



**WellFort**  
Community Health Services

# ANNUAL REPORT 2022

# A Symphony of Health and Well-being Through Collaborative Partnerships

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

[www.wellfort.ca](http://www.wellfort.ca)



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# ABOUT THE ORGANIZATION

Welcome to **WellFort Community Health Services** - a vibrant and forward-thinking Community Health Centre dedicated to fostering inclusive, accessible, and sustainable health services to individuals and families across the Region of Peel. Our family comprises of Bramalea Community Health Centre, Four Corners Health Centre, Bloom Clinic, Diabetes Education Program, and Health n' Smiles, working collaboratively to serve the diverse communities of Peel.

At WellFort, we embrace the power of partnership and recognize the unique strengths of each individual and community we serve. Our Community Health Centre (CHC) model allows us to offer a wide range of healthcare and community support services tailored to the needs of our residents. By working hand-in-hand with community members, equity-seeking groups, and partner agencies, we aim to enhance the community's capacity and well-being.

Our unwavering belief in the potential of our clients, the communities we serve, and the services we provide drive us to offer comprehensive care. Our services include primary healthcare delivered by compassionate doctors, nurse practitioners, and nurses, dental/oral health care, health promotion and education programs, as well as harm reduction, hepatitis C, and HIV education initiatives.





Additionally, our Allied Health Care services encompass various essential support, such as physiotherapy, clinical mental health counseling, community nutrition, midwifery, and chiropody. Through these programs, we aim to uplift the well-being of individuals, families, and the wider community.

As a values-based organization with client-centeredness, collaboration, accountability at its core, our commitment extends beyond the services we offer. We actively collaborate with residents and partner agencies to strengthen the fabric of our community's health. By joining hands with like-minded organizations and individuals, we build a shared mission of providing high quality accessible care for all.

Our dedication to growth and progress led us to be a collaborative partner of the Central West Ontario Health Team, empowering us to extend our reach and impact in Brampton, Bramalea, North Etobicoke, Malton, and West Woodbridge.

Together, we forge a path towards a brighter future - a future where health and well-being are within reach for all. Join us as we continue to innovate and evolve, making a positive difference in the lives of our community members and realizing our collective vision of a healthier community where everyone belongs.

# A MESSAGE FROM THE BOARD CHAIR AND THE CEO

We are delighted to address you through this year's annual report, reflecting on the remarkable journey we have embarked upon together. As the Chair of the Board and the CEO of the organization, it is our privilege to convey our commitment to driving positive change and enhancing the lives of those we serve.

In today's rapidly evolving landscape, adaptability is key to success. We pride ourselves on being nimble and agile in navigating the ever-changing challenges and opportunities that come our way. By staying abreast of health services advancements and innovative practices, we remain at the forefront of delivering the highest quality services to our valued clients and communities.

Compassion is the foundation of our organization. We recognize the importance of treating each individual with empathy, respect, and dignity. Our compassionate approach extends beyond the services we provide and permeates every aspect of our organization's culture, ensuring that everyone feels valued and supported.

The concept of integrated health care has been central to our vision since inception. We firmly believe that holistic, comprehensive care leads to better health outcomes. Through seamless collaboration among our departments and specialized teams, we are creating a network of support that addresses not just the physical but also the mental and emotional well-being of those we serve.

Collaborative practices and partnerships are at the core of our success. By forging alliances with like-minded organizations, we leverage our collective strengths to develop innovative solutions and widen our impact. These collaborations enable us to reach further, serve more, and effect meaningful change on a larger scale.

The safety and well-being of our clients, staff, and communities have always been our utmost priority. We continuously invest in state-of-the-art infrastructure, adhere to rigorous safety protocols, and empower our teams with knowledge and resources to provide a secure and nurturing environment.

At the heart of everything we do lies the pursuit of excellence. We challenge ourselves to constantly raise the bar, seeking new ways to improve and innovate. Our passion for excellence drives us to exceed expectations and set new benchmarks in the industry.

As we look to the future, we do so with optimism and determination. The world may be unpredictable, but our vision remains steadfast. Together, we will continue to create a brighter, healthier, and more compassionate tomorrow.

I extend my heartfelt gratitude to our dedicated staff, our valued partners, and all our stakeholders for your unwavering support. It is your belief in our mission that fuels our determination to make a meaningful difference in the lives of those we touch.

