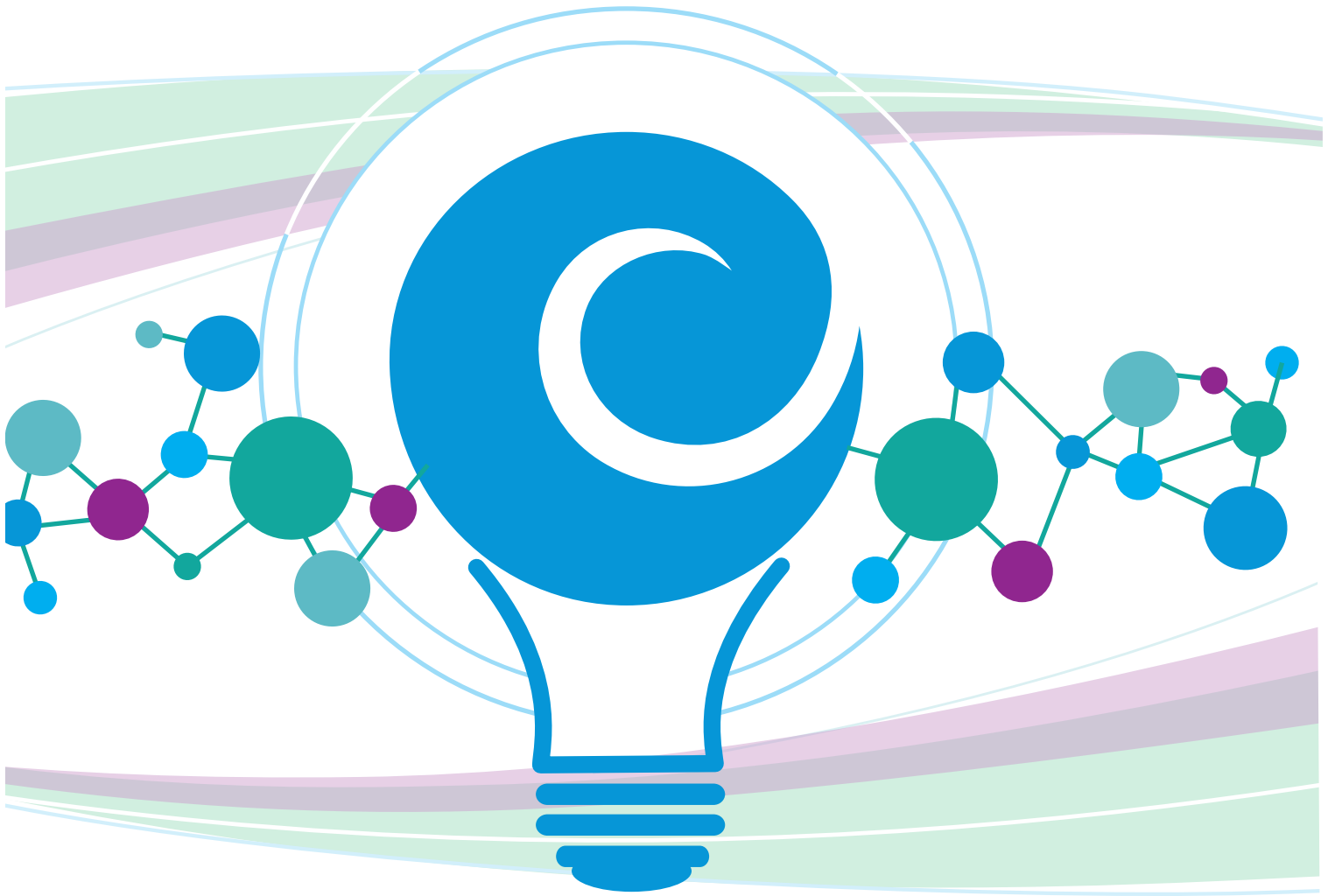


Design • Innovate • Connect



Grand River
Community
Health Centre

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.



Above: GRCHC volunteers (Community Food Educators) teaching food skills to youth aged 10-14



“Never before have I felt so safe to be me, share my story without being judged and I am for once understood, accepted and loved!” ... 2SLGBTQIA+ Community Connections Group

GRCHC QUICK FACTS

Fiscal Year Ending March 31/25

19,898 primary care interactions with clients

**including clients of the Gender Affirming Clinic*

425 primary care interactions with outreach clients

855 referrals made to other GRCHC services

1660 allied health interactions with clients (social work, outreach, nutrition)

435 allied health group participants

10876 Outreach Station interactions

2979 individuals seen at Seasonal Agricultural Worker clinics with **11540** different interactions

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

231 Individuals served in COPD program with **1,345** different interactions

2837 volunteer hours logged

31 active volunteers

374 new patients rostered to the Interprofessional Primary Care Team with **6678** different interactions

