

Grand Bend Area Community Health Centre

519-238-1556

www.gbachc.ca



"We Can Help"

2010-2011 Annual Report



Grand Bend Area
Community Health Centre

12th Annual General Meeting
June 25, 2011 10:30 am Community Room

AGENDA

1. Welcome and Call to Order: *Max Morden*
2. Roll Call of Members
3. Adoption of agenda
4. Review/acceptance of minutes from June 12, 2010
5. Report from the Chair *Max Morden*
6. Auditor's Report *Bryan Beattie*
7. Appointment of the Auditor and Setting of Fee
8. Ratification of Directors Actions
9. Amendment of Banking By-law *
10. Report from the Nominations Committee *Max Morden*
11. Recognition of Board Members
12. Other Business
13. Rice Development Presentation *Don Tedford*
14. Next Annual General Meeting – June 23, 2012
15. Adjournment

*Please see attached

Sample copies of the new "Health Services Directory" will be available today to view.

BANKING BYLAW AMENDMENT

Be it resolved that by-law 9.01 be amended as follows:

All banking documents including inter alia, all cheques, drafts, transfers, and all other banking arrangements are to be signed and authorized by any two of the Executive Director, President, Vice President, Secretary, or Treasurer. In addition, the board may by resolution authorize cheques of less than \$5000 to be signed by any one of the aforementioned authorized signing officers and a GBCHC administrative employee designated by the Executive Director.

**Grand Bend Area Community Health Centre
11th Annual General Meeting
June 12, 2010 10:30 am Community Room**

MINUTES

Directors present: Dr. M. Hoare (Chair), Bryan Beattie, Max Morden, Larry Walls, Susan Moore, Linus Kuntz, Patrick Shum, Chris Thompson

Regrets: C. Ivey

Guest Speaker: Paul Brown, Erie St. Clair LHIN

Recording Secretary: Kim Killens

1. Call to order: 10:30 am (Dr. M. Hoare)
2. Roll Call of members: There were 18 members present
3. Adoption of Agenda:
RESOLUTION Moved by: L. Thiel 2nd: L. Walls
THAT THE MEMBERS adopt the agenda as presented Carried
4. Review/acceptance of minutes from June 13, 2009:
RESOLUTION Moved by: S. Donaldson 2nd: L. Kuntz
THAT THE MEMBERS accept the minutes as presented. Carried
5. Report from the Chair: (Dr. M. Hoare)
 - Since our last AGM the Centre has achieved full accreditation status for a four-year period as a result of the process that it underwent in 2009.
 - The Aging at Home program continues to grow and be successful. We have received additional funding for this program to provide support for seniors requiring home maintenance and repair but are unable to complete the work themselves or are unable to financially provide for the services.
 - Health Promotion programming continues to expand to include social skills classes at the Grand Bend Public School, Community Gardens, cooking classes, the COPD program maintains high enrolment, full exercise classes, Heartbeats, mental health classes and more.
 - Student participation continues to be high. In the past year the CHC has hosted students in Occupational Therapy, Physiotherapy, Social Work, Nutrition and Medicine.
 - We have been fortunate to receive LHIN support for upgrades and expansion of our Hensall Site, which has allowed us to improve the primary care area and provide more allied health programs to our clients in the Hensall area. The Grand Opening of the improved site was held on April 30th.
 - Our Executive Director, Dr. Glenn Bartlett, was accepted as a member of the LHIN sponsored Primary Health Care Task Group and was nominated to Chair the group. This group will explore primary health care services across the Erie St. Clair LHIN and make recommendations for improvement.