Thank you, and here's to a future filled with growth, compassion, and excellence.

Sincerely,

**Sinthusha Panchalingam**  
Board Chair

**Kimberley Floyd**  
Chief Executive Officer





## 2022-2023 BOARD OF DIRECTORS

*Board Chair* Nicole Salmon  
Sinthussha Panchalingam

*Vice Chair* Nolan D'Souza

*Treasurer* Oscar Rodriguez  
Tanya Davis

*Secretary* Omar Goodgame  
Sarangan Lingham

**Alex Lau**

*Director*

**Natarajan Venkat**

*Director*

**Marilyn Verghis**

*Director*

**Mathew Thomas**

*Director*

**Sharon D' Souza**

*Community Member*

**Wilson Young**

*Community Member*

**Yvette (Yu) Fue**




*Community Member*



## 2019-2022 STRATEGIC PLAN

As we continue in our commitment to our current strategic plan, our work has been marked by numerous achievements and milestones. As we transition into a new phase, our focus remains steadfast on operational excellence. Leveraging the lessons learned and successes attained, we are committed to refining our processes, optimizing resources, and pursuing even higher levels of achievement. Your dedication and collaborative spirit have been instrumental in our past success, and we are confident that together we will continue to thrive as we embark on this new operational journey.

### Our Strategic Directions

-  Accessible & High-Quality Client Care.
-  Service & System Integration.
-  Organizational Health & Wellbeing.

### Our Strategic Goals

#### Our Clients and Community

Improve access, quality and coordination of our programs/services.

#### Our Role in the System

Facilitate integrated care for non-insured clients and populations with complex needs.

#### Our People

A work environment that promotes health and wellness and equips our people to achieve shared goals.

#### Our organization

An integrated and sustainable learning organization that uses evidence to drive decision-making and embraces continuous quality improvement



### VISION

A healthier community where everyone belongs.

### MISSION

High quality accessible care for all.

### VALUES

Client-Centred, Collaboration, Accountability, Respect, Diversity, Equity.





The year 2022/23 marked a pivotal milestone, celebrating the profound power of partnerships and collaborative efforts within WellFort's harm reduction and Hepatitis C teams. A significant breakthrough unfolded in July 2022 when the Regional Council enthusiastically approved funding for Peel's inaugural Supervised Consumption Site. This remarkable achievement was the culmination of years of relentless community engagement and tireless advocacy, fueled by the collective commitment of WellFort, Peel Public Health, and MOYO Health and Community Services.

This highly anticipated endeavor represents a resolute response to Peel's drug poisoning crisis, ingeniously driven by the community and fortified by the expertise of WellFort as the clinical vanguard. With unwavering dedication,



WellFort will spearhead overdose responses, deliver crucial medical services, and offer tailored referrals, all meticulously calibrated to address the distinctive needs of people who use drugs in Peel.

Simultaneously, during the transformative span of 2022/23, the resounding collaborative spirit echoed within WellFort's Hepatitis C team, christened as the Bloom Clinic. Amid the vibrant revival of in-person interactions following the long shadow of the COVID-19 pandemic, a landmark event unfolded: the eagerly anticipated World Hepatitis Day. Orchestrated in seamless partnership with Regeneration Outreach Community and Abbvie, this event unfurled its grandeur within downtown Brampton, uniting 150 community members. A symphony of education, testing, and communal nourishment ensued, exquisitely illustrating the monumental impact of collaborative synergy.



