“I left that first cafe visit feeling so loved and supported by complete strangers - I was the one that was touched! Thanks for the love and support!”

~ We Breastfeed participant, Guelph Community Health Centre
Joint Message

This has been another challenging and exciting year at Guelph CHC. The Board, together with community partners and a cross section of staff helped to develop our new ten year vision that in turn provided the framework for our three year strategic directions. Our efforts will be guided by and focused on six priorities:

1) enabling early help, prevention and resilience;
2) helping create neighbourhood and integrated service hubs;
3) working together to advance healthy equity outcomes;
4) delivering hope inspiring, person-centered care;
5) learning & adapting for quality outcomes; and,
6) optimizing organizational effectiveness.

Our Priority Populations

Our priority populations reflect our agency commitment to reach those with multiple barriers in accessing health care. As the year ended, we exceeded our March 31, 2016 goal by 14% by extending primary care access to about 2,180 new clients, while at the same time increasing the average complexity of new clients by between 40% and 50%.

Person-Centred Care Within A Population Health Framework

At the systems level, a number of major transformations are under way in health care. It is clear that the values and ideas that have guided and inspired our efforts, and which are reflected in our model of health and well-being, are increasingly being embraced by health system leaders. Policy directions like Patients First recognize the importance of person-centred care, voice the need for primary health services to focus increased attention on reducing barriers to health, on engaging clients and communities in designing services, and the need to develop population health strategies designed to reduce health inequities.

There is also an increasing recognition that health providers must work both within and outside the formal health care system to address the social determinants of health, as these have a significant impact on the health outcomes of the population. For Guelph CHC, this includes partnering on community-wide strategies that seek to create more stable housing, improve access to nutritious food, support readiness to learn, and help support resilient families and neighbourhoods.

Community Partnerships Address Health Inequities

We continue to play leadership roles in the work of several community collaborations including:

- The Poverty Task Force
- Nurturing Neighbourhoods, and hub development starting with the Brant Hub
- Acting as host agency for the SEED Community Food Hub, the Wellington Guelph Drug Strategy, and Toward Common Ground
- Helping to build and sustain the leadership of the Guelph Neighbourhood Support Coalition (GNSC)
- Participation in the work of the Local Immigration Partnership, Growing Great Kids/Generations and the Elevator Project.

....continued page 4
Executive Director & Board Chair

We also joined with other health and community partners to create a co-ordinated approach to ensure our ability to welcome Syrian refugees to our community.

- Guelph CHC staff were active in working with other partners to create a primary care response to the needs of Syrian refugees. Our teams stepped up to provide a warm welcome for Syrian Refugees to our Primary Care, Community Health and Early Years services.
- We took the lead in managing the intake function for accessing primary care in Guelph in partnership with the Guelph Family Health Team to deliver timely appointments for Newly Arrived Syrians where immediate health care concerns can be met.
- Syrian refugees are encouraged to become ongoing clients of the Guelph CHC, through individual and group new client intake. We also can facilitate access to the Guelph FHT for those clients, particularly in the south end, who prefer a location closer to where they live.

Each of these partnerships is rooted in efforts to build resiliency, address health inequities, and support the development of inclusive, vibrant, healthy communities.

Engaging our Clients

One of the key themes of this year has been engaging our clients. Many initiatives have involved creating solutions and adapting programs based on direct client feedback. We’ve implemented new communication channels to inform and engage clients and the broader community through social media; and we’ve refocused our client survey to remove barriers and improve participation so that we can learn more about how we are doing and how we can improve.

Strengthening On-Site Partnerships

In the last year, we have strengthened partnerships with both Wellington Guelph Legal Services (at our downtown site), and with Immigrant Services (at our Shelldale satellite). We are very excited about an enhanced partnership with Immigrant Services, which will integrate their Settlement Counsellors with our Shelldale team to provide greater wraparound care to all of our New Canadian clients, including the Syrian community.