2,314 Individuals served at the Rapid Access Addiction Medicine with **7,320** interactions

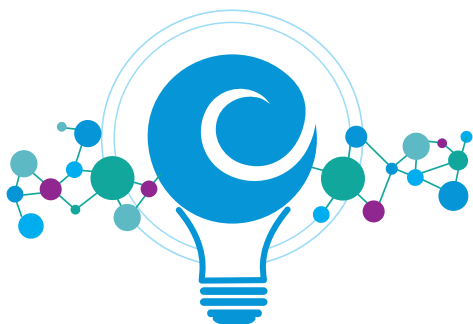
9 community partners on site – Brant County Health Unit Dental Program; BCHS Diabetes Education Centre Home and Community Care Support Services; Feet First Foot Care Program; Grand River Council on Aging; Positive Health Network; Chronic Non-Cancer Pain Management Program (CNCMP) - Norfolk Family Health Team; Willowbridge Community Services and Alzheimer's Society

“It's been great attending, the purpose is twofold, improving [my daughter's] life skills and rebuilding our relationship. The course has been successful on both accounts. I also am very impressed with the generosity of the course. [My daughter] likes being able to bring the finished dishes home and I notice the same for other participants.” ... 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.

“Having you here was a good feeling. The easier it is to see the doctor, the better. Even if you aren't feeling sick, we can get a checkup and if there is something wrong its early and it's better to treat when it is early, rather than waiting. It was really great.” ... International Agricultural Workers Program





Grand River
Community
Health Centre

Board of Directors

SEPT 2024 - 2025

Melisa Cummings

Janice Kucharew

Ryan Martens

Wanda Mersereau

Ashish Patel

Chioma Uwaneme



Volunteer Appreciation Event

“ I ENJOYED this month’s activity and more importantly being in a space whereas I felt liberated! ... 2SLGBTQIA+ Community Connections Group



IAW Physician and Medical Clinic Van

“ It was a good experience for me to see a doctor on the farm instead of going to the hospital. It makes it easy for me. If I have to see the doctor somewhere else I have to wait a long time. When you are here I can go and finish my work and come back to the clinic and I know you are waiting for me. Thank you for coming.” ... International Agricultural Workers Program

Executive Director and Board Chair -

GRCHC Annual Report for fiscal year 24/25

This past year has been one of expansion at Grand River Community Health Centre. As Board Chair and Executive Director, we are honoured to share the journey we’ve taken together with our staff, partners, and community.

We began the year with a clear goal: to expand access to care and strengthen the support that helps people live healthier, more connected lives. Thanks to new Inter-professional Primary Care funding from Ontario Health, we’ve **designed** and grown our team-based services across Brantford, welcomed more clients into primary care, and enhanced collaboration among our physicians, nurses, social workers, and allied health providers. These achievements reflect the trust placed in us to serve those who are often underserved.

Looking ahead, we are thrilled to be building for the future. Construction is underway on our new downtown Brantford site, set to open in December 2025. This space will offer more exam rooms, expanded areas for group programs and counselling, and a modern, accessible design that welcomes everyone. It’s more than a building it also represents our commitment to meeting the

growing needs of our community.

Equity, diversity, and inclusion (EDI) continue to guide our work. This year, we continued working with our EDI steering committee, introduced multilingual signage, completing an organizational analysis, providing EDI training and recognized key community events such as the National Day for Truth and Reconciliation, Black History Month, Pride Month and many more. These EDI initiatives are important as we strive to ensure that every person who walks through our doors feels valued, respected, and safe.

We recognize the challenges many in our region continue to face—housing insecurity, food scarcity, labour shortages, and financial strain. These are not just statistics; they are lived experiences. And so, we remain steadfast in our mission to break down barriers and provide wrap-around support that addresses the full spectrum of health and wellbeing. Our centre offers a wide range of supports and connections to services. A community partner commented “if we [GRCHC] don’t know how to support a client’s needs we find out!

Our **innovative** and holistic care model continues to evolve,

guided by community input. From outreach clinics for International Agricultural Workers to mobile teams and outreach clinics in the community, we are meeting people where they are at. Our new Interprofessional Primary Care team has developed many new programs and services which include chronic disease management, mental health support, newcomers and our access clinic for those without primary care.

Connection and collaboration have been a cornerstone of our progress. As part of the Brantford-Brant-Norfolk Ontario Health Team, we’ve worked with partners to streamline referrals, expand services, and plan strategically for a more integrated health system. Together, we are building a stronger, more connected network of care.

In late 2024, we launched a new strategic planning process with engagement from clients, volunteers, community partners and staff. Through workshops, focus groups, and partnerships, we’ve developed a two-year roadmap that aligns our resources and passion with the evolving needs of those we serve. The new strategic plan will be completed in 2025.