- We have also received a grant from the Grand Bend Area Health Services Foundation , chaired by Stephanie Donaldson, to contract a design consultant to conduct a feasibility study and explore the potential expansion of our current Community Room.
 - Our Diabetes Program received the AOHC Model of Care Award. Aileen Knip and Patricia Baker are the key staff involved. Congratulations to them.
 - Over the past year each functional area of the CHC has undergone a process called the "balanced scorecard" which establishes, monitors and reviews goals aligned with our strategic plan.
 - The details of our recently revised Strategic Plan are currently being finalized for the next three-year period.
6. Guest Speaker:
Paul Brown, Account Manager (Sarnia/Lambton) Erie St. Clair LHIN
7. Auditor's Report (B. Beattie)
Mr. Beattie provided an overview of the audited financial statements and the Auditor's letter.
RESOLUTION Moved by: B. Beattie 2nd: G. Shaw
THAT THE MEMBERS accept the financial statements and the auditor's letter as presented. Carried
8. Appointment of the Auditor and Setting of Fee: (B. Beattie)
RESOLUTION Moved by: B. Beattie 2nd: A. Wilson
THAT THE MEMBERS appoint Takola and Burt of Goderich as auditor for the fiscal year ending March 31, 2011 and the fee to be set at that time. Carried
9. Ratification of Directors Actions: (Dr. M. Hoare)
RESOLUTION Moved by S. Donaldson 2nd: L. Thiel
THAT THE MEMBERS ratify the decisions made by the Board in the last year. Carried
10. Report from the Nominations Committee: (Dr. M. Hoare)
- This year we have two members departing the board after having served their 3-year term: Linus Kuntz, who was also a member of the Audit Committee and Cam Ivey.
 - The continuing members are: Susan Moore
Patrick Shum
Larry Walls
Chris Thompson
Dr. M. Hoare
 - Incoming new members are: Doreen McHarg
Jamie Kneale Fanning
 - Members for re-election are: Bryan Beattie
Max Morden

RESOLUTION Moved by: Dr. M. Hoare 2nd: L Walls

THAT JAMIE Kneale Fanning and Doreen McHarg be elected to serve on the GBACHC Board of Directors and that Bryan Beattie and Max Morden be elected to serve a second term. Carried

11. Recognition of Board Members:

The departing members were presented with limited edition prints in appreciation for their past service on the GBACHC Board of Directors. In addition, Dr. Michael Hoare and past Chairpersons Don Tedford and David Bannister were presented with awards of appreciation for their dedicated service.

12. Recognition of Staff:

(Dr. G. Bartlett)

The GBACHC did a client satisfaction survey which has resulted in 15 staff members being named to receive the "We Can Help" award,. The awards will be presented at the upcoming staff meeting.

13. Other business: None

14. Next Board of Directors meeting: immediately following the AGM to confirm and elect officers.

15. Next Annual General Meeting: June 25, 2011

16. Adjournment: 11:45 am

REPORT FROM THE CHAIR

We have many reasons to feel fortunate living in this area, and one of the best is the Grand Bend Area Community Health Centre (GBACHC). Research shows that our healthcare system needs to focus more on health promotion and primary care if people are to stay well and lead healthy lives. These services work best when they're delivered by multi-disciplinary teams of professionals. That's why the GBACHC is such an important resource to this community.

One of the key goals in our Strategic Plan is to enhance linkages and partnerships. An opportunity to work more closely with the South Huron Hospital came when Dr. Glenn Bartlett, our Executive Director, agreed in October to become CEO of the Hospital on a part-time basis. Already there has been some integration between our two organizations in the areas of human resources, ambulatory care, diabetes care, community outreach, maintenance and social work. The GBACHC board has also had an introductory meeting with the board of the South Huron Hospital, and we plan to get together at least once a year. Although our two organizations are different in many ways, we have much in common. With Dr. Bartlett's leadership, we hope to find ways to collaborate for the benefit of our communities.

We are pleased to offer a wide range of innovative services and programs to the community. You will read more about these in this Annual Report. It is impossible to highlight all of them, but I would like to mention two new programs this year. As part of our *Aging at Home Program*, funded by the Erie St. Clair LHIN, we have set up a mobile respiratory *Rapid Response Team* to provide home care to those who suffer from chronic obstructive pulmonary disease (COPD). In April, we launched a low income dental program at our Hensall site, with the support of the Huron County Health Unit. This special program helps children in families who can't afford dental care.

You can also read about what we do in our new Grand Bend Area Community Health Centre Services Directory, in collaboration with Willow Publishing. This publication, which is paid for through local advertising, is a useful guide to the services and programs we offer, our community partners, and how to get in touch. It also contains a section on the services and programs offered by the South Huron Hospital.

