



REACH Niagara
Making Healthcare Accessible

Annual Report

2024 - 25

A Year of Record Growth

A look back at the record growth REACH Niagara experienced this year, highlighting the progress we've made while recognizing the increasing needs of our region's residents and our continued commitment to meeting them.

www.reachniagara.com

A YEAR OF GROWTH, GRATITUDE, AND PURPOSE

The 2024–25 year marked a transformative chapter for REACH Niagara. A year defined by radical growth, meaningful change, and renewed promise for the future of our organization and, most importantly, the people we serve.

From launching new clinics in underserved areas and expanding our reach to diverse communities, to welcoming dedicated new staff and board members, and transitioning leadership within our medical team, this has been a year we will not soon forget.

Amidst all this change, our mission remains unchanged: to help equity-deserving individuals in Niagara overcome the barriers that stand between them and the healthcare they need and deserve.

Whoever needs care, regardless of their social status, receives care.

This simple, powerful commitment continues to fuel our growth. It drives us to serve more people and deepen our impact across the region.

We extend heartfelt thanks to our funders, donors, contributors, and staff, your support is the force behind our work. We are equally grateful to our incredible network of partners across Niagara. Collaboration remains at the core of how we deliver care, and we are a stronger, healthier community because of it.

A heartfelt thank you also goes out to one of our founding members, Francine Geikie, as her term on our board comes to a close. Fran's unwavering dedication and passionate advocacy have been instrumental in shaping REACH Niagara into the organization it is today. Her tireless efforts have left a lasting impact, and we are deeply grateful for the vision, energy, and heart she brought to our mission.

With growth comes responsibility. As REACH Niagara continues to evolve as a key healthcare provider in our region, we are focused on ensuring the sustainability of our services. Securing stable, base funding is our top strategic priority for the coming year.

We invite you to continue standing with us whether it is through financial support, advocacy, or being a part of our network of support. We look toward a future where healthcare is accessible to all...always.

With gratitude,

The Leadership Team
REACH Niagara



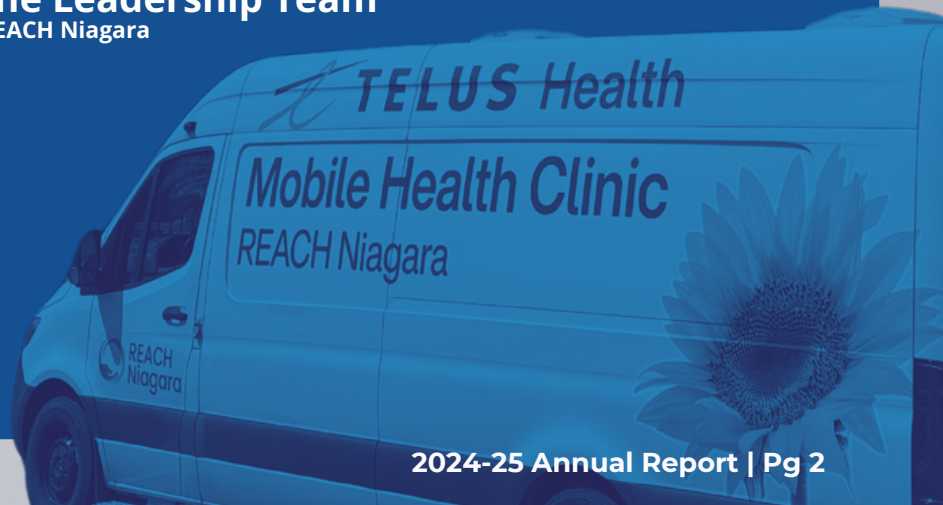
Carolyn Dyer
Executive Director



Dr. Kim Bender
Medical Director



Dr. Karl Stobbe
Medical Director - Substance
Use and Addictions Programming



From Our Board



Frank Ruberto
REACH Niagara - Board Chair

The 2024-2025 year for REACH Niagara has contained a multitude of successes, truly proving that we are creating stronger communities through accessible healthcare. We have seen an expansion of our services and programs with the addition of Welcoming Streets and our JUSTICE Program. Which has provided an impressive growth in our amazing and dedicated staff, that go out everyday, to help support and meet individuals where they are. We have been the successful recipients of a number of grants from Hydro One, Health Canada, The Fowler Family Foundation and other generous funders. As well as some amazing partnerships that have led to the further development of our programs and an expansion of the communities we can service with Positive Living Niagara, Niagara Region, De dwa da dehs nye and other phenomenal agencies. All of this would not have been possible without the unwavering and strategic leadership of our Executive Director. I would be remiss not to thank the continued supported of our volunteer board, students and peers that continue to make all of the exceptional work done at REACH a success.

We accept and care for all groups of people—no matter their race, ethnicity, gender, sexual orientation, socio-economic status, or any other aspect of their identity. We will provide the much-needed services to support our community through the turbulent times we are facing.

