

WellFort is a non-profit, values-based organization committed to providing inclusive, accessible & sustainable care.

ANNUAL REPORT

2021
www.wellfort.ca





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ABOUT THE ORGANIZATION



WellFort CHS is a non-profit, values-based organization committed to providing inclusive, accessible and sustainable care. Members of the WellFort family include Bramalea Community Health Centre, Four Corners Health Centre, Bloom Clinic, Diabetes Education Program, and Health n' Smiles. As a Community Health Centre (CHC), WellFort offers a variety of healthcare and community support services to the diverse communities in Peel by working alongside community

members, equity seeking groups and partner agencies to increase community capacity.

WellFort is our community, the clients we serve, and the services we provide. We strongly believe in the strengths of our clients, the communities we serve, and the services we provide. As a not-for-profit, values-based organization, our services include:

- + Primary healthcare given by a doctor, nurse practitioner and nurse
- + Dental/Oral health care
- + Health Promotion and Education Programs
- + Diabetes Education Program
- + Harm Retduction, Hepatitis C & HIV Education Programs
- + Allied Health Care services such as Physiotherapy, Clinical Mental Health Counselling, Community Nutrition, Midwifery and Chiropody
- + Working with residents and partner agencies to build community health capacity

We continue to build and grow WellFort to achieve its vision of a healthier community where everyone belongs. Last year, WellFort successfully became designated to be part of BE Ontario Health Team to serve the communities in Brampton, Bramalea, North Etobicoke, Malton and West Woodbridge.

As part of the High Priorities Communities Strategy of Ontario Health, WellFort has been on the forefront of supporting the communities most affected by COVID-19 and continues to work extensively with the residents and families in Central West region.



MESSAGE FROM THE BOARD CHAIR



For over twelve years, WellFort Community Health Centre has been offering a range of health, health education and promotion services in the Bramalea and Malton communities. The clients we serve come from diverse background and communities, many of whom experience multiple vulnerabilities and inequities that place them at increased risks and determine their level of health and well-being.

As a community health service organization, we believe, and are committed to, advocating on behalf of our clients and working collaboratively and in partnerships with other care providers as the best approach to achieving high-quality and accessible care and health outcomes for our clients and our community.

The COVID-19 pandemic was the story of the year due to its social and economic impacts at the international, national and community levels. While the virus had widespread impact, data gathered indicates that communities with pre-existing vulnerable populations were the ones hardest hit and bore the brunt and severity of COVID-19. WellFort's geographic service areas fall within the Region of Peel, and the region has been one of the hardest hit areas in the province. WellFort was a key partner in supporting the province's High Priority Community Strategy and was designated as one of the lead agencies for COVID-19 response and received provincial funding to provide educational outreach, testing, and wrap-around supports in both communities.

The pandemic's impact on our clients, staff and operations was significant. WellFort had to rapidly adapt how it provided services and programs and that required shifting from an in-person service delivery model to one where care and support were primarily being offered virtually. Throughout the year, WellFort continued to offer adapted program and services.

While the pandemic exposed systemic population vulnerabilities and inequities, the issue of racial injustice garnered significant public attention with worldwide protests against Anti-Black racism triggered by the murder of George Floyd

in Minneapolis. In addition to exposing the harmful impact of racism on Black people, the harmful impact of racism and injustice on other racialized, marginalized and diverse communities also came to the fore. Along with community partners, including the Alliance for Healthier Communities, WellFort commits to being an active and engaged equity partner in addressing all forms of oppression. WellFort's vision is for a healthier community where everyone belongs. The pursuit of this vision continues to fuel our work. Our organizational values are fundamental to our approach to community health and will continue to guide our decisions, interactions and actions both internally and externally. We know our ability to serve the community and provide high accessible care for all, depends on the health and well-being of the people providing the services as well as our operational strength and capacity to meet client and community needs.

I extend deep gratitude to dedication of all our staff who, in the face of significant challenges that tested and stretched their capacity throughout the year, remained deeply committed to serving our clients with dignity, care and compassion. Thank you to our funders, community partners, and donors whose support continues to enable us to play a vital role within the community. Finally, thank you to our volunteers and my colleagues on the Board for your time and dedicated service in steering the organization through uncertainty and challenges, all the while focusing on the future health and well-being of the diverse communities we serve. We are grateful and humbled to serve the community as part of WellFort.