When we were awarded full accreditation status last year, we were noted as a centre of excellence for student involvement and education. We continue to attract excellent students in all health disciplines from a wide variety of universities and colleges. These students enrich our environment and enable us to contribute in a positive way to the future of healthcare.

Dr. Bartlett is continuing his work as Chair of the LHIN Primary Health Task Group. The Task Group is looking at ways to improve the delivery of primary health care services for the

communities of the Erie St. Clair LHIN. Right now the Task Force is focused on services around COPD, a disease that is more prevalent in Chatham-Kent than other parts of the province.

This is the end of my first year as Chair. The year has gone by quickly, and for me it has been a time of learning and growth. I would like to thank the staff and physicians for their deep commitment to health care in this community. They do excellent work, and we are grateful that they've made Grand Bend their home.

My job has been made so much easier by the quality and collegiality of the people I work with. I would like to thank Dr. Michael Hoare and Chris Thompson, who are completing their terms on the board, for their long and devoted service. We are very pleased that Dr. Hoare has been appointed as a director of the Erie St. Clair LHIN. I'm glad to welcome two new board members, Dawn Butler and Richard Faber.

I'd like to give special thanks to Dr. Glenn Bartlett for his dedication to this organization and his leadership in creating a more integrated health system. Thanks also to Kim Killens for her excellent work as Executive Assistant, and we wish her well in her new role with us in human resources. And of course a big welcome to our new Executive Assistant, Susan Cordell, who has already proven a great addition to the team.

I would also like to extend my heartfelt thanks to you, the people of Grand Bend, for your support. Today we are honouring one member of our community, Rice Development Corporation, for their generosity and commitment to community health care. Thanks to a generous donation of land by Rice at the time this building was built, we now have a health care facility of which we can all be proud.

High quality health promotion and primary care are two of the most valuable attributes a community can possess. The longer I live here (and it's been about seven years now), the more impressed I am by the leadership that exists in this community, and the willingness of people to step forward and share responsibility. I look forward to working with you all in the year ahead.

Max Morden

Chair, GBACHC Board of Directors

Ronald E. Takalo, B.Math., CA
Ronald F. Burt, B. Comm., CA

INDEPENDENT AUDITORS' REPORT

To the Directors of
Grand Bend Area Community Health Centre Inc.

We have audited the accompanying financial statements of Grand Bend Area Community Health Centre Inc., which comprise the statement of financial position as at March 31, 2011, and the statements of operations and changes in net assets (deficiency) and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

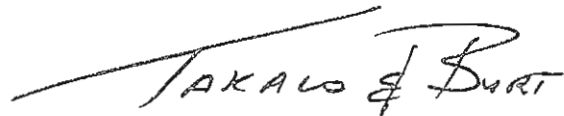
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

The Health Centre has not recorded the liability for vacation pay and time in lieu earned by employees up to March 31, 2011. Under Canadian generally accepted accounting principles, earned but unpaid vacation pay and lieu time meets the definition of a liability and requires the costs to be recorded in the period earned. The vacation pay and lieu time accrual for the year ending March 31, 2011 is \$80,759 (2010 - \$126,594). If recorded, this liability would result in a corresponding decrease of \$80,759 (2010 - \$126,594) to the general surplus as at March 31, 2011.

Qualified Opinion

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, these financial statements present fairly, in all material respects, the financial position of the Grand Bend Area Community Health Centre Inc. as at March 31, 2011 and its operations and its cashflows for the year then ended in accordance with Canadian generally accepted accounting principles.