## The Diabetes Education Program (DEP)

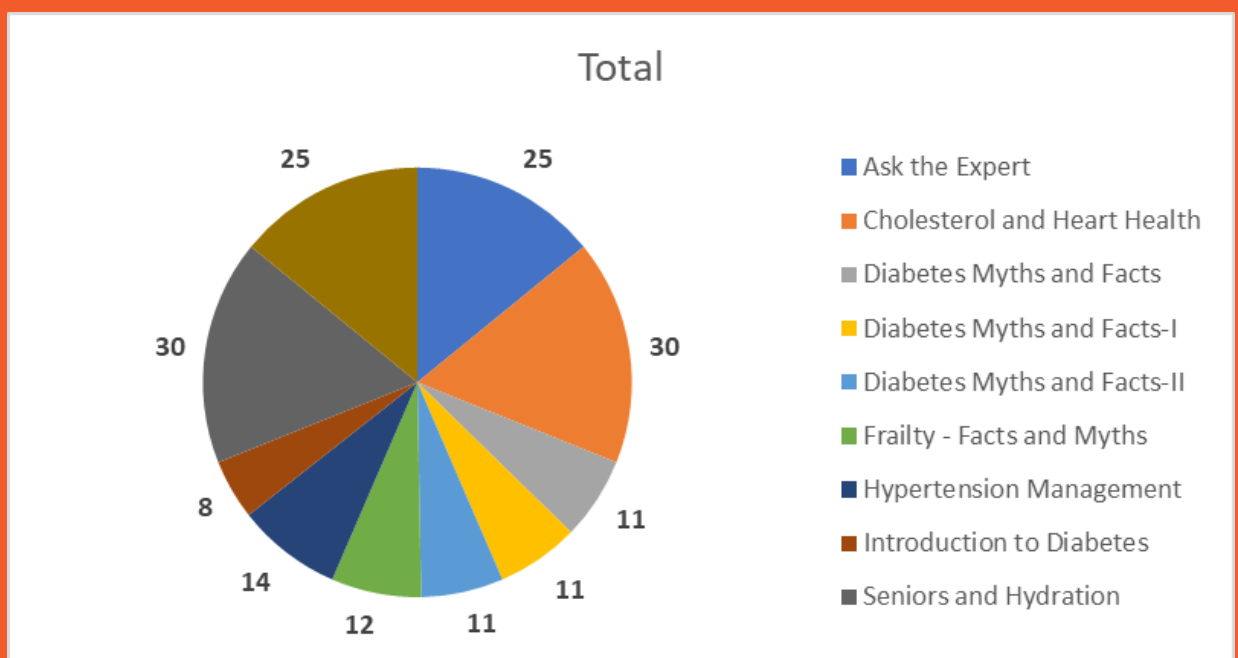
The Diabetes Education Program (DEP) has had a fiscal year of growth as a slow return to normal programing and onsite groups ramped up in the fall. We offered both onsite and virtual individual client management throughout COVID. Group education continued to be virtual up until November 2022, as community partners began requesting onsite group facilitation.

The DEP focused on providing support to racialized communities and under-resourced areas to help the clients manage their chronic health conditions.

All programs and services remained culturally appropriate, and respecting clients' needs. This included optimizing support to address the impact of the social determinants of health which may impact their diabetes management.

Collaborative community partnerships continued to support the work of DEP. Clinicians began to present at various community locations, to increase accessibility for clients. The DEP has worked closely with Punjabi Community Health Services, offering group education at their request, both virtual and in the fourth quarter, onsite. Our clinicians completed six senior group education sessions per month, with topics requested by the attendees.

\* The numbers below reflect the group attendance for fiscal year 2022-23.



Collaborating with external partners the DEP team worked closely with Malton Women's Council, hosting monthly virtual education sessions on various topics. Topics ranged from Introduction to Diabetes and Nutrition, Physical Activity, Footcare, Immunizations, Therapeutic Management, and The Importance of A1C testing.



The DEP supported the High Priorities Community Strategy (HPCS) offering Hemoglobin A1C (A1C) point-of-care testing at various community partner sites and health fair events. In addition, the DEP trained the HPCS Community Ambassadors to be peer leaders and educated clients on the need for A1C testing as an important monitoring tool for improved diabetes outcomes. November 2022-March 2023, both in Mississauga and Brampton more than **877 clients** were advised to go for A1C testing.



The DEP and our Health Promotion Teams have been part of the Mobile Health Van utilization project to expand our reach in the community. Under-resourced areas were the priority, with clinicians providing education on the importance of A1C testing in the control of diabetes, and footcare assessment as well as cervical cancer screening. We look forward to continuing with this valuable resource to expand our reach in the community.

Partnerships continue to flourish and move from virtual to onsite. Although the DEP was open throughout the pandemic for onsite client appointments, the trend for in-person interaction began escalating throughout the fiscal year 2022-23. We continued to implement quality improvement to meet the community needs.