2020-2021 Board of Directors



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CLINICAL AND ALLIED CARE PROGRAMS

WellFort responded swiftly in response to the COVID-19 Pandemic and developed a pandemic committee which met regularly throughout the pandemic to ensure that our practices were in alignment with evolving public health directives and evidence. WellFort is proud to say that we have had no COVID-19 outbreaks, and that staff had adequate and appropriate PPE supplies throughout the pandemic.

Staff members quickly adjusted care to virtual mediums to enable accessible and safe care for our clients. Providers offered phone, video, and in-person visits and interdisciplinary group visits were offered through virtual platforms.

We acquired new tools to enhance our virtual work including OLIS (to enable us to import laboratory results ordered by other providers), OCEAN (virtual platform that enables us to communicate with clients via secure messaging), and OTN enabling providers to offer secure video visits, obtain specialist consultations, and complete e-referrals. We continued to take in new clients, especially those who experience the most barriers to accessing care. We welcomed 100 new non-insured clients between January and March 2021 alone! Many staff stepped into new roles to meet the demands of our community and clinical and allied teams met most of their indicators for encounters and individuals served!



Clinical and Allied Care Team Performance for 04

	Individual Encounters		Individuals Served	
Team	Target	Performance	Target	Performance
General Clinic	29400	29004	4400	5616
Nutrition	725	795	350	331
Foot Care	650	688	225	358
PT	1500	1249	450	421
SW	1025	1276	500	523





Clinical Care

- + The Four Corners CHC offered COVID vaccinations last year.
- + The annual clinical quality of care audit focused on Choosing Wisely Canada's Antibiotic tewardship Recommendations.
- + Allied quality of care audits were restructured to elicit objective data by engaging a partner CHC to complete peer audits for many of our allied team members.
- + The medical directives were reviewed and updated.
- + WellFort continued to participate in the UTOPIAN Advanced Care Planning study.
- + We renewed our agreements with the Ottawa Smoking Cessation and STOP smoking program enabling us to provide specialized smoking cessation counselling and free medications to assist our clients to quit smoking.
- + WellFort also worked with community volunteers to have fabric masks made for our clients. As part of promoting learning and development, WellFort continued to welcome and mentor nursing students (RN, RPN, NP).
- + The clinical team met all MSAA indicator targets (flu lower corridor); (see Table 2 below). This is a phenomenal accomplishment given the challenges the clinical team and clients faced over the past year. The clinical team rose to the challenge and exceeded this target!



Q4 MSAA Performance

Indicator	Q4 (%)	Target (%)	Lower (%)
Cervical Cancer Screening Rate (PAP Tests)	76%	75%	60%
Colorectal Screening Rate	81%	75%	60%
Inter-professional Diabetes Care Rate	98%	90%	72%
Influenza Vaccination Rate	49%	50%	40%
Breast Cancer Screening Rate	84%	70%	56%
Retention Rate (NPs and Doctors)	100%	100%	80%
Access to Primary Care	89%	80%	76%

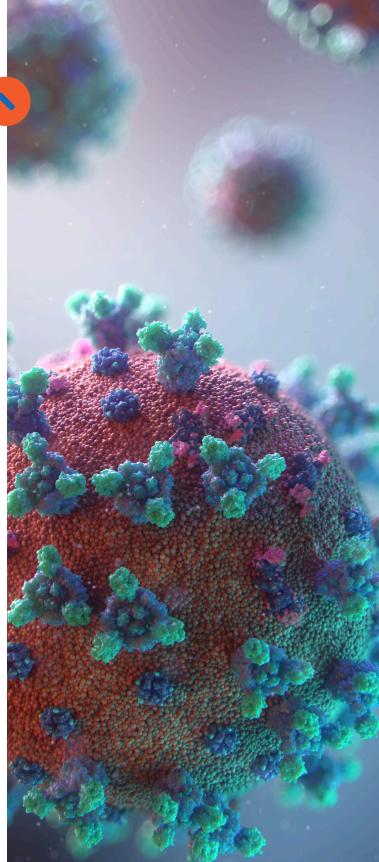
COVID Testing Team

- + In October 2020, FCHC launched a COVID testing clinic. It was the only COVID testing site in this community. We gradually increased our hours of service in response to the demand by the Malton community. We also provided offsite outbreak testing in partnership with OH and PPH.
- + The nursing team called every person who was COVID positive or non-insured to relay their result, assess their symptoms, provide education, referred them to our Support Care Navigators for social determinants of health supports, and access to primary health care.
- + Completed 4,627 COVID tests between October 29, 2021 March 31, 2021.