LICENCED PUBLIC ACCOUNTANTS
CHARTERED ACCOUNTANTS

Goderich, Ontario
May 20, 2011

Grand Bend Area Community Health Centre Inc.
Statement of Operations
For the year ended March 31

	2011	2010
Revenue		
Base funding - LHIN	\$ 3,758,369	\$ 3,314,770
Diabetes Program - Ministry of Health	248,652	197,151
Amortization of deferred contributions related to capital assets	<u>224,126</u>	<u>229,831</u>
	<u>4,231,147</u>	<u>3,741,752</u>
Salaries and benefits expenses		
Medical staff remuneration	1,390,472	1,132,497
Salaries and wages	1,404,066	1,322,985
Nurse Practitioner remuneration	331,147	319,131
Benefit contributions	<u>280,414</u>	<u>267,108</u>
	<u>3,406,099</u>	<u>3,041,721</u>
General operating expenses		
Supplies and sundry - Schedule A	414,489	385,403
Building and grounds - Schedule A	<u>344,532</u>	<u>258,551</u>
	<u>759,021</u>	<u>643,954</u>
Other income (expense) (Note 6)	<u>46,008</u>	<u>73,613</u>
Excess of revenue over expenditures	112,035	129,690
Allocation to deferred contributions (Note 4)	<u>(112,035)</u>	<u>(129,690)</u>
Surplus (deficit) for the year	<u>\$ -</u>	<u>\$ -</u>

The accompanying notes are an integral part of these financial statements

Grand Bend Area Community Health Centre Inc.
Statement of Financial Position

March 31

2011

2010

Current Assets		
Cash	\$ 446,847	\$ 425,417
Accounts receivable	49,701	10,961
Prepays	<u>24,033</u>	<u>22,908</u>
	520,581	459,286
Capital assets (Note 3)	<u>3,076,226</u>	<u>3,148,190</u>
	<u>\$ 3,596,807</u>	<u>\$ 3,607,476</u>
Current Liabilities		
Payables and accruals	\$ <u>278,987</u>	\$ 199,146
Deferred contributions (Note 4)	<u>369,986</u>	<u>388,533</u>
Deferred contributions related to capital assets (Note 5)	<u>2,553,407</u>	<u>2,625,370</u>
Net Assets		
General deficit	(128,393)	(128,393)
Net assets invested in capital assets	<u>522,820</u>	<u>522,820</u>
	<u>394,427</u>	<u>394,427</u>
	<u>\$ 3,596,807</u>	<u>\$ 3,607,476</u>
Commitments (Note 7)		

APPROVED ON BEHALF OF THE BOARD:

[Signature] Chairperson *[Signature]* Treasurer

The accompanying notes are an integral part of these financial statements

Grand Bend Area Community Health Centre

NOMINEES FOR BOARD DIRECTOR 2011

Dawn Butler

- Chief Operating Officer & Chief Financial Officer, Highstreet Asset Management Inc. (2001 – present)
- Bachelor of Commerce, Carlton University; Chartered Accountant
- Employment experience includes Vice President and Controller, Associates Capital Corporation of Canada; Assistant Executive Director, Finance and Administration, Thames Valley Children's Centre; Consultant, MDS Health Group Limited.
- Community service includes Middlesex Hospital Alliance, Strathroy; St. Joseph's Healthcare Centre, London.

Richard Faber

- Director, OMERS Administration Corporation (2005 – present)
 - Chartered Management Accountant; Chartered Director, DeGroote School of Business
 - Employment experience includes Director of Administration, City of London; Vice President, Finance and Administration, World Relief Canada; Management and Corporate Services Consultant
 - Community Service includes Children's Aid Society London-Middlesex; Bluewater Family Services Inc.
-

**Grand Bend Area
Community Health Centre**

Board of Directors

2010-2011

Max Morden – Chair

Larry Walls – Vice Chair

Dr. Michael Hoare – Past Chair

Chris Thompson – Secretary

Bryan Beattie – Treasurer

Jamie Kneale Fanning - Director

Doreen McHarg - Director

Susan Moore - Director

Patrick Shum - Director

Dr. Glenn Bartlett – Executive Director

AGING AT HOME PROGRAM REPORT 2011

The Aging at Home Program has been successful this past year. The Erie St. Clair LHIN has provided additional funding to enhance this program in three significant ways:

- The introduction of a mobile team of health care professionals dedicated to addressing Chronic Obstructive Pulmonary Disease (COPD). This team is called the *COPD Rapid Response Team*;
- The introduction of a *Grab Bar Program* which provides a subsidy to seniors who have had a home safety assessment that recommends they install grab bars in their home to reduce the risk of falls; and
- An increase in emphasis on the prevention of falls – the "*Falls Prevention Program*"

COPD Rapid Response Team

This team includes a Nurse Practitioner, a Registered Nurse, a Physiotherapist, and a Program Coordinator/ Developer. The team is located in Thedford but is completely mobile through the use of a fully equipped van. The team is able to provide primary care, exercise and education to individuals diagnosed with COPD in their homes. The *Rapid Response Team* was officially launched on June 16th, 2011 but began seeing clients in May 2011.