## WellFort on Wheels: Connecting Communities for Better Health



In the vibrant landscape of 2022/23, the High Priority Community Strategy (HPCS) team at WellFort, in partnership with the Health Promotion and Immunization Partnership Fund (IPF) teams, embarked on a journey of impactful collaborations. Our mission was to empower communities with comprehensive education, awareness, and resources related to diabetes, vaccination and immunization, cervical and breast cancer.

## A Tapestry of Partnerships: Nurturing Community Well-being

Our path was paved with over 30 dynamic collaborations spanning diverse sectors. From local businesses to faith-based institutions, and from agencies to food banks, our collaborations were a testament to unity in action. The City of Mississauga and City of Brampton, including their recreation and sports divisions, lent their strength. Esteemed partners such as CMHA – Canadian Mental Health Association Peel Dufferin, Family Services of Peel, and Malton Women Council joined us with shared determination. Noteworthy organizations like Peel District School Board and Dufferin - Peel Catholic School Board enriched our collective impact.

## Caring Beyond Boundaries: Outreach and Accessibility

Guided by the spirit of inclusivity, we harnessed the Outreach Bus and Driver to bridge accessibility gaps. By uniting the Outreach Bus with the spirit of community service, we ensured equitable access to vital cancer screening education and services.





## Mini Health Fairs: A Community Wellness Fiesta

With Peel Living as our anchor, we orchestrated Mini Health Fairs that embraced the entire community. Through these events, we distributed crucial Personal Protective Equipment and Rapid Assessment Tests orchestrated engaging health fairs, and facilitated mini presentations on diabetes and laughter yoga. These vibrant events were fueled by collaboration and aimed at enriching community well-being.

## Empowering Awareness: Collaborations at a Glance

Roots Community Services Inc., Punjabi Community Health Services, Indus Community Services, Dixie-Bloor Neighborhood Centre, LAMP-East Mississauga Community Health Centre, and more joined hands with us. Together, we erected information booths, furnished educational resources, and kindled empowerment. Our partnerships extended beyond the physical realm, weaving a tapestry of knowledge and wellness.



## Empowering Through Engagement: Amplifying Knowledge

In this symphony of collaborations, interactive Spin Wheel sessions and insightful Q&A sessions resonated with communities, fostering a collective responsibility towards health and wellness. Our shared efforts infused Black African and Caribbean (BAC) community tables with vitality, fueling a diverse range of events.

## Catalysts of Change: Strengthening Education

With a focus on cancer screening, diabetes management, and health education, we partnered with esteemed institutions like RIT Connexion's South Asian Group, Peel Housing Outreach, Malton Women Council to breathe life into comprehensive health education. Our collaborations distributed essential PPE & RATs, organized Health Fairs, and educated on COVID-19 vaccinations, conducted impactful workshops and more.



## Beyond Walls: Reaching the Heart of Communities

Through partnerships with local businesses, food banks, and faith institutions, we orchestrated a synergy of knowledge and a mosaic of health education and resources. Our initiatives united hearts and hands to support community well-being.

In the vibrant tapestry of our initiatives, partnerships emerged as the cornerstone of our success. Each collaboration was a thread of a network of influence that wove and nurture collective health, well-being, unity and knowledge into the fabric of our communities. With a shared vision and united efforts, we illuminated pathways to a flourishing garden of collaboration and a healthier future.



# DENTAL PROGRAM

In the fiscal year of 2022 2023, WellFort's dental program successfully reinstated its full pre-COVID capacity for services to children enrolled in the Healthy Smiles Ontario Program (HSO) and seniors on the Ontario Seniors Dental Care Program (OSDCP). This return to full capacity has contributed to the program's ability to extend support to a greater number of seniors enrolled in OSDCP, ensuring enhanced access to oral health care services.

Apart from delivering routine oral health care to our existing client panels, an additional 240 new client intakes were rostered from Peel's OSDCP waitlist. Our program also responded to 1646 emergency client referrals for seniors awaiting services on Peel's OSDCP waitlist.

The dental team also formed valuable partnerships with other healthcare professionals at WellFort, enriching our commitment to delivering holistic education to our clients. Our providers engaged in conducting informative sessions on various aspects of oral health, including oral hygiene and oral health care for caregivers. These sessions were extended to diverse groups within our community, such as WellFort's WellCare group, Well Women group, and clients from our Diabetes Education Program. By integrating oral health education into these programs, we aim to provide

comprehensive care that addresses the interconnected facets of overall well-being.