COVID Booking & Support Line Teams

- + Supported clients to book Covid vaccine and testing appointments, obtain transportation to attend testing and vaccine appointments.
- + Outreach calls to clients to support them to book second doses of the vaccine.
- + Supported clients by referring to self-isolation centres, arranging hot meal delivery and initiating referrals to the WRAP around support teams.





COMMUNITY PROGRAMS

COVID 19: Our Response

Since the onset of the COVID-19 Pandemic in March 2020, WellFort has been quick, responsive and flexible in our response to the emerging needs of our clients and the community at large. We knew that our clients would be disproportionately impacted by the pandemic and that COVID-19 would exacerbate existing social and health inequities faced by the communities we serve. Recognizing this required a community wide response as we leveraged existing partnerships and developed a comprehensive plan to ensure our clients received quality care and support when they needed it most!

Wellness Check-in Calls

During the initial stage of the pandemic, our COVID-19 Response Team made over 1,000 wellness check-in calls to our most vulnerable clients. These calls were an opportunity for us to check-in with our clients to see how they were doing during the pandemic and ensure clients stayed connected, so as to reduce social isolation. The Check-in Calls also provided an opportunity to assess for client needs and connect them with relevant supports, such as mental health, food and financial resources.



"Thank you for calling and checking in on me, I am so grateful that you remembered me"

Food support client







WellFort Food Program

Funding received from the Region of Peel and United Way, as well as the support from our partners at The Mississauga Food Bank and Knights Table, reinforced our existing Food Support Programs at Bramalea CHC and Four Corners HC location, enabling us to meet the needs of a growing community for basic food and necessities of life brought on by COVID. In an effort to ensure the health and safety of our clients, staff rallied together, from various teams and departments to coordinate and deliver food and personal care products to the homes of clients impacted by COVID. Clients received weekly deliveries of healthy culturally appropriate food items, fresh fruit and personal care supplies.



"Thank you for the prompt and timely response regarding grocery delivery to my home! So much good work and help in these tough times is beyond my appreciation. God bless and my heartfelt gratitude for the service offered".

Client



"When I received financial support, it gave me enormous amount of hope. I felt that I came out of my depression after that. I started feeling better and happy."

Client







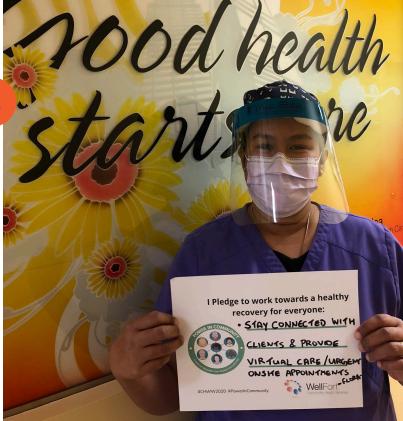
Virtual Programming

During the pandemic one of our priorities was to ensure our clients remained connected. In addition to our wellness check-in calls, we launched our "LiveWell: Bringing Health and Wellness to you Home" video series. The "LiveWell" series consisted of 25 health and wellness videos created by our Health Promotion, Primary Care, Allied and Diabetes Education teams. This video series engaged clients in cooking demonstrations, gentle exercise and self-care activities facilitated by the familiar faces of their healthcare providers in the comfort of their homes. The Health Promoters and Support & Care Navigators worked closely with our clients to ensure they were provided the supports and resources needed to participate fully in virtual programming.

Disrupting Anti-Black Racism and creating safe spaces for Black Youth! - Anti-Black Racism Virtual camp for youth ages 9-11 (August 2020)

In response to the violence and loss of life due to anti-black racism locally and across the Globe, as well as the impact of witnessing these traumatic incidents repetitively on various media outlets, we felt it necessary to provide an opportunity for youth to decompress and channel their feelings in a safe space. The one week virtual camp engaged youth ages 9-11, in arts-based activities such as storytelling, music, spoken word, poetry and painting, while encouraging discussions around current events, anti-black racism and community building and healing strategies. Camp bags containing snacks, stationary and arts supplies were delivered to youth at their homes.