Grab Bar Program

This program is available to all seniors who have had a home safety assessment completed by one of our Occupational Therapists (OT). If the OT recommends that a grab bar should be installed to prevent a fall, the *Grab Bar Program* is available to assist with the cost of purchasing and installing up to three bars per home. To date, we have assisted with the installation of over 50 grab bars and tub railings since November 2010.

Falls Prevention Program

There are a variety of services available under this program. Most recently, we have increased the range of services that can be provided for Home Maintenance and Repair. A home safety assessment can reveal the need for seasonal grounds maintenance, such as lawn mowing or snow removal, to reduce the risk of falls. In addition, a home safety assessment can identify small repairs or enhancements to the home that will also help to prevent a fall. These services can be costly and very risky to perform for some seniors. The Home Maintenance and Repair aspect of the *Falls Prevention Program* provides financial support to seniors who have had these risks identified by one of our Occupational Therapists. To date, there have been 70 seniors referred to this program and 25% are accessing the funding.

In addition to these exciting changes, the '*Living Well Club*' was introduced to encourage seniors to be more informed so they are able to remain healthier, safer and more independent in their own homes. This is a fun and informative way to meet new people and learn about many different health-related topics.

There are several ways that seniors can access these services through the *Aging at Home Program*. For more information please contact Shelley Snider, Aging at Home Program Coordinator/ Developer at: 519-296-0117.

Respectfully Submitted,

Shelley Snider

Aging at Home Program Coordinator, GBACHC - Thedford Site

DIABETES EDUCATION AND MANAGEMENT PROGRAM

The Grand Bend Area Community Health Centre Diabetes Education and Management Program (GBACHC DEMP) supported by the Grand Bend Area CHC and Ministry of Health and Long Term Care (MOHLTC) continues to be quite active. We presently have Over 580 people with diabetes in our program which resulted in 1250 visits to our program for 2010-2011.

Our diabetes program is presently staffed by a multidisciplinary team of Diabetes Educators that include Registered Nurses and a Registered Dietitian. Presently our program is comprised of Patricia Baker RD and Certified Diabetes Educator, Aileen Knip RN and Certified Diabetes Educator, Ramona Dunn RN and Elaine Clark, Administrative Support.

The GBACHC DEMP focuses on prevention, the self-management of diabetes and the understanding that multiple factors outside of the health care system can influence individual health. As a MOHLTC program we provide education and management services through a model that is needs-based and community-based. In addition both Patricia Baker and myself work within an expanded role which allows us to order lab work (Patricia and Aileen) and initiate, change, and adjust oral diabetes medications and insulin (Aileen).

The GBACHC offers many different educational opportunities to learn about living and learning to self- manage diabetes. Programs that are presently offered include Heart Health Education, Label Reading, Carbohydrate Counting, and the Conversation Maps. Individual appointments comprise the majority of our work within the program.

In January of this year we received word from the MOHLTC that we were able to expand our program (Hensall site) with the addition of a part time diabetes nurse educator. Ramona Dunn officially started May 1st/ 2011. Ramona brings diabetes experience from a Toronto CHC diabetes program and from the South Huron Hospital diabetes program. We look forward to having Ramona establish the diabetes program out of the Hensall site.

The GBACHC diabetes program also collaborates with South Huron Hospital diabetes program. Sheila Penn RN CDE works 2 days a month out of the Hensall Medical Centre site managing Dr Hurley and Dr. Teeple's patients with diabetes in the Hensall/Zurich area.

The diabetes program is available to anyone who is living with diabetes or who wants to learn more about diabetes. The program can be accessed by calling Elaine Clark at 519-235-1556 ext. 242.

