



Annual Report 2020/2021

Live Grow Be



sanctuary
refugee health centre



Remarks from the Chair

What a year! As most of the province has been in and out of lockdowns, Kitchener Downtown Health Centre and Sanctuary Refugee Health Centre, has been on the front-lines providing service to our clients in creative and innovative ways. We have met the needs of our clients while protecting the health of our staff. Our resilience has positioned us to be a leading Health Centre.

This year we continued to experience growth during a time of change and uncertainty:

We said goodbye our past CEO, Elizabeth Beader, whom we thank for her time guiding us through a period of transition, and have said hello to our new CEO, Anka Brozic, who has provided stability and leadership at an important time.

We have new partnerships critical to the growth of the Healthcare sector and are pleased to be a signatory as a Partner Member with our regional Ontario Health Team, KW4. The work of KW4 aligns perfectly with the clients KDCHC and Sanctuary serves and we will be part of defining how to best support these client groups as KW4 matures.

We have new partnerships critical to our growth as an organization and welcome the formal approval of our integration with Sanctuary. There is a lot of work to do as we decide how we move forward in relationship and it is an opportunity to learn best practices from each and hear the great stories of client care both have as part of their journeys.

With the Pandemic, KDCHC and Sanctuary have been part of the community response to protect our most vulnerable members ensuring they have continued access to care and helping to get people vaccinated through setting up and staffing vaccine clinics targeting these vulnerable groups.

Finally, we have said goodbye to a number of staff and welcomed new staff. To those who left we thank them for their contributions. To those who are new, we are thrilled to have your energy and experience as we continue to meet the challenges of our work. At the Board level, we will also say goodbye to a few Board Members and would like to thank Mike McDonald, Jamie Gaulton and Rob Jones for their time and energy. As well, after 6 years of serving on the Board, I will also be leaving. I would like to acknowledge what an honour it has been to serve as part of the leadership of this organization. The work KDCHC and Sanctuary does is vital to the well-being our community and I am please to see us flourishing as I take my leave.

I would also like to note some of the challenges we face locally and nationally that affect the work we do at KDCHC and SRHC. In particular, how the past and present continue to impact our future. Growing up I was ignorant of the harms our society committed on indigenous people who welcomed us to Turtle Island. These harms were again brought to light by the recent discovery of the unmark graves of 215 indigenous children - it is heart wrenching. As we deal with reconciliation with First Nations, Metis and Inuit people, we need to acknowledge the harm caused and implement change, one cannot happen without the other. This also bring us to the experience of Black and People of Colour who also face hatred from certain segments of our society, most recently with the murder of four members of the Afzaal family – another tragedy. As difficult as these events are to our collective wellbeing it is important to recognize we are also part of making a difference!

Our mission as an organization is to support all marginalized communities including people of different races, cultures, religions, gender, sexual orientation, those that are gender-fluid, refugees, people living in poverty and people experiencing homelessness, and mental health and addiction issues. I would like to acknowledge the commitment of the Board and our organization to support these communities to have a basic need met: their healthcare. I know there is work to be done as we build a better, more compassionate health care system and I know KDCHC and Sanctuary will be part of leading that change.

Jason Spencer, Board Chair



Remarks from the CEO

Resilient, courageous, capable and nimble

Resilient, courageous, capable and nimble. These are the words that come to mind when I think of what we have been able to accomplish in 2020-2021. The Kitchener Downtown Community Health Centre (the Health Centre) has had a memorable year. Despite a global pandemic that brought unprecedented changes to every aspect of our lives, we managed to support more clients than ever in our community and our programs and services have not only touched the lives of people in our community but also globally.

In March 2020 we moved quickly to respond to COVID19 and one year later terms and phrases such as infection control, personal protective equipment, screening, virtual appointments, lockdown, stay-at-home orders, quarantine, first and second dose, just to name a few, became a part of everyday life at work and at home. Our organizational priorities focused on keeping staff and their families safe, keeping our doors open and being responsive and providing the necessary care, education and support to our clients, particularly those that were impacted by Covid or were Covid positive. With the help of technology, we moved quickly to adjust staff schedules, work from home and to see, connect and support our primary care clients virtually.