None of this would be possible without the incredible people who make up the GRCHC family. To our staff, students, and volunteers, clients, partners and Board of Directors - thank you for your compassion and commitment to upholding the vision and mission of our centre.

Sincerely yours,

Sonia Hayer, Board Chair

Lynda Kohler, Executive Director



Tai Chi Instructor- Debra



Outreach Station Volunteer Banu

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IAW Team photo

“ Just sharing “we cook the meals”. The BBQ chicken was a recipe from the classes. We served a fried brown rice and cherry tomatoes with it as our guest is selective in his food choices. Everyone enjoyed the meal and we will be making it again soon. We have scheduled the meat balls from your class this week for Friday evening when our guest arrives for his weekly visit. Thanks for the great programs. We enjoy attending.” ... Nutrition Program Client

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, 2025*

Ontario Midwifery Program - Revenues 32,166,239

Total Midwifery Expenses 30,208,702

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

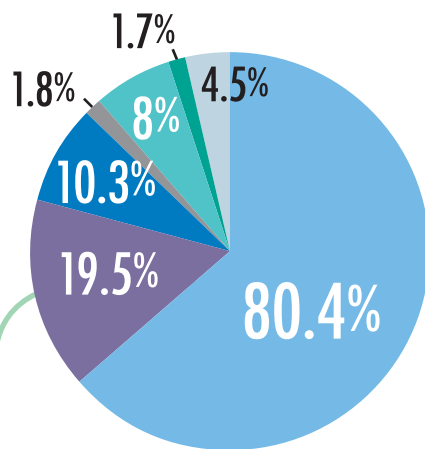
GRCHC acted as a Transfer Payment Agency (TPA) for the Brantford Brant Norfolk Ontario Health Team (BB OHT). The revenues and expenses of the Brantford Brant Norfolk Ontario Health Team are not reflected in these financial statements. Activity for the year consisted of:

For the Period Ended March 31, 2025

Brantford Brant Norfolk Ontario Health Team (BBNOHT) - Total Revenue 1,064,333

Total Brantford Brant Norfolk Ontario Health Team (BBNOHT) Expenses 1,060,635

Surplus recoverable by the Ministry of Health 3,698



Revenues 8,726,410

Base OH revenue.....	6,108,415
One-time OH revenue.....	1,483,878
Ontario Health Team (Note 11)	1,064,333
MOH-TPA fee income.....	186,395
Funded projects & community initiatives	821,364
Donations & other income.....	177,674
Recognition of deferred contributions* (Note 5).....	461,046

Note 5:

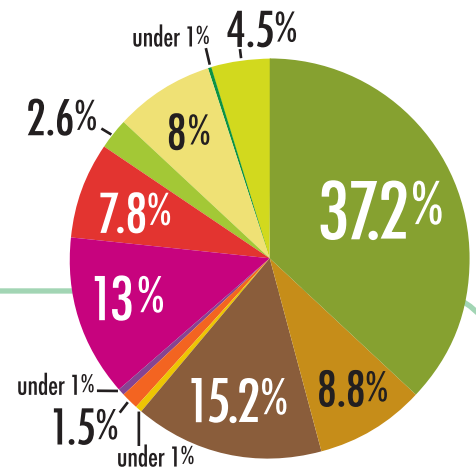
Deferred contributions relate to the unamortized portion of capital assets. The balance represents contributions received for capital assets that have been deferred and are being amortized and recognized as revenue at the same rate as the related capital assets are amortized.

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, \$1,064,33 (2024- \$799,402) of revenue was managed on behalf of the BBN OHT

In the current year, \$3698 (2024 - \$6851) is recoverable by the MOH.



Expenses 8,653,454

Salaries and wages	3,805,915
Employee benefits	903,928
Medical staff remuneration.....	1,552,994
Medical and surgical supplies.....	63,210
Building & grounds	158,494
Equipment expenses.....	39,503
Contracted services.....	1,334,397
Supplies & sundry.....	794,854
Rent.....	265,174
Funded projects & community initiatives.....	821,364
Donations & other revenue expenses	33,542
Amortization.....	461,046

Excess of Revenues over Expenses

for the year.....68,684

Surplus repayable

for the year.....25,232

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Volunteers

Volunteers contributed nearly 3,000 hours in 2024/25 (a 20% increase over the previous fiscal year).

We launched a new group program, Tai Chi, developed in alignment with volunteer interests and strengths. This group averages 6 participants per session and has received highly positive feedback. This initiative fulfilled one of our key 2024/25 program goals

Of notable mention our **Outreach station** (primarily led by volunteers) serves an average of 40 clients per day.

“ thanks all of the volunteers who help assist our most vulnerable clients with food, drinks and clothing, especially in the very cold months.” ... staff member



Grand River
Community
Health Centre

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