Respectively Submitted,

*Aileen Knip RN MN CDE
Diabetes Program Coordinator*

PROGRAMS AND PARTNERSHIPS REPORT 2010-2011

This has been a busy year for enhancing partnerships and programs at the Centre. *Exercise classes* in both Grand Bend and Port Franks are continuing to thrive with approximately 100 people exercising twice weekly. The evaluations we received, regarding these programs and our 9 volunteer instructors, continue to support the importance of this service to our clients.

The *Savannah Strollers*, a new partnership with the Pinery Provincial Park, Grand Bend Community Foundation, and Friend's of the Pinery, Lambton Heritage Museum and GBACHC was launched. This year-round, volunteer led, trail walking program provides free access to the Pinery Park. From this program evolved the first ever, indoor museum, winter walking program hosted by GBACHC and the Lambton Heritage Museum. Participants who had some physical limitations manoeuvring the outdoor trails in the winter were able to continue their exercise in a safe, comfortable environment by utilizing the large galleries in the Museum.

Healthy Lifestyle cooking classes, such as the *Men Can Cook* program and *Cooking for One or Two*, empower people to make better choices in how they create and prepare their meals. The *Salad Bar Day* program in the local schools continues to be successful, along with promotion of the *Good Food Box* program and our continuing partnership with the Food Bank at Blessings in Zurich.

Our *Smoking Cessation* programs, both in Grand Bend and Hensall communities, gave smokers hands on strategies to move towards quitting for good. Our new partnership with Smokers Helpline provides us with a referral system that guarantees one to one follow up with our patients who are trying to quit smoking to help ensure their success.

COPD Education Program (Chronic Obstructive Pulmonary Disease) and *Chronic Pain Management* programs have continued to be offered, enabling patients to better manage their chronic disease. By providing self management programs, we hope to keep patients out of the hospital emergency rooms along with the need for repeated health practitioner visits.

Upon receipt of a grant and in partnership with the Canadian Institute for the Blind, we were able to improve accessibility throughout the centre and provide a *Low Vision Drop In Clinic* every second month for the community.

A new Services Directory has been developed to identify the staff services we provide and the programs that are available to the community. We also continue to work with our all of our community partners to promote their services and to look at opportunities to work together.

In conclusion, we are very pleased to be strengthening our partnership with South Huron Hospital Association by sharing a Community Health Engagement Worker position. This individual will help to identify needs through community input and promote health programs and services in the area. The position is housed at the Hensall site and will allow for expansion of services to the area.

Respectively submitted,

Cindy Maxfield
Health Promotion & Partnership Coordinator



"We Can Help"

Grand Bend Area Community Health Centre

Annual Report Health Services Coordinator

2010/2011 certainly brought many changes to GBA CHC! With over ten years as a CHC under our belt, we have begun to see the importance of "big picture" thinking. While ever remembering our Mission to advance the health and wellness of our community in everything we do, we promote health, treat illness, and teach each other and the future generation of health care providers.

In this past year:

- "Balanced Scorecard" implemented in each department, for Administration and for the Board. This tool helps us to determine what we should be doing to reach our Strategic Goals and helps measure our results.
- Renovations were completed for more space at the Hensall site thanks to the support from Erie-St. Clair LHIN.
- Thirty students and Residents from a variety of learning institutions were taught by our various professionals and preceptors.
- The information system was updated so that we can better gather data to comply with current government reporting standards.
- We have begun preparation for the transition to Electronic Medical Records in the future.
- New infection control procedures were put in place through a close connection with the Erie-St. Clair Infection Control Network.
- Volunteers continue to be a valuable part of the services we deliver ~ patient drivers, exercise leaders and food prep assistants help make our programming successful.
- Our relationship with South Huron Hospital was greatly strengthened this year by the sharing of staff and services. Both organizations have benefits they can offer to the other to help improve services for the patient. Roles and responsibilities of some staff shifted to meet the new structure.

I look forward to the opportunities that lie ahead for Grand Bend Area CHC. We have many opportunities for learning and for using our knowledge for the benefit of our patients and clients.

We Can Help!

A handwritten signature in cursive script that reads "Heather Klopp".