Community Health and Wellbeing Week

During Community Health and Wellbeing Week 2020 (October 5-11), members of the Alliance for Healthier Communities celebrated the efforts in communities across Ontario to continue to support the people we serve, through barriers new and exacerbated by COVID-19. At WellFort, we did a call out for a just recovery and the theme of the 2020 Community Health and Wellbeing Week, "Power in Community: A Healthy Recovery that Works for Everyone" represented our commitment to the communities we serve, their resilience and ingenuity, and the power of grassroots approaches to support health and wellbeing.

To underline the importance of our organization and staff's commitment to the principles of a just recovery from COVID-19, we made a pledge to support a healthy recovery that works for everyone.

High Priority Communities Strategy (HPCS)

WellFort received funding through the High Priority Communities Strategy to support communities in Bramalea and Malton that have been hard-hit by COVID-19 through wraparound services. We launched the initiative with a visit from Premier Ford, Mayor Bonnie Crombie and MPP Deepak Anand at the Four Corners site. Premier Ford stopped by our Centre to see first-hand our COVID response programs and the food delivery that supports families through self-isolation. The High Priority Communities Strategy included:

- + Tailored community outreach and engagement through teams of Community Ambassadors who provided door-to-door outreach, promoted access to available services and supports, supplied masks and hand sanitizer kits;
- + Developed targeted and culturally appropriate communications to ensure community members and leaders had the information needed to combat misinformation and myths;
- + Increased access to testing, which included more locations tailored to the unique needs of Peel's many and varied communities, transportation assistance, expanded and flexible hours of operation;
- + Wraparound supports using a case management approach, which connected individuals and families with available services, such as groceries and essentials, and emergency financial assistance so people could isolate safely at home, in a hotel, or at a designated isolation facility.



"It was very tough when I was in isolation due to Covid. Four Corners CHC provided me with food hampers and medication. I couldn't work during quarantine and was worried about my bills. The financial support I received helped me a lot in paying my rent and bills."

Client

Black History Month

In Partnership with Moyo Health & Community Services, WellFort took its annual Black History Month celebration online this year! The virtual event explored the theme of "Digging Deeper - Building Healthier". The panel of local community Leaders discussed mental health, food security, nutrition, COVID-19, racism and strategies to build healthier communities together.

The Black Health Taskforce

WellFort was a key leader in the development of the Black Health Taskforce of Peel. The Black Health Taskforce is a coalition of Black health professionals, community leaders and advocates, committed to advancing Black health within the Region of Peel. The Taskforce has been instrumental in addressing concerns and hesitancy within the Black, African and Caribbean communities. This important work is evident through the town hall meetings that have been incredibly successful with addressing vaccine uptake within the Black communities.



DIABETES EDUCATION PROGRAM

Due to COVID-19, the past year provided challenges for the Diabetes Education Program (DEP) however, WellFort was quick to respond to onsite staffing with the ebb and flow of COVID -19 numbers. DEP worked remotely for most of this past year, shifted from in person appointments to phone appointments guickly. Group education was moved to virtual Zoom platforms but for those needing in-person appointments, the DEP Dietitians and Nurses provided those services on-site. The team became very adept at donning and doffing personal protective equipment. With the support of the organization and the amazing and adaptable DEP team, client support continued. The DEP team was quick to adapt new programs for internal and community partners' external groups. Coping with Covid, sleep hygiene, virtual cooking groups, stress management, were added to support the clients 'needs. Several of these groups started with a WellFort focus groups spotlighting vaccination hesitancy. Early in the year, DEP clients had access to a newly developed food cupboard at both sites. Later in the year, led by the Community Team, the DEP supported the High Priorities Community Strategy in offering food hampers, fresh fruit and vegetables, financial support, and other resources to the clients in need.

A bi-monthly visit to Regeneration and Wilkinson Shelter was organized to provide support for under-resourced clients and DEP nurses also supported our Primary Care and COVID Clinics. An OHT initiative involving DEP taking on 1,000 clients from the overburden hospital Diabetes Education Centre's began in the late fall of 2020. An increase in new referrals from the various standard referral programs and the hospitals began to trickle in. The momentum escalated into 2021 and continues to do so to date. With the new option of virtual appointments, there was a significant decrease in NO SHOWS particularly with clients in the trucking industry and also provided working clients the flexibility to do a virtual appointment without losing work time. All the new changes and adapting to them so quickly over the last year continue to reflect the strength and resilience of the DEP team.