*'What we become as we grow is the amalgamation of thoughts and beliefs,
the influence of the values and cultures.'*

-Unknown Author

KEY 2024 #s



**249 Emergency
Department
Diversions**



**47% of Clients
Have No Other
Source of Care**



**97% of clients* see a
decrease in street
drugs being used**

*SUAP Participants



STRATEGIC PLAN REPORT CARD

A look at how our 2024 achievements align with our strategic plan.

1

Ensure sustainability across financials, human resources and operations.



Welcomed 9 new doctors and 6 new staff



2024 was a record-breaking year for REACH Niagara fundraising, nearly doubling our previous high set in 2023.



Secured \$3,000,000 in funding over three years from Health Canada's Substance Use and Addictions Program for the launch of the new JUSTICE program.

2

Strengthen governance, accountability and transparency at the Board & Executive levels.



Organization welcomed 2 new board members.



To strengthen our Board Governance, we collaborated with Niagara Community Foundation's Governance Program

3

Achieve effective, streamlined and enhanced service delivery that continues to meet the needs of our community.



Opened 6 new clinics (more on page 7)



Transitioned the Gillian's Place clinic from a mobile setup to a permanent indoor location to enhance client safety and privacy.



Remarkable SUAP (Substance Use and Addictions Programming) results. See bottom of page 3 for more information.



The Ontario Disability Support Program (ODSP) Clinic has completed 123 packages, thanks to collaboration with the Niagara Region, Portage and Niagara Medical Family Health Teams, Niagara Community Legal Clinic, and the St. Catharines Library.*



ODSP clinic has had a remarkable 50% success rate for our applicants.



STRATEGIC PLAN REPORT CARD

A look at how our 2024 achievements align with our strategic plan.

4

Enhance engagement with our healthcare providers and staff.

- ✓ 80% of staff 'strongly agreed' that they are excited to come to work & feel valued in the workplace according to an internal survey.
- ✓ New Medical Director in 2025: Dr. Kim Bender. Dr. Karl Stobbe has transitioned to Medical Director - Substance Use and Addictions Programming.
- ✓ Continual investment in staff in professional development including trauma informed care and ultrasound training.

5

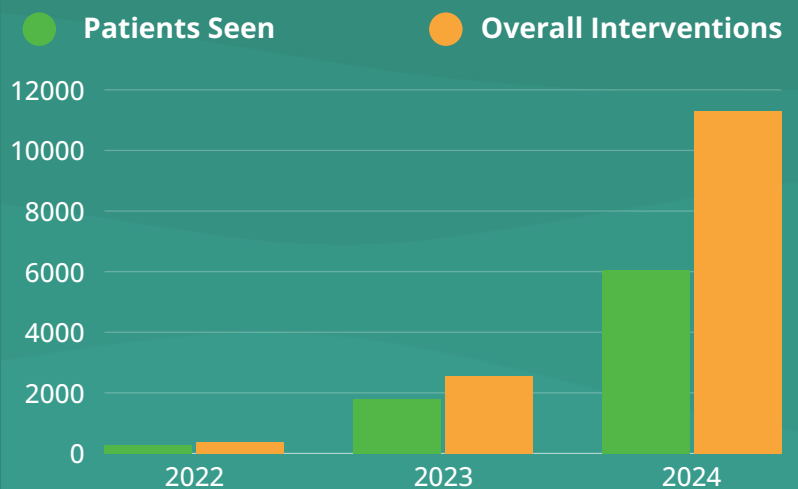
Strengthen partnerships with relevant community, healthcare and government organizations.

- ✓ Expanded partnerships and clinic offerings through Southridge Shelter, Birchway Niagara, Gillian's Place, and The Hope Centre.
- ✓ Formally opened new shared office space with Start Me Up Niagara (more on Page 6).
- ✓ New Encampment Care with Gateway Niagara's NASO team.

REACH's Impact

Growing to meet demand

In 2024, REACH Niagara served over 6,000 clients across 22 locations in 7 municipalities—clear evidence of the growing need for accessible, community-based healthcare. This surge in demand underscores the effectiveness of our model and the trust we've built within the communities we serve. Still, limited capacity means some individuals go without the care they need.





211 CHURCH ST.

old friends, new spaces

On November 22, 2024, REACH Niagara was honoured to celebrate the official opening of our new shared office space, created in partnership with Start Me Up Niagara. This exciting milestone marked the launch of REACH Niagara's first official office. A significant step forward in our journey to better serve the community. The newly renovated, 3,500-square-foot facility is now home to REACH Niagara and also supports the expanded operations of Start Me Up Niagara.

More than just a physical space, this office represents a collaborative hub where our staff, community partners, and clients can come together. It is a central location for delivering essential services, while also fostering stronger connections and coordinated care. We are proud to share this space with Start Me Up Niagara, a long-standing and trusted organization that continues to be a cornerstone in supporting those in need across our community.



Dedicated Space

Our new shared space at 211 Church Street features a brand-new clinic designed for both primary care and counselling services. This dedicated area allows our staff to meet with clients in a private, consistent setting, supporting enhanced continuity of care.