Timely and Responsive Care

The Waterloo Wellington Local Health Integration Network (LHIN) has supported us with one-time funds this year that enabled us to move forward on a number of initiatives to better meet the needs of more complex clients. We were able to take steps in providing timely and responsive care by:

- creating an expanded role for our client intake co-ordinator
- targeted quality improvement projects to increase access and improve third next available appointments for clients
- supporting the transition of all Health Links co-ordinated care plans into the new provincial template
- meeting our growing in-year funding pressure for clinical interpretation services
- better integrating care for those with mental health & addictions challenges; and,
- helping support a due diligence assessment of alternatives to our current electronic medical record (EMR).
Recognizing Our Staff

This year, Guelph CHC was successfully accredited for the fifth time. The process engaged everyone across the organization – the Board, all staff groups, community partners and our clients. It assessed our performance against 47 mandatory standards as well as 32 leading practice standards. We were proud to report that we not only met every mandatory standard, but every leading practice as well. We were specifically recognized for our exemplary work in welcoming client-centred programs, board governance, vision, community partnerships, quality improvement, privacy and accessibility. This experience was a terrific learning experience for both Board and staff. The outstanding results clearly demonstrate the expertise, passion and commitment that staff bring when delivering responsive, welcoming, innovative services to our clients every day.

The Future

2016-17 will be another challenging year with significant organizational and system changes. We are about to begin a search for a new Executive Director to lead the organization beginning in March 2017; the new Patients First framework will have major impacts in how both primary care and home and community care will be designed and delivered in Guelph. System integration efforts continue in terms of mental health and addictions. Work will also move forward on the transformation of early years, and opportunities for hub development, starting with the Brant hub continues to take shape. Plans to sustain prevention work in neighbourhoods and community collaborations such as the Seed and Toward Common Ground are also underway.

Moving Forward Together

Thanks to retiring board members Brenda Whiteside and Cyndi Seifried for their leadership, support and hard work in creating a solid foundation for our future success. We are grateful for their expertise and passion in supporting the Guelph CHC values and our mission. We maintained a strong financial position at the close of 2015-16, and we thank our partners, volunteers and staff who work together with dedication, compassion and professionalism to make a difference in the lives around them and in helping to create healthier, resilient communities.

Janet Kaufman
Chair

David Thornley
Executive Director

Guelph CHC Annual Report 2015 - 2016
In the spring of 2015, we embarked on an organizational welcoming journey, where we began a process of continuous quality improvements designed to make our spaces, services and overall client experience welcoming and responsive to some of the complex challenges that our service users are facing. Using an approach called Design Thinking, and with the support of Addictions and Mental Health System Coordinator Brooke Young, we began engaging with our clients in the co-design of improvement efforts, where we listened to their experiences, heard their needs, and tested both small and larger scale ideas to respond to them. Here is some of what we learned, what we did, and how it’s working.

**I need to know I matter** was a theme that came up in many ways through our engagement process. People want to be seen, to be smiled at, and to know that they were cared about. During an All Staff Meeting in the Fall of 2015, staff were invited to develop **Individual Welcoming Challenges**, where they made a commitment to do one thing differently to better welcome and acknowledge our clients. Staff shared their ideas with one another, and also sought feedback from a client who joined us in the exercise. Some decided that they would intentionally engage in a conversation with a client who was in our waiting room. Others planned to document small but important details in a client’s life so that they would be prompted to check in when them about it at a next visit. Others committed to slowing down, looking up, and smiling at clients and visitors as they passed them in the hallways. After three months, we had folks share the results of these efforts with their peers, and to celebrate the mutually beneficial outcomes in which these small efforts had resulted.

**I need help knowing where to go** was another need that was heard during our engagement, and also one that frequently materialized as clients often sought help from Main Reception to find out how to get where they were going in the building. Taking this advice, we worked with a local business to design unique solutions to help clients better find their way, including large floor graphics showing how to get to Reception, large scale directories on every floor and hanging signs with brighter colours showing clients where to check in or how to find the elevator and stairs. Additionally, large decals now let visitors know the many services available in our building, as well as building hours. The installations look great, and we continue to check in with folks to see that they are helpful.
I need you to know I have a lot going on in my life was another theme that rose out of the client engagement. Acknowledging the complex experiences and health issues that some of our clients are facing, we understand that fears and frustrations can come out in different ways, and require skilled, empathetic and compassionate responses when they do. Over the past year, our staff and volunteer teams have engaged in de-escalation training to develop increased skills in this area, and we have also had agency training on complex capable addictions care using a comprehensive trauma informed approach. We have also began designing client-centred Welcoming Plans for those who tend to struggle in our space, where we tailor words and approaches around the client’s unique experiences and needs in order to better welcome and support them. Plans are shared with the members of the client’s care team and updated as needs change.