"This is the best health centre that I have ever been to. You have helped me very much especially with the groceries. With small children, always needing something to eat — my kids enjoyed the food delivery and it helped me manage my diabetes and the financial support helped me so much! Knowing my situation, I would not be able to survive without it"

Client





BLOOM PROGRAM



Throughout the pandemic the Bloom team continued to provide community members with HIV and Hepatitis C (HCV) testing, treatment, and support. Much of the focus has shifted to ensuring that community members experiencing homelessness have access to basic necessities. such as food, warm and dry clothing, hygiene supplies, and harm reduction equipment. This year, Peel has seen a significant increase in opioid overdoses, including those resulting in death. Our team increased our street outreach to ensure community member had access to safer equipment for drug use including Naloxone. In 2020-21, we distributed 14,331 needles and pipes, and close to 250 Naloxone kits through 2,515 outreach encounters. Our HIV and Hepatitis C clinical services continued throughout the pandemic. While our outreach testing numbers declined due to COVID 19 restrictions, our onsite tests, treatment initiations and treatment completions all increased.

Over the last year, Bloom program had

• Outreach encounters: 2,515

• Needle distribution: 10,627

• Inhalation distribution: 3,704

• Naloxone distribution: 249

DENTAL PROGRAM – HEALTH N' SMILES

- + WellFort's Dental program Health n' Smiles stayed open during the pandemic providing services to the clients that needed the support the most during the pandemic. At the beginning of the pandemic, the clinic provided emergency services to clients as well as Teledentistry appointments.
- + Our Brampton clinic went through an expansion. The clinic added 2 new operatories, the project was completed in Feb 2021. The Brampton clinic is now an 8 operatory clinic.
- + In February 2021, Premier Doug Ford and Mississauga's Mayor Bonnie Crombie visited Four Corners Health Centre our satellite site in Malton. They got a firsthand glimpse of COVID related work as well as our dental clinic where seniors on the new provincial Ontario Seniors Dental Care Program (OSDCP) can access dentalcare.



Health n' Smiles Client interactions - April 1, 2020 - March 31, 2021

	Health n' Smiles (Brampton Location)	Four Corners Health Centre (Malton Location)	Total
Client interactions	4697	1863	6560
Individuals served	1635	494	2129





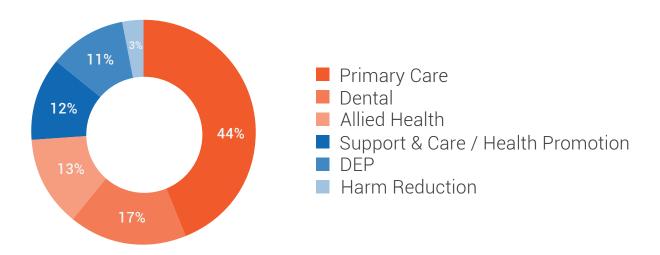
OUR IMPACT STORY



Number of clients served by our programs

49,000+ client interactions amongst all programs & services 6,500+ additional interactions with Health n' Smiles Dental program 56% cross-program utilization rate

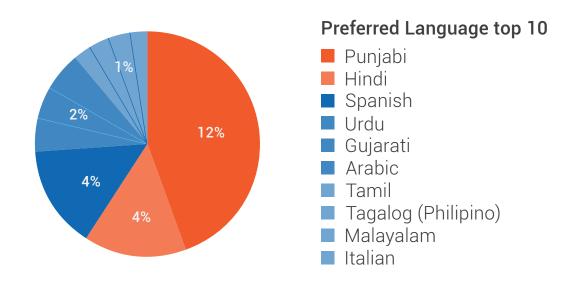
4,000+ community members served by our COVID Testing Clinics





Top 5 languages served by our programs

Punjabi, Hindi, Spanish, Urdu, Gujarati

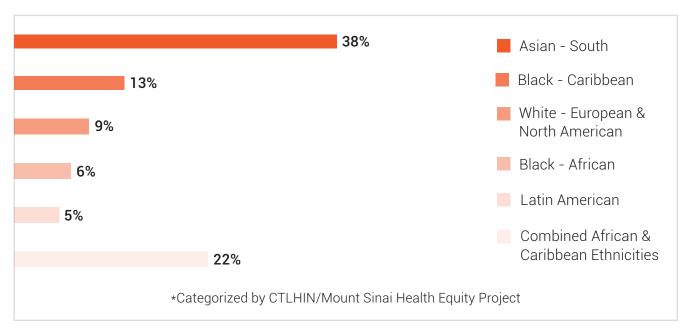




Top 5 Ethnicities served

South Asian & Black heritages accounted for the majority of the WellFort clientele and closely reflects the priority populations served by WellFort. WellFort served 98 different Cultural/Ethnic Heritages over the last year.