The work of WellFort's dental program highlights our ongoing commitment to addressing the oral health needs of our community and the programs dedication to ensuring accessibility.



		265 *		455 **	
Dental		BCHC	FCHC	BCHC	FCHC
65 and up	2-Elderly	3040	2004	1175	747
0-17yrs	6-Pediatric	1986	0	942	0
Total		5210	2005	2183	748

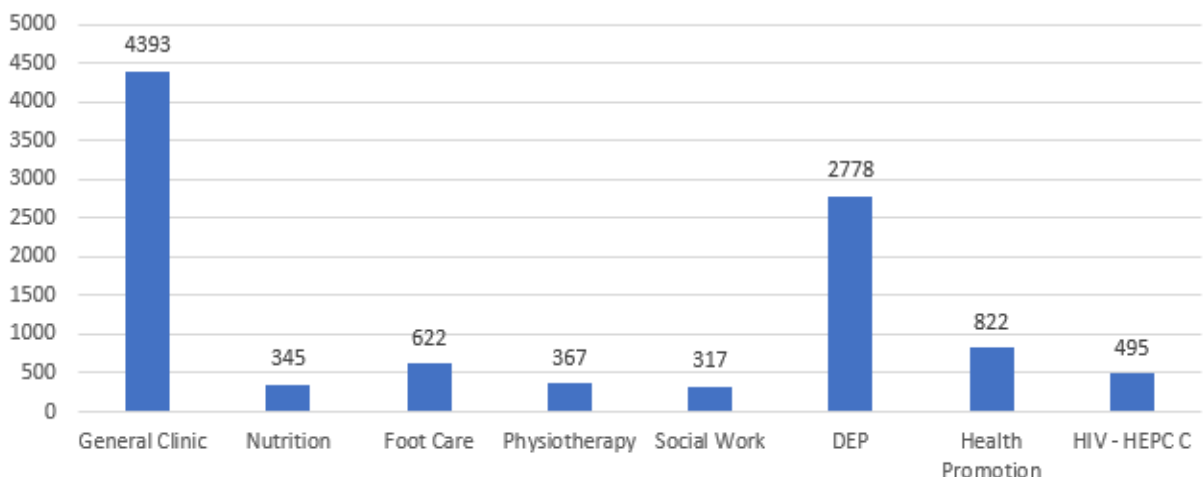
\* Service provider interactions

\*\* Individuals Served by Functional Centre

## PRIMARY & ALLIED CARE

As a provider of comprehensive primary care, our dynamic team of providers have embraced the ongoing challenges coming out of the pandemic always putting clients first. The teams ability to support virtual and in person care 6 days a week including evenings has supported the community in increased access to care. In addition to the core services this team has continued to provide leadership in care delivery for all communities in need. This year our team was the primary care provider for an Indigenous Community who was displaced and moved to Peel Region due to severe flooding. It was noted as a privilege to our team to offer wholistic community centric to those in need while also ensuring the maintenance of our core services everyday. The selfless commitment of this primary care team is unwavering and they are always there to ensure that we create *a healthier community for all.*

Total individuals served by Functional Centre





# IMMUNIZATION PARTNERSHIP FUND

In March 2022, WellFort CHS launched the 'Building Vaccine Confidence, Acceptance and Uptake in Peel through Community Engagement' project (IPF Project) to promote and improve vaccine confidence and access among marginalized and vulnerable populations in Peel Region.

The IPF project involved three Community Health Ambassadors (CHAs) who were trained to engage in community health education, specifically related to COVID-19. The CHAs set up a booths at the mall, visiting places in the community where COVID-19 was more prevalent ("hotspots"), went door-to-door, and facilitated vaccine clinics.

WellFort also created new partnerships that were one of the most significant impacts of the program. CHAs partnered with schools to deliver presentations on routine school immunizations, as well as COVID-19 immunizations. CHAs also worked with existing partners in new ways, such as the public library where they set up information tables.