I need something to do. Very few people enjoy waiting, especially when they may not be feeling 100%. Through our engagement, we learned that some folks wanted someone to talk to, something to look at, or toys for their kids to play with while they waited. Since hearing this, we have posted our Wi-Fi access and put toys and books out in our waiting room. We also began recruiting for a team of Welcoming Volunteers, who started in their role in the summer of 2015. Our trained Welcomers greet clients with a smile, share in a conversation with them, play a game of cards, or offer them a drink and snack while they wait. During the colder months, this volunteer team also led the expansion of our Warm Connections program, allowing us to offer daily Winter Warm Up hours with tea, coffee, snacks and warm welcoming space and company out of the cold. Client response to these efforts have been positive, with one client sharing: “Thank you, this is something we don’t usually get!”
### Healthy Living Peer Leader Program

“Healthy Living Peer Leader Program allows neighbourhood leaders to bring physical activity, healthy eating and other programs to their community which fosters community connections that directly relate to the health and well-being of a community.”

### At A Glance: April 2015 - March 2016

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td># Garden Fresh Boxes (GFB) distributed</td>
<td>2,619</td>
</tr>
<tr>
<td># GFB volunteers</td>
<td>63</td>
</tr>
<tr>
<td># of volunteers</td>
<td>220</td>
</tr>
<tr>
<td># volunteer hours</td>
<td>8250</td>
</tr>
<tr>
<td># of Group Participants in various programs</td>
<td>10,829</td>
</tr>
<tr>
<td># of clients supported by the Parent Outreach Worker Program</td>
<td>198 registered families</td>
</tr>
<tr>
<td></td>
<td>1,895 1:1 interactions with these families</td>
</tr>
<tr>
<td># of registered interpreters</td>
<td>96 in over 40 languages</td>
</tr>
<tr>
<td># of interpreter services</td>
<td>2,062</td>
</tr>
<tr>
<td># of program participants in Early Years</td>
<td>3,149</td>
</tr>
<tr>
<td># of parents/caregivers serviced</td>
<td>2,887</td>
</tr>
<tr>
<td># of parents/caregivers made visits with their children</td>
<td>16,143</td>
</tr>
<tr>
<td># of new clients able to access services</td>
<td>491</td>
</tr>
<tr>
<td># of Health Link’s clients with coordinated care plan</td>
<td>273</td>
</tr>
<tr>
<td>Primary care visits provided via the Drop-in Centre &amp; Wyndham House</td>
<td>793</td>
</tr>
</tbody>
</table>
Three Year Strategy Map

Strategic Directions
In the next three years, Guelph CHC will focus on these key strategies:
- Providing access to services and supports through neighbourhood hubs
- Collective action to address the social determinants of health
- Early help/prevention so that vulnerable families and children can thrive
- Welcoming complexity in ways that offer hope inspiring services/supports
- Strengthening our culture of learning, adapting and improving quality
- Creating a shared focus on excellence and organizational effectiveness

Our Values: Innovation, Excellence, Accessibility, Accountability, Sustainability, focused on Healthy Communities and being Person-Centred

By March 2019, Guelph Community Health Centre will lead by:

Vision:
Guelph CHC will be a leader in engaging the community to eliminate or reduce barriers to health and well-being resulting in improved health outcomes for all.

Mission:
We reduce health inequities by providing inter-professional primary health services and community programs, focused on our priority groups, in collaboration with community partners.

Priority Populations:
People without access to primary care who are:
- Homeless or Risk of Homelessness
- Low Income
- Newcomers with Language Barriers
- Moderate to Severe Mental Health and/or Addictions Issues
- Moderate to Severe Disabilities
- Aboriginal Communities
- LGBTQ populations
- Vulnerable Children and their Families
Ten Year Vision
A Look Forward To 2025

Guelph CHC continues to fully embrace a person-centred, population health approach rooted in the social determinants of health. We consistently use a health equity lens to look at the impact of programs and health systems on the lives of those with the greatest barriers to access.