Highest Indicated Populations

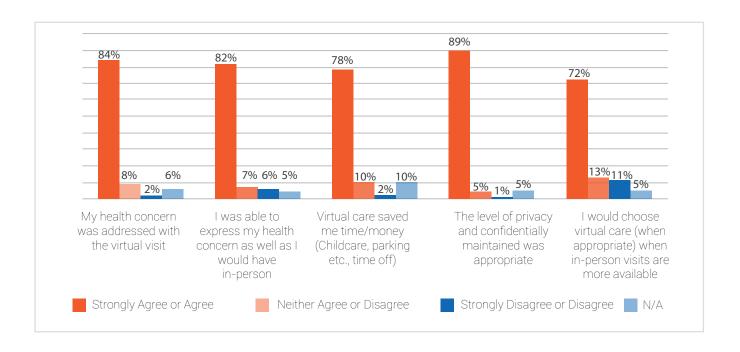




Client Satisfaction Survey Results

The Virtual Care delivery model

COVID-19 significantly impacted all programs and services over the last year and led to limited access to services with the exception of high-risk circumstances. WellFort was quick and responsive in shifting most of its services to a virtual care delivery model. Our client surveys reflected that more than 82% of clients reported that their health concerns were addressed within the virtual visit and that they were able to express their health concerns as they would have done it in-person interaction. The overall level of client satisfaction was quite high with more than 92% feeling satisfied, comfortable and welcomed at WellFort.



Of Clients felt comfortable & welcomed at WellFort

92%

Are satisfied overall with our care & services

91%

Feel involved about decisions in their care

90%

Say our staff are friendly

WellFort Community Health Services Statement of operations		
Year ended March 31	2021	2020
Revenue		_
Government Funding		
Central West Local Health Integration Network	\$ 8,122,383	\$ 7,178,532
Region of Peel	2,280,371	1,518,006
Hepatitis C Secretariat	614,348	612,739
Deferred revenue - equipment and leasehold	453,152	426,923
Other grants	145,795	42,017
Fees for service	37,146	72,420
Interest income	11,643	20,779
Other miscellaneous revenue	33,344	<u>13,686</u>
	11,698,182	9,885,102
Expenses		
Salaries and benefits	8,130,107	7,196,579
Rent and occupancy costs	1,058,075	1,006,078
Amortization	454,279	429,185
Clinical supplies	443,937	398,580
Purchased services	292,666	293,837
Computer supplies	289,326	229,333
Office and general	294,242	162,218
Resources and materials	506,876	82,602
Meetings	45,193	39,041
Printing and promotion	59,465	23,786
Travel	<u>7,171</u>	12,628
	<u>11,581,337</u>	9,873,867
Excess of revenue over expenses	\$ 116,845	\$11,235

WellFort Community Health Services Statement of financial position		
Year ended March 31	2021	2020
Assets Current Cash and cash equivalents Short-term investments (Note 3) Accounts receivable Prepaid expenses and deposits	\$ 2,162,161 1,205,999 316,669 104,406 3,789,235	\$ 1,163,949 1,194,827 184,096 103,766 2,646,638
Equipment and leasehold improvements (Note 5)	2,685,972 \$ 6,475,207	2,906,558 \$ 5,553,196
Liabilities Current Accounts payable and accrued liabilities Due to funders Deferred revenue – grants (Note 6)	\$ 945,724 1,509,729 809,036 3,264,489	\$ 844,007 469,510 926,347 2,239,864
Long-term Deferred revenue – equipment and leasehold Improvements (Note 6)	2,685,972 5,950,461	2,905,431 5,145,295
Net assets Invested in equipment and leasehold improvements Unrestricted	<u>524,746</u> <u>524,746</u>	1,127 406,774 407,901
	\$ 6,475,207	\$ 5,553,196

FUNDERS AND SUPPORTERS

We are extremely thankful to our funders, community partners and members for supporting us as we deliver much needed programs and services in our communities.









































40 Finchgate Blvd. Suite 224 Brampton, Ontario L6T 3J1



www.wellfort.ca



905.451.8090



info@wellfort.ca

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