Our Primary Care Outreach team continued to see our most vulnerable, homeless clients on the street, in shelters and partner locations and as drop ins at the Health Centre. To support our homeless patients we were able to secure free mobile phones and resources that support our harm reduction approach, from partners and local businesses. As members of the Inner City Health Alliance, we led the planning and implementation of the clinical isolation units for Covid positive homeless clients and, eventually, the vaccination effort for this community.

In the midst of the “COVID craziness” we realized a year long plan to integrate with Sanctuary Refugee Health Centre, an agency that has been a recognized leader in refugee health for almost a decade. With secured core funding from the Ministry of Health and support from the Ontario Health Agency we are excited about the programs and services and positive impact we can have on our communities working together as one, as we move forward.

As a signatory organization of the KW4 Ontario Health Team we are working with over 40 partner organizations in Kitchener, Waterloo, Wellesley and Wilmot, including our local hospitals, to provide integrated and seamless care to over 400,000 patients in the Waterloo Region. The Health Centre is providing leadership in two of the three working groups of the KW4 OHT – the Refugee Health Working Group (including interpretation and mental health sub-groups) and the Homeless and Precariously Housed Working Group.

It has been an incredible year. There have been many challenges and with that came opportunities to do things differently and to do things better. As the new Chief Executive Officer, I am very proud of our staff, volunteers and students and the resilience and courage they have exhibited throughout this pandemic. Many thanks to our Board of Directors who provided strategic direction and good governance during a difficult time. Much gratitude to our retiring board members Mike MacDonald, Rob Jones and Jamie Gaulton, your efforts are truly appreciated and we will miss you. Last, but not least, I want to acknowledge the tireless work and dedication of Jason Spencer, our long serving Board Chair, with deep appreciation – thank you for your guidance and commitment for the past 6 years.

Anka Brozic , Chief Executive Officer

Mission, Vision & Values

In December 2020 the KDCHC Board of Directors
Approved our new:

Mission:

We serve, support and empower our communities in their health journey

Vision:

Optimal health for our communities

Value Statements

Client Focus:

We act with the client's best interest in mind and we own every client experience

Collaborate:

We passionately connect with anyone, anywhere, anytime to achieve best health outcomes

Communicate:

We listen and speak up to create transparent, thoughtful and timely dialogue

Accountable:

We hold ourselves and others responsible for quality results

Innovate:

We are constantly improving and transforming

Anti-oppressive:

We are an ally for those who are oppressed

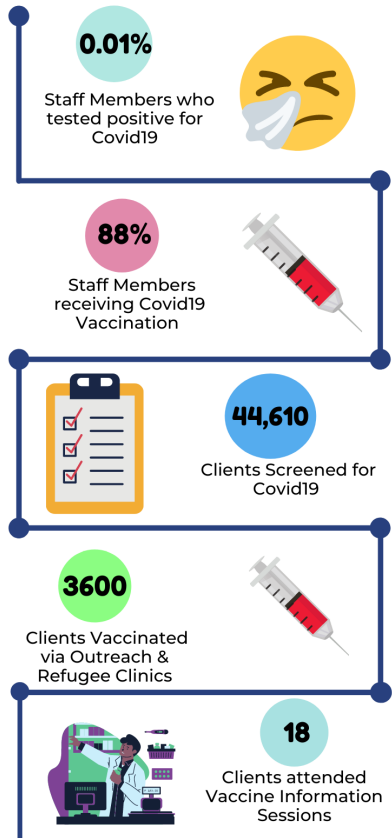
2020—2021 The Covid19 Experience

Our response to Covid19 focused on establishing and communicating three priorities:

1. Keep staff and their families safe;
2. Keep the Health Centre open to serve our clients; and
3. Provide care and support to clients who are positive for COVID19.

It was an unprecedented time and our staff rose to the many challenges. To maintain accessibility while keeping staff safe we immediately assessed our Personal Protective Equipment (PPE) needs and ordered enough to maintain us for 8 to 10 weeks should the supply run dry. We put staff safety plans and precautions in place. For example, we began screening everyone that entered the Health Centre for symptoms and adjusted staff schedules. All staff members worked remotely from home for at least one day per week and we quickly learned to use technology to support this effort. Primary Care patients were seen virtually when possible. Our Health and Wellness team supported Covid19 screening at the Sanctuary satellite site and the Breast Feeding Buddies and Diabetes Education group sessions moved to virtual zoom classes.