We are seen as trusted community partners who are prepared to be flexible, responsive and adaptable in meeting the needs of complex clients facing difficult life circumstances.

We are sought out as partners to lead and support primary health and community-wide strategies aimed at engaging complex populations and where building trust is a foundation for future success.

We have maintained and built upon effective partnerships with primary care, mental health and addictions, child and family services, public health and local government in developing neighbourhood, city-wide and county initiatives focused on improving population health outcomes.

Through neighbourhood hubs connecting is easy as we now offer services in multiple locations. Our health promotion and community capacity building efforts are helping to create vibrant, inclusive and supportive places where people and families thrive.

Through partnerships aimed at collective impact, Guelph has succeeded in eliminating homelessness for everyone. By integrating emergency food distribution with neighbourhood pantries no one lacks access to nutritious food or goes hungry.

With early help and prevention, children and families get the supports and primary health services they need to be healthy. Our early years programs give children a good start in life by providing play-based learning that promotes attachment and healthy child outcomes.

Through hope inspiring, person-centred care, people facing the greatest barriers get responsive, cohesive, wrap-around services and supports.

Our strong culture of excellence supports staff to take prudent risks in developing innovative solutions and to be leaders of change. Together we work to ensure that change makes sense for both the people we serve and our dedicated staff.
What The Healthy Living Peer Leader Program Did For Me:

I remember thinking; I could do that, after seeing a post on the Two Rivers Neighbourhood Group Facebook page, calling for people to join the Healthy Living Peer Leaders Committee. I was really into making healthy meals on a budget and trying to find free fun things to do with my daughter at the time as I had chosen to be a stay at home mom with limited funds. It was a way to engage with community and find things to connect us to different programming. I was already going to the free yoga offered by Two Rivers.

At the first meeting Peggy, a Health Promoter at Guelph CHC, had said they were looking for people to train for Zumba instructors so they could run free Zumba in the community group. I remember saying to her, “I don’t want to run Zumba but if you give me the same money towards yoga training I’m in!” I always saw myself as being a yoga teacher but never had the opportunity present itself. Peggy had promised to look into it and I figured that was the end of that.

A couple of weeks went by and I got an email from Peggy saying it had been approved and I could have the same funding as the Zumba people got! It was so exciting! So I started my journey into yoga training.

After my training I started teaching for Two Rivers weekly. I have watched the class change and flow for almost two years now and what a beautiful process it has been.

I later decided to get more involved with Two Rivers and was offered a seat on their leadership team; I sat on it for about a year, when the position for Neighbourhood Support Worker (NSW) came up. I was ready to try to pursue a job as my daughter was now in school, so I applied. I am now the new NSW for Two Rivers Neighbourhood Group!
Expanding Our Winter Survival Kits ~ Finding Creative Ways to Support People in Need

At this year’s ‘Bring a Grade 9 to Work Day,’ SOS Peer Worker Lindsey Sodtke shared the day with her daughter Juliana Sodtke, along with her daughter’s friend Josephine Lonergan. Together, their team worked at Guelph CHC’s Warm Connections, a volunteer led drop program offering access to hot showers, the ID program, a cup of hot coffee or a snack, as well as a chance connect with volunteers and outreach staff.

During Warm Connections, Winter Survival Kits are also offered, which are kits that include sleeping bags, woolen socks, hats and gloves. While at Warm Connections, Josephine considered the value of being able to also offer survival supplies - Summer Survival Kits - during the summer months, and from there, she hatched the idea of organizing a fundraiser that could help to make this happen.

Together, Juliana and Josephine, partnered with Guelph Police Services/Scouts Canada Venturer’s Group, and began working very hard over a number of weeks to plan the fundraiser, which took place this April in St. George’s Square. The event itself raised $520.75, though the duo also received an additional $1000 directly from Scouts Canada, resulting in a grand total of $1520.75 raised. The event also raised the profile of the program, with Mayor of Guelph Cam Guthrie, CTV News and Guelph Today all in attendance.

Funds raised will be used to assist us to create Summer Survival Kits to distribute this summer. If you would like to donate to this cause, you can do so in person at the CHC, or online at the Guelph CHC’s Canada Gives page: https://www.canadahelps.org/dn/7869

A donation of $25 will provide a warm hat, thermal gloves and socks to one client. And just $60 will provide a full kit, with cold weather items, a sleeping bag and personal care supplies all packaged in a knapsack.

Pathways of Support & Wellness

“…I’m incredibly proud of our staff” says David Thornley, Executive Director of the Guelph Community Health Centre. “Based on the needs they saw in the community they formed a committee and took on the task of fundraising to provide these basic items.”

Vulnerable Children & Their Families Added as Priority Population at the Guelph CHC

Recognizing early childhood development as a key Social Determinant of Health, the Guelph CHC has added vulnerable children and their families to our priority populations. Using early screening and assessment, Guelph CHC primary care providers, together with their Ontario Early Years and Community Health colleagues, can act as a gateway to the many responsive community services and supports that can help change the trajectory in a child’s life, offering early help, where and when it’s needed.

Vulnerable families include those where children have experienced or are at risk of:

- Emotional abuse and neglect
- Physical abuse and neglect
- Sexual abuse
- Domestic violence
- Parental addictions and mental illness
- Household criminal activity
- Attachment interruptions
Early Years Pathways ~ New & Upcoming Peer-to-Peer Parent Program

The Guelph CHC and is developing an innovative new peer-to-peer parent mentoring program called Early Years Pathways, based on growing research in neuroscience, behavioural and adverse childhood experiences studies (Boivin, M. and C. Hertzman, 2012; Felliti, V. ACE, 2009; The Science of Early Childhood Development, In Brief, Harvard University, Centre on the Developing Child, 2007). The program assists vulnerable children and their families living in poverty to access high quality early learning and family support programs and/or community health care through matching with volunteer peer parents and caregivers, whose role it will be to provide warm connections to programs and services.

Current Ontario Early Year’s programs and services in Guelph are “universal,” as they should be. These programs are well attended, with up to 3500 families accessing them per year. However, a recent local consultation process (November 2015 to January 2016) with Guelph Neighbourhood Support Workers and Parent Outreach Workers revealed that families experiencing barriers, including social isolation and poverty, are sometimes reluctant to attend universal early learning programs. Reasons for this reluctance can include low service levels in their communities, inadequate access to transportation, parental schedules and lack of awareness about services” (2015, Growing Great Kids Community Plan). Recent focus group consultations also revealed that parents and caregivers living in poverty would be more likely to attend programs if they were provided with increased direct peer or navigational support. Early Years Pathways is designed to address this need.

Syrian Refugees & Arab Speaking Family Support

The Guelph CHC has a long history and expertise in providing primary care to refugees in our community and has taken a lead role in providing for the immediate and long term comprehensive primary health care needs of newly arrived refugees, including our new Syrian community members. To do so, the Guelph CHC is working in partnership with the Guelph Family Health Team to deliver timely appointments for Newly Arrived Refugees, where immediate health care concerns can be met. These are offered several days throughout the week and are open to refugees regardless of whether they intend to become an ongoing client of the CHC.

As one of our priority populations, refugees are also welcome to become ongoing clients of the Guelph CHC. To do so, we have provided staggered individual and group New Client Intake appointments over the past several months. To reduce language barriers, Arabic interpretation is arranged as needed for all Guelph CHC medical and health related services, including phone calls. Clients have also been welcomed to arrange Arabic/English supports from family and community members.

“Ahlan wa sahlan; welcome. Welcome to Canada and to Guelph and to the Guelph CHC. We look forward to helping you get the health care you need.”

Liz Hales, Nurse Practitioner
Community Collaborations

As an organization, Guelph CHC fully embraces a person-centred, population health approach guided by a service philosophy rooted in the social determinants of health. We consistently adopt population health approaches and use of a health equity lens that looks at the impact of programs and health systems on the lives of those with the greatest barriers to access and inclusion.

We are seen as trusted community partners who are prepared to be flexible, responsive and adaptable in meeting the needs of complex clients facing difficult life circumstances. We are actively sought as partners to lead and support primary health and community wide strategies aimed at hard to engage populations where building trust is a foundation for future success. We have maintained and built upon effective partnerships with primary care, mental health and addictions, child and family services, public health in developing neighbourhood and city-wide initiatives focused on determinants of health.