New Clinics In 2024

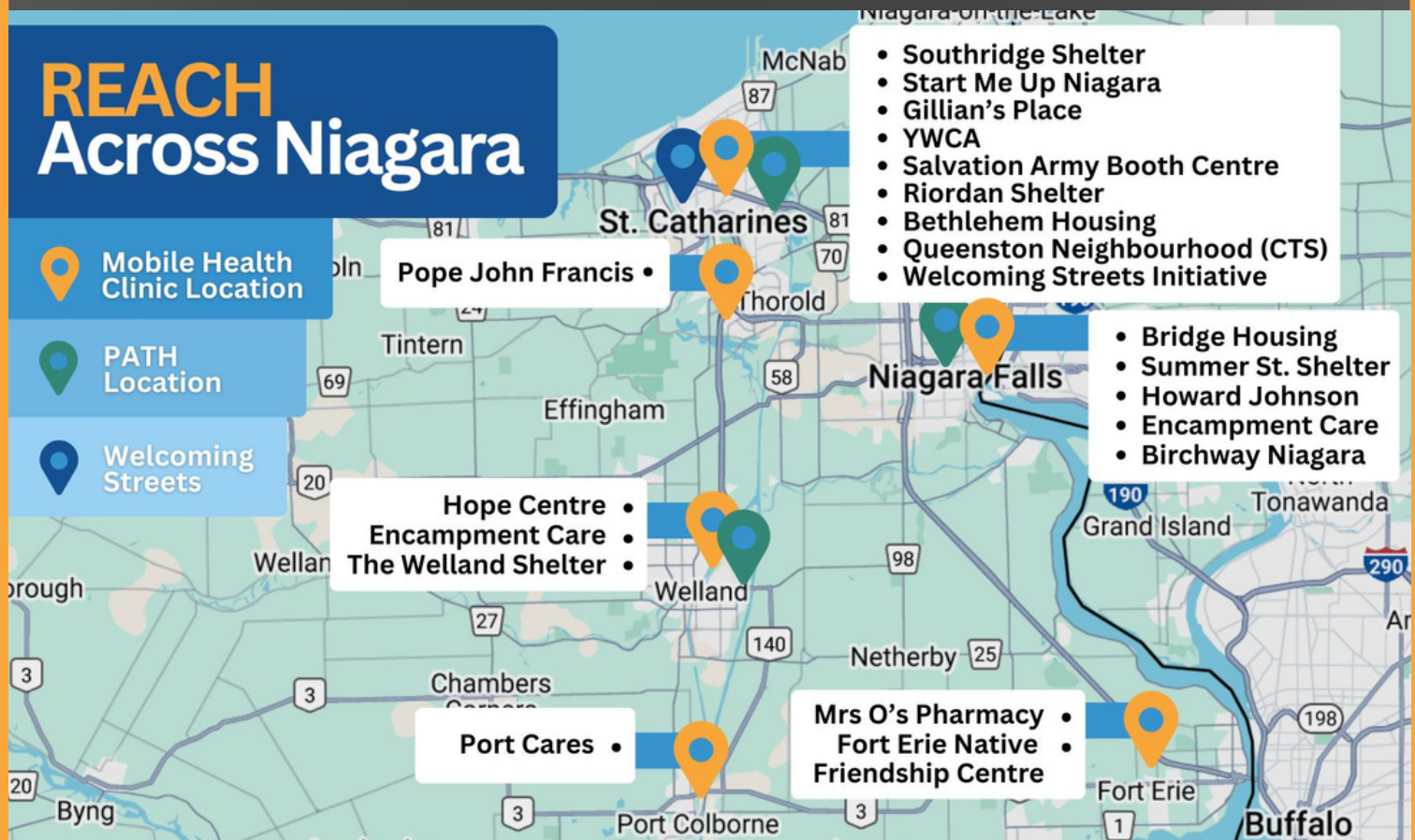
Among our now 22 locations, 6 were added in 2024 including:

- The Welland Shelter
- Pope Francis Centre/Strive
- Gillian's Place
- Summer Street Shelter
- Riordan Street Shelter
- Encampment Care

Some of our more recent partners had this to say about REACH Niagara's clinics being on location:

“ Onsite care allows residents to get to know the REACH team and to receive support in a familiar, trauma-informed space. This seamless access to care builds trust, improves follow-through, and most importantly allows healing to be within the safety of the shelter. ”

-Sherry Petrychanko, Director of Client Service and Operations | Birchway Niagara



“ We thrilled to have partnered with REACH for another year. 2024 was significant as we were able to create dedicated clinic space indoors through a renovation we completed. This space has provided increased access to safe and accessible clinic support for our clients and we're eager to see where we can take it next! ”

-Annie Froese, Executive Director, Homelessness Services | Southridge Community Church



REACH Niagara

THANK YOU

Funders

- Health Canada*
- Telus Health
- The Niagara Region
- The Fowler Foundation
- Hydro One
- The Branscombe Family Foundation

Monthly Donors

- Belinda Anderson
- Gillian Dilts
- Amanda Fyfe
- Francine Geikie
- Krista Perdue
- Wenda Romanek
- Frank Ruberto

Donors

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