Our Primary Care and Outreach teams continued to see patients across Kitchener and Waterloo. We worked with our partner agencies and supported the homeless Covid19 isolation units that sheltered Covid19

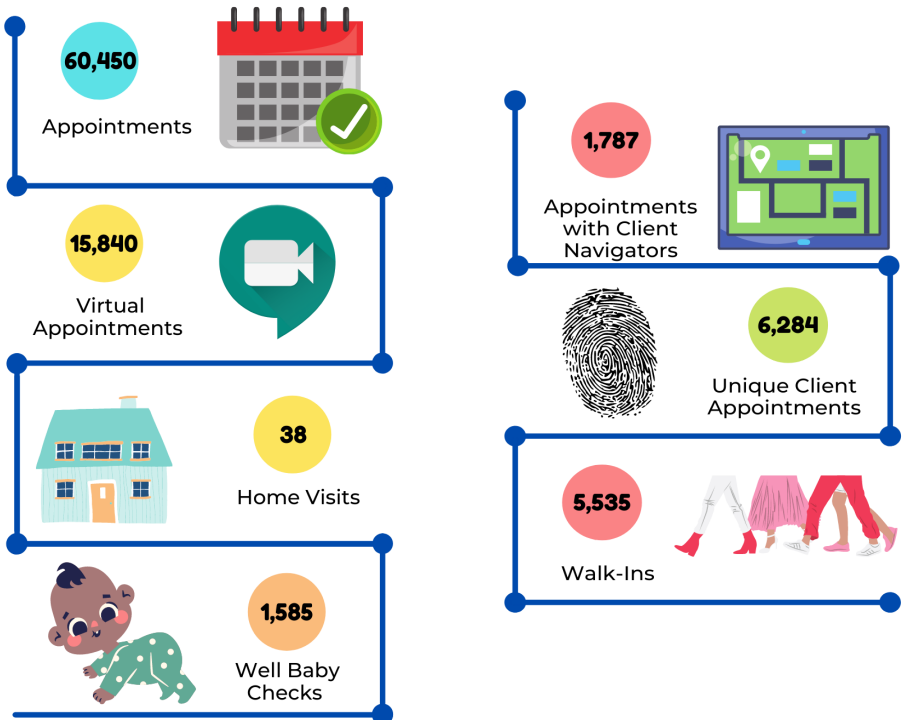


Sanctuary and KDCHC Integration

Supporting our Refugee Clients

Sanctuary was established by Dr Michael Stephenson in 2003 to provide primary health care services to refugees coming to the Waterloo Region. Over the past eight years Dr Stephenson’s clinic has grown to support over 5,000 clients. The work of the clinic has attracted many volunteers and students, from all over the world, who share his passion for providing comprehensive primary care to this vulnerable and marginalized community. The clinic has been involved in various research studies and has been very successful in getting grants and fundraising over the years.

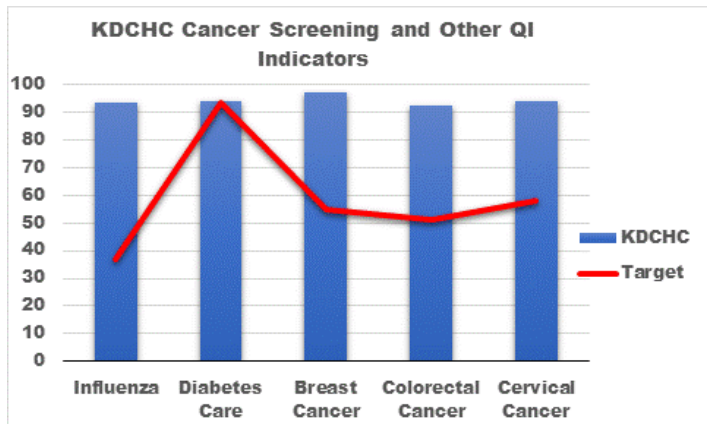
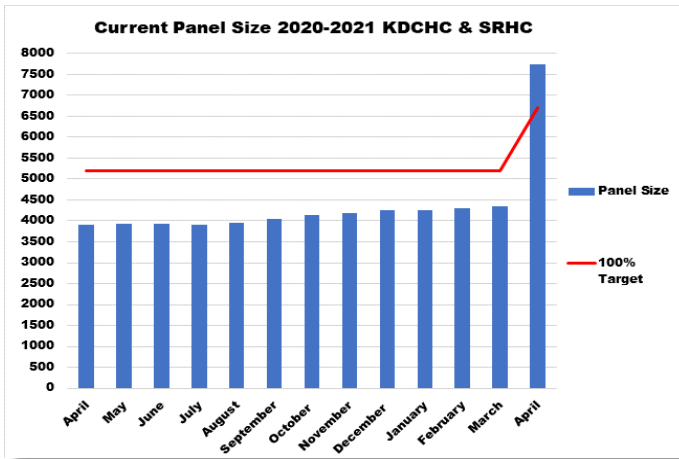
In April 2020 KDCHC and Sanctuary embarked on a voluntary integration. February 2021 the integration was officially funded by the Ministry of Health and acknowledged by Ontario Health Agency West.