We continue to partner and take on leadership roles in many multi-sectoral initiatives focused around healthier, resilient and inclusive communities including such initiatives as the Wellington Guelph Drug Strategy, the Poverty Task Force, Guelph Neighbourhood Support Coalition, the SEED Community Food Hub, Toward Common Ground, the Leadership Council of the Local Immigration Partnership and several child development collaborations including Growing Great Generations, Growing Great Kids, Healthy Kids Community Challenge.

In all such initiatives, we bring to the table a deep understanding of the intersection of service adaptation and community building as these relate to addressing the barriers that result from poverty, exclusion and health inequities.
The Guelph CHC engages the community largely through collaborative projects. In each case, we are part of a leadership group that helps to guide and direct the work.

<table>
<thead>
<tr>
<th>Collaboration</th>
<th>Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poverty Task Force</td>
<td>• Became Living Wage employer</td>
</tr>
<tr>
<td></td>
<td>• Co-chair, Living Wage Advisory Committee</td>
</tr>
<tr>
<td></td>
<td>• Helped write Basic Income Guarantee position paper</td>
</tr>
<tr>
<td></td>
<td>• Co-chair, Income Security Action Group</td>
</tr>
<tr>
<td></td>
<td>• Leadership Council, 20,000 Homes</td>
</tr>
<tr>
<td></td>
<td>• Affordable Housing Work Group</td>
</tr>
<tr>
<td>The SEED Community Food Hub</td>
<td>• Co-Chair, Leadership Group</td>
</tr>
<tr>
<td></td>
<td>• Host agency for the SEED Trillium Grant</td>
</tr>
<tr>
<td></td>
<td>• Lead generation of research, funding requests</td>
</tr>
<tr>
<td></td>
<td>• Planning &amp; development of the SEED POD program</td>
</tr>
<tr>
<td>Guelph Neighbourhood Support Coalition</td>
<td>• Member of both Board of Directors, Partner Panel</td>
</tr>
<tr>
<td></td>
<td>• Chair, Organizational Performance Committee</td>
</tr>
<tr>
<td></td>
<td>• Deliver Parent Child Place, where OEYC outreach takes place</td>
</tr>
<tr>
<td>Nurturing Neighbourhoods</td>
<td>• Member of Leadership Group</td>
</tr>
<tr>
<td></td>
<td>• Member, Evaluation Committee</td>
</tr>
<tr>
<td></td>
<td>• Delivery of Parent Outreach Worker Program</td>
</tr>
<tr>
<td>Wellington Guelph Drug Strategy</td>
<td>• Member of a Coalition of 30 community partners</td>
</tr>
<tr>
<td></td>
<td>• Helped to prioritize the need for a collective response to increased crystal meth use in our community.</td>
</tr>
<tr>
<td>Growing Great Kids /Generations</td>
<td>• Member of both leadership tables</td>
</tr>
<tr>
<td></td>
<td>• Helped generate reports on mental health, and on child / parent support programs</td>
</tr>
<tr>
<td>Elevator Project</td>
<td>• Member of Leadership Group</td>
</tr>
<tr>
<td></td>
<td>• Funding decisions on 20+ social innovation projects</td>
</tr>
<tr>
<td></td>
<td>• OEYC Connecting Kids to Nature top project of 2015</td>
</tr>
<tr>
<td>Brant Hub</td>
<td>• Participate on Brant Hub Committee</td>
</tr>
<tr>
<td></td>
<td>• Contribute to planning re: building uses and building partners</td>
</tr>
<tr>
<td></td>
<td>• Part of larger Hub strategy (provincially)</td>
</tr>
<tr>
<td>Local Immigration Partnership</td>
<td>• Member of Leadership Group</td>
</tr>
<tr>
<td></td>
<td>• Contribute to strategic directions, sustainability plans</td>
</tr>
<tr>
<td></td>
<td>• Role in access project (services, interpretation)</td>
</tr>
<tr>
<td>Toward Common Ground</td>
<td>• Member of leadership group</td>
</tr>
<tr>
<td></td>
<td>• Active in discussions re: goals, objectives, structure and launch of community conversations</td>
</tr>
<tr>
<td></td>
<td>• Host agency for Trillium Grant</td>
</tr>
</tbody>
</table>
Collective Impact

The Seed is a community food project at GCHC, supported by a diverse coalition of individuals and groups committed to tackling the root causes of food unhealth in our city. Together we are transforming Guelph into a model Food City. Our food programs and services can be found throughout the city.

