

REACH Niagara Annual Report

Fiscal Year 2024

We've had a year of tremendous progress at REACH - Regional Essential Access to Healthcare - Niagara. We expanded the services we provide and the locations we provide them in, placing an emphasis on wraparound care that focuses on the whole person and connecting community members with other healthcare and social service providers in Niagara. This work is all guided by our new 3-year Strategic Plan and values of Equity, Compassion, Empathy, Respect, and Collaboration.

- Carolyn Dyer, REACH Niagara Executive Director



Mission

Together, with our community partners, we will provide compassionate care and reduce barriers to healthcare for the homeless and marginalized.



Vision

All individuals who are homeless or marginalized have equitable access to healthcare in the Niagara Region.

1

Ensure sustainability across financials, human resources and operations.

- Saw the ongoing commitment of Branscombe Family Foundation and the Fowler Family Foundation.
- Increased revenue and gained new funder, including, Health Canada, Niagara Community Foundation, United Way, and Hydro One.
- Received support from municipalities who put healthcare of their community at the forefront, including the Town of Fort Erie and City of Welland
- Continued to receive support from Telus Health for the Mobile Health Clinic.

"I'm finding the program has bettered me in ways I never imagined. The outpour of support, especially from each of the case workers and all they have done for me have improved my thoughts and decisions I have been making in a dramatic way."

- Community member accessing the Niagara Substance Use and Addiction Program

2

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

Welcome REACH's Board of Directors (2024/25)

- | | |
|----------------------------|--------------------------------|
| - Frank Ruberto - Chair | - Neil Cosby - Director |
| - Fran Geikie - Secretary | - Billi Moyer - Director |
| - Amanda Fyfe - Treasurer | - Ashleigh Doyle - Director |
| - Gillian Dilts - Director | - Sarah Farquharson - Director |
| - Talia Storm - Director | |

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

- Increased REACH Niagara mobile and indoor clinics by 40%.
- Provided care to 1,800 community members who without REACH Niagara would either neglect their health becoming sicker or would go to the Emergency Department.
- Had positive interactions with community members:
 - 100% felt 'safe' accessing REACH
 - 100% felt their concerns were addressed and treated with importance
 - 100% were 'very satisfied' with REACH services
- Added counselling and system navigation as a service for community members to access.
- Offered a new Substance Use and Addiction Program that saw 92% of clients having less overdoses.
- Expanded the point-of-care services we provide with a new ultrasound machine.
- Expanded the communities we service.

"Trauma-informed care; amazing quality of care. The doctor was compