during fiscal 2020/21 included:

- Established Board education priorities based on the Board's most recent evaluation and skills matrix followed by scheduling workshops in relevant areas for learning and growth of the Board membership
- Planned and organized the 30th Annual General Meeting
- Analyzed the results of the Board Self Evaluation and Board Evaluation and provided
- Reviewed and revised relevant Governance Policies
- Supported the ongoing recruitment and mentoring new Board members to fill vacancies.



BCHC Programs and Services

Primary Health Care

- Team based health care including medical, nursing, social work, physiotherapy, dietitian services, care coordination, systems navigation, assistance and connecting with housing support, income supports, food security programs
- North Innisfil Health Services Specialized Geriatric Primary Health Care
- Primary Care Asthma Program (PCAP)
- Reach Out and Read Childhood literacy program
- Diabetes and Obesity
- Individual assessment and counselling for Type 1 and Type 11 Diabetes
- Weekly endocrinology clinic
- Pump program
- Group diabetes programs including Kitchen Conversations and Grocery Store Tours
- My Best Weight program

Physical Wellbeing

- Fitness for Health (Heartwise Certified)
- Supervised Walking Program (Heartwise Certified)
- Chronic Pain Self Management Program (Stanford)
- G:LAD Program for Osteoarthritis (Heartwise Certified)

Food and Social

- Cooking for 1 or 2
- Café Connect
- Kitchen Conversations

Youth

- Youth Health Connect (Youth Hub, Youth Writing Hub, Simcoe New Mentality)
- Simcoe New Mentality
- Youth HUB
- Youth Writing HUB
- Youth Anxiety

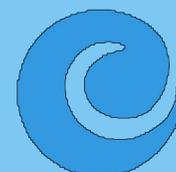
Mental Health

- Bereavement Peer Support Group
- Introductory Mindfulness and Emotional Regulation
- Adult Anxiety
- Wellbeing through a Mindful Approach
- Women's Art Therapy

Midwifery Transfer Payment Agency

BCHC is the Transfer Payment Agency for:

- Midwives Grey Bruce,
- Barrie Midwives
- Caring Hands Midwives,
- Midwives Nottawasaga,
- Midland Midwives By The Bay



SOME HIGHLIGHTS

Our team of 52 staff including physicians, nurse practitioners, nurses, physiotherapists, social workers, dietitians, community health workers, health promoters and diabetes educators along with support staff served over 5,500 active clients for visits to the Centre for individual and group programs.

Group programs were initially halted given the pandemic, however, our creative teams quickly developed virtual methods of delivering many of our programs.

The Diabetes Management Centre had over 5,900 visits throughout the year including new patients and follow-up care. The team creatively managed patients through a combination of phone visits, virtual visits and in-person visits utilizing appropriate PPE cautions where appropriate.



Board of Directors

Ruby RedmondMisner, Chair
 Arlinda Demiri, Vice Chair
 Stephanie Sayer, Treasurer
 Kristen Hummel, Secretary
 Robert Rymell, Past Chair
 Beverly Pearl
 Gayle Rushton
 Stephen Bertelsen
 Anita Eveleigh

Vision/Mission

"A healthy and engaged community"

The BCHC encourages personal responsibility for one's own health and that of the community through health promotion, illness prevention, chronic management and integrated primary health care services.

We gratefully acknowledge our board director, Beverly Pearl, who often goes above the call of duty to support the BCHC. This report, which she has designed, is one example of her exemplary contributions.

Ruby Redmond - Misner, Chair