We believe that everyone in Guelph should have access to abundant healthy food, food skills and knowledge, and healthy food policies.

The Seed’s primary goal is to increase the food health of Guelph’s low-income community members.

Our programs, services, and facilities also support the food health of other community members and contribute to Guelph’s overall food security.

Our short term work is focused on two programs:

The POD (Procurement, Ordering, and Distribution) is partnering with Guelph’s emergency food pantries to increase fresh food access for low-income community members.

Weekly deliveries of fresh food began in late May. In the fall, we are building a cold storage facility at the Women in Crisis warehouse space on Elizabeth Street, which will allow us to bring even more fresh affordable food into Guelph for low-income community members.

A Community Food Hub.

The Seed is continuing to plan and consult with Brant residents to increase food programming and services in that neighbourhood. Over the past two years we have participated in planning charrettes and kitchen table meetings. Recently, the City announced that there may be a Community Hub built in Brant. If a Hub is built The Seed could run food programs and services at that location. Community visioning and planning will continue through 2016.

Toward Common Ground (TCG) is a collaboration of 13 social and health service organizations working together to create a sustainable collective planning model for Guelph & Wellington. Guelph Community Health Centre is one of our founding partners and a current member of our Steering Committee.

Over the past year, Toward Common Ground partners have agreed to use five pathways or mechanisms to affect change:

1. Create a bird’s eye view
2. Connect the dots and contextualize
3. Transfer and mobilize knowledge
4. Build collective capacity
5. Champion and support strategic action.

To support the implementation of our first two pathways we developed a framework that outlines common wellbeing language and population-level indicators, as well as a lens to understand social and health interventions and impact. We built collective capacity by conducting a Program Evaluation Learning Session for United Way funded agencies. We supported strategic action by working with the Local Immigration Partnership to develop a theory of change. Moving forward, we are seizing other opportunities for strategic action and developing a structure to support a long-term model collective planning for Guelph and Wellington.
A Community Response to Crystal Meth

Waterloo Wellington Drug Strategy

The Wellington Guelph Drug Strategy (WGDS) is a coalition of 30 community partners who have been collectively working to reduce harm related to substance misuse since the group’s formation in 2006.

In early 2015, the WGDS membership prioritized the need for a collective response to increased crystal meth use in our community. Partnering with Guelph Police Services (GPS) and Stonehenge Therapeutic Community, the WGDS applied for, and received, a Proceeds of Crime grant for $100,000 from the Ministry of Community Supports and Correctional Services to support a three-pronged response to this community challenge.

The funding from this grant supported three key initiatives.

Firstly, an Addictions Support Worker was located in the Guelph bail court, with a goal of connecting those in crisis with timely addictions supports. Between Oct 1, 2015 and May 31, 2016, 82 individuals whose crimes were connected to the use of crystal meth accessed this service. Additionally, over 6 clients successfully completed residential addiction treatment rather than serving time in jail.

The second initiative focused on professional development and training, with over 600 community service providers receiving harm reduction, treatment and workplace safety training.

Thirdly, GPS in partnership with the Chamber of Commerce, provided Meth Watch resources to 4,000 local business to support early identification when individuals are purchasing ingredients also used to manufacture crystal meth.

Although the funding from Proceeds of Crime came to a close at the end of May, 2016, the collective impacts of this grant were both remarkable and sustainable. Additionally, the cross-sector partnerships forged between justice, health and social service organizations will be instrumental as we continue to collectively respond to community challenges together.

Poverty Task Force

The Poverty Elimination Task Force is a key part of Guelph CHC’s in working together with community partners to address the social determinants of health. The PTF has moved forward on several fronts in 2016 organized around its four priorities: 1) Income Inequality, 2) Affordable Housing and Homelessness, 3) Food Insecurity, and 4) Health Inequities.