The IPF project made a clear impact within the communities of Malton and Bramalea in the Region of Peel. The CHAs became the representative of WellFort and partner agencies, built community trust in health services, addressed concerns and misconceptions related to COVID-19 and the vaccine, and laid the groundwork for future health promotion engagements for other topics in the recovery phase of the COVID-19 pandemic

Overall, CHAs had:

**3842**

interactions with residents

ENGAGED

**212**

social services and healthcare providers in the community with 60 of them accessing the toolkit.

A TOTAL OF

**332**

local businesses were engaged by outreach, all of whom received COVID-19 information resources to distribute to patrons.

# FINANCIALS

## WellFort Community Health Services Statement of operations

### Revenue

Year ended March 31	2023	2022
<b>Government funding</b>		
Ontario Health	\$ 8,064,029	\$9,515,819
Region of Peel	\$ 2,550,945	\$ 2,177,647
High Priority Community Strategy Funding	\$ 1,170,830	-
Hepatitis C Secretariat	\$ 517,147	\$ 608,862
Deferred revenue – equipment and leasehold	\$ 463,437	\$ 469,281
<b>Other grants</b>	\$ 202,856	\$ 805,093
<b>Fees for service</b>	\$ 48,145	\$ 68,909
<b>Other miscellaneous revenue</b>	\$ 8,649	\$ 4,208
<b>Interest income</b>	\$ 6,244	-
<b>Total</b>	<b>\$ 13,032,282</b>	<b>\$ 13,649,819</b>

## Expenses

Year ended March 31	2023	2022
Salaries and benefits	\$ 9,516,891	\$ 9,498,354
Rent and occupancy costs	\$ 1,190,928	\$ 1,143,978
Resources and materials	\$ 220,282	\$ 982,670
Purchased services	\$ 371,112	\$ 422,652
Clinical supplies	\$ 516,784	\$ 599,561
Amortization	\$ 463,437	\$ 469,281
Office and general	\$ 182,108	\$ 227,957
Computer supplies	\$ 223,588	\$ 153,608
Printing and promotion	\$ 136,080	\$ 63,397
Travel	\$ 17,444	\$ 34,860
Meetings	\$ 12,494	\$ 13,195
Total	\$ 12,851,148	\$ 13,609,513



# THANK YOU TO OUR FUNDERS AND SUPPORTERS

We are deeply grateful for the unwavering support and generous contributions of our funders and supporters, which have been instrumental in helping us expand, improve, and deliver vital programs and services to our communities.

-  Ministry of Health
-  Ontario Health
-  CW Ontario Health Teams
-  Peel Public Health
-  MOYO Health and Community Services
-  Abbvie
-  Dr. Diana Jaskolka and Dr. Vamana Rajeswaran
-  Ellen House
-  North Park Worship Centre
-  Embrace
-  Chinguacousy Park
-  Malton Gurudwara
-  Save Max Soccer Centre
-  St. Marks Presbyterian
-  Jaipur Gore Plaza
-  CMHA – Canadian Mental Health Association Peel Dufferin
-  Family Services of Peel
-  Peel Living - Peel housing buildings
-  Roots Community Services Inc.
-  Punjabi Community Health Services
-  Indus Community Services
-  Dixie-Bloor Neighborhood Centre
-  LAMP-East Mississauga Community Health Centre
-  RIT Connexion
-  Malton Women Council
-  City of Mississauga- recreation and sports
-  City of Brampton-recreation and sports
-  Peel District School Board and Dufferin - Peel Catholic School Board
-  Family of Virtue
-  Bramalea City Centre
-  Regeneration Outreach Community
-  Seva Food Bank
-  Knights Table Food Bank
-  Hindu Sabha Temple
-  North Park Worship Centre
-  Barat Mata Temple
-  Malton Gurdwara
-  Redeemed Christian Church of God (RCCG)
-  Anointed Chapple
-  Ramans No Frills
-  Yama's No Frills
-  Ocean's grocery
-  BAC Salons/Barber Shops



**WellFort**  
Community Health Services

## CONTACT US

### **WellFort CHS Bramalea Location**

Bramalea Community Health Centre  
40 Finchgate Boulevard, Suite 325  
Brampton On L6T 3J1

**Telephone:** 905.451.6959

### **WellFort CHS Malton Location**

Westwood Mall  
7205 Goreway Drive, Unit 75  
Mississauga ON L4T 2T9

**Telephone:** 905.451.6959

### **Find us online**



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