Heather Klopp
Health Services Coordinator



Grand Bend Area Community Health Centre

www.gbachc.ca

The **Grand Bend Area Community Health Centre** is a non-profit community governed organization that provides comprehensive primary medical care for our enrolled clients. Our health promotion strategies utilize multidisciplinary teams of health providers and are available to clients as well as everyone in the community.

Our Mission:

To advance the health and wellness of our community in everything we do.

Our Vision:

We will do this through health promotion, illness prevention, service, teaching and research.

Our Values:

Accountability and Confidentiality: To our clients/patients and our community

Collaboration and Innovation: Multidisciplinary care and community focused partnerships

Compassion: Listening and caring

Education and Mentorship: students, staff, community

Empowerment: Client/patient in control of their health

Holistic Care: Physical, mental and social well being

Respect and Equity: Everyone matters

Strategic Directions

<p style="text-align: center;">Erie St. Clair LHIN Integrated Health Services Plan (IHSP) II</p>	<p style="text-align: center;">GBACHC Strategic Plan II</p>
<ul style="list-style-type: none"> ◦ Developing alternatives to emergency department care ◦ Ensuring appropriate access to surgical, ICU and medicine beds ◦ Ensuring appropriate access to aging supports close to home ◦ Reducing the impact of diabetes ◦ Reducing the impact of mental health and addictions ◦ Addressing chronic conditions ◦ Improving system performance 	<ul style="list-style-type: none"> • Develop strategies for the provision of urgent care in our community ◦ Enhance linkages and partnerships ◦ Enhance health care Human Resources with continued academic activities and research ◦ Ensure appropriate access to aging supports ◦ Emphasize chronic disease management, in particular diabetes ◦ Emphasize mental health and addictions ◦ Continue health promotion and prevention

Grand Bend Area Community Health Centre

STAFF LIST 2011

Candy Arsenault – Registered Nurse – Rapid Response Team (Thedford)

Patricia Baker – Registered Dietitian, Certified Diabetes Educator

Dr. Glenn Bartlett – Executive Director

Miranda Burgess – Community Dietitian

Lise Callahan – Social Worker

Jane Campbell – Physiotherapy Assistant

Elaine Clarke – Diabetes Program Administrative Assistant

Susan Cordell – Executive Assistant

Carol Cressman – Accounts/Payroll

Ramona Dunn – Diabetes Nurse Educator (Hensall)

Cheryl Englert – Healthy Lifestyle Counsellor

Dr. Peter Englert – Family Physician

Kim Gillies – Registered Practical Nurse

Mickey Gurbin – Social Worker

Dr. Michael Hammond – Family Physician

Janice Hayter Oke – Nurse Practitioner

Mary Hoskin – Medical Office Assistant.

Beth Jean – Registered Nurse

Kim Killens – Human Resources

Heather Klopp – Health Services Coordinator

Aileen Knip – Clinical Nurse Specialist – Diabetes

Natalie Lipka – Nurse Practitioner

Diane Littlejohns – Medical Office Assistant

Kate Mason – Occupational Therapist

Angela Mawji – Nurse Practitioner

Cindy Maxfield – Health Promotion and Partnerships Coordinator

Aimee McCann – Occupational Therapist

Ian McCrae – Physiotherapist

Joanne Moir – Office Manager (Hensall)

Dr. William O'Connor – Family Physician

Shawna Parmar – Occupational Therapist

Surabhi Patel – Nurse Practitioner – Rapid Response Team (Thedford)

Shelley Snider – Aging at Home Coordinator (Thedford)

Leanne Snow – Medical Office Assistant

Nichele Steenbeek – Community Health Engagement Worker (Hensall)

JoAnn Thatcher – Office Manager

Wilma Timmers – Data Management Coordinator/IT

Dr. Deborah Waters – Family Physician

Bonnie Westlake – Registered Practical Nurse (Hensall)

Larry Whiting – Maintenance

Trish Wilcox – Medical Office Assistant

Nicole Wilder – Physiotherapist – Rapid Response Team (Thedford)

Lynda Wilkey – Nurse Practitioner (Hensall)