Primary Care

We continued providing primary care throughout the year and improved accessibility by rostering 230 new patients this year.

We achieved 84% of our patient panel size goal for our primary site (Francis Street); and with the voluntary integration with Sanctuary we did even better - overachieving the goal at 113%. We overachieved on our client cancer screening and other quality indicators.

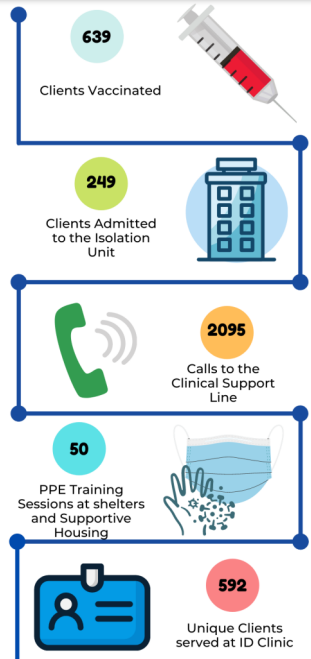


Outreach IPC (Interprofessional Primary Care)

We provide primary care to those in our community that are homeless or precariously housed and in addition, often struggling with mental health and addiction issues. This is an interprofessional collaborative team that includes a physician, a nurse practitioner, a community health worker and a social worker. We collaborate with our partners of the Inner City Health Alliance, including The Working Centre—St John’s Kitchen, House of Friendship, Ray of Hope, Sanguen and Centre for Family Medicine to provide coordinated care to this vulnerable community.

KDCHC Outreach provided leadership and coordination of the COVID response within shelters/ supportive housing and drop in centres that serve the homeless and precariously housed.

We continued to serve clients in a blend of walk-in, outreach and virtual appointments. The CHC also became the planning hub for vaccine delivery and swabbing.



Community Health & Wellness

Our Community Health and Wellness team offers group programs covering a wide variety of health and wellness topics and a digital lending library to provide digital equity to clients and increase access to health care and other programs during a global pandemic. This year the program not only undertook an environmental scan for KDCHC ensuring that our programming is responsive to the needs of the community but also transitioned to online groups, 1:1 phone and ZOOM sessions, digital community outreach and supporting clients with COVID-19 and the associated challenges. The Community Health and Wellness Program also provides a social prescription service to help provide our clients with opportunities for social connection and to help them become more engaged in their communities.



Health and Wellness

Special Programs

Breastfeeding Buddies (BFB)

Who are the BFB's ?

- Parents from diverse backgrounds, cultures, ethnicities and ages
- Parents with 6 months+ lived breastfeeding experience
- Parents who speak 17 different languages
- Graduates of the 18 hour WHO Breastfeeding course
- Advocates who normalize breastfeeding

What We Do ?