Income Inequality – Efforts have focused on the Living Wage campaign, as well as championing the concept of a Basic Income Guarantee and Financial Health and Literacy. More broadly, efforts continue to be directed toward increasing the minimum wage and social assistance benefits.

Affordable Housing and Homelessness – Partnering with the County of Wellington, PTF is co-leading a local strategy as part of the national 20,000 Homes campaign. The goal is to eliminate homelessness in Guelph-Wellington by 2018. An initial target has been set to provide permanent housing for 30 people who are chronically homeless in the first six months.

Food Insecurity – Local efforts continue to be directed toward supporting the development of the SEED food hub and the Emergency Food Pantries network.

Health Inequities – In April 2016, the PTF played a lead role through the Oral Health Action Committee in hosting a provincial conference in Guelph on oral health.
Managing the Money

2015/2016 Revenue

- WWLHIN: $4,871,497 (73%)
- MEDU: $652,248 (10%)
- County of Wellington/City of Guelph: $415,150 (11%)
- Other: $756,468 (6%)

2015/2016 Expenses

- WWLHIN Salaries/Benefits: $4,106,837 (61%)
- Guelph CHC Operating Expenses: $816,138 (9%)
- OEC Salaries/Benefits: $500,635 (6%)
- OEC Operating Expenses: $176,635 (3%)
- County of Wellington/City of Guelph: $447,587 (8%)
- Other: $620,447 (12%)

VOLUNTEER SPOTLIGHT ~ LAURA

Volunteering has Impact for both volunteer and community

Laura joined us because she wanted to gain experience holding and playing with babies. She volunteers with both our Post Partum Mood Disorders Group (PPMD) group and our WE Breastfeed Café providing childcare support and helps with a variety of other small projects. Having volunteers support these programs offers an impact that can not be measured. Staff Social Worker, Shelly Johnson said that volunteers are a very important aspect of the PPMD program. “With volunteers providing childcare support, mom’s are given the opportunity to be free of responsibility, they know their children are in good hands and can focus on themselves.” When asked about Laura, Shelly mentioned that she is so warm and accommodating. Staff Childcare Facilitator, PK Vang added “Laura is outstanding in how she always comes through. She is full of kindness and cheers. Words can not express how grateful we are to have her as a volunteer.” As a WE Breastfeed Café childcare volunteer Health Promoter, Peggy Nickels noticed how willing Laura is to help out and is very welcoming with parents that are new to the cafe. Laura gives extra at the Guelph CHC. She helped out with our Winter Survival Kit fundraiser and Soups On fundraiser for The SEED Community Food Hub. She volunteered for three full days as a childcare assistant during our WE Breastfeed training. Laura’s gift during this time enabled over 20 other volunteers to be trained to provide breastfeeding support.

Laura has impact for parents visiting our WE Breastfeed Café and PPMD group. Parents are welcomed with a cheerful smile and know their children are being looked after by someone that is kind and caring. Laura’s spirit, friendly and cheerful way is a gift to our community. We very much appreciate all that Laura does in our community and for the community members that access their services.

THANK YOU TO OUR VOLUNTEERS!

The childcare support they provide gives moms a chance to support each other.
Thank you to...

Our Funders

Our Sponsors

Collaborations we are proud to be a part of:

Canada Prenatal Nutrition Program
Community Breastfeeding Collaborative of Guelph
Welcome In - Drop In Hub
Elevator Project
Guelph Health Link
Guelph Enterprise Connectivity Table
Growing Great Generations
Guelph in motion
Guelph Neighbourhood Support Coalition
Brant Hub Committee
Better Beginning Better Futures Leadership Team
Guelph Wellington ACTION Committee on Sexual Assault and Domestic Violence
Guelph Wellington Drug Strategy
Specialized Outreach Services Core Committee
Guelph Wellington Local Immigration Partnership
Guelph & Wellington Task Force for Poverty Elimination
Heart Health Network
Living Wage Guelph Wellington
The Seed Community Food Hub

Downtown
176 Wyndham St N.
www.guelphchc.ca

Shelldale
20 Shelldale Cres.

Stone Road Mall
435 Stone Road W.
519-821-6638