Empower parents to meet *their* #breastfeeding goals by:

- Encouraging informed decisions
- Normalizing breastfeeding
- Providing evidence based information
- Practicing non-judgmental support
- Enabling parents as the experts in their babies lives

ACCOMPLISHMENTS



303,336 UNIQUE VIEWS IN 2020
1060 FOLLOWERS



8701 UNIQUE VIEWS IN 2020
900 FOLLOWERS as of June 2021



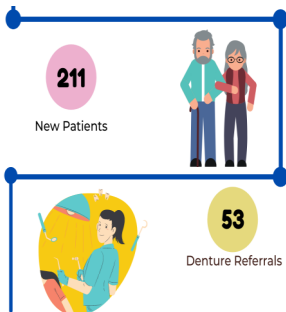
2000+ CLIENTS SERVED
PROVINCIAL, NATIONAL & INTERNATIONAL PARTNERSHIPS

Diabetes

The Diabetes Education program had a big year. We welcomed five new staff members and continued to see patients for urgent appointments and insulin starts despite the pandemic. Diabetes Education staff connected with clients virtually and by phone and hosted face-to-face meetings for our most medically complex clients. Our on-site team had the lowest wait times within our Region and overachieved on all of their targets except for group appointments. With the addition of a registered Kinesiologist on the team these targets will be achieved soon.

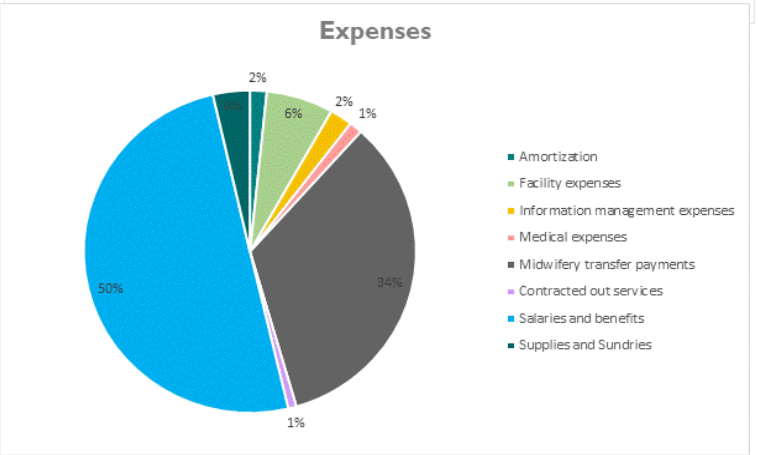
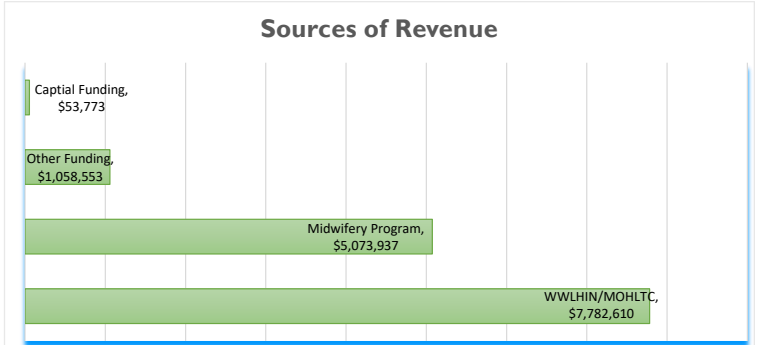
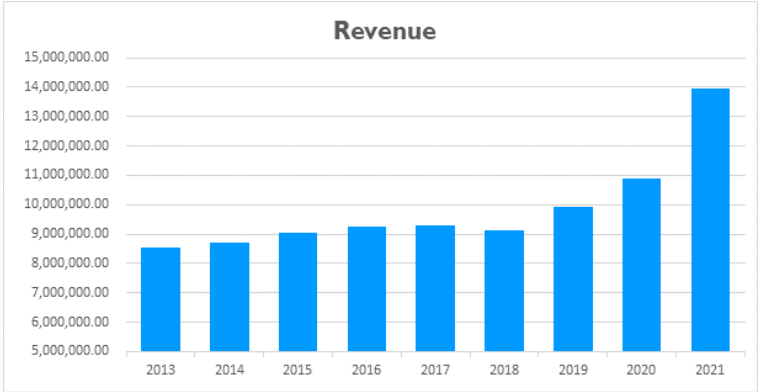


Seniors Dental Program



We provide free routine dental services for seniors aged 65 and over who have no dental insurance coverage, and are not receiving any dental benefits from other government sources.

Finance Report 2020-2021



Thank You

The Kitchener Downtown Community Health Centre acknowledges the generous support of our donors. Donations for 2020/2021 were \$32,527.57.

These donations helped us to serve, support and empower our communities in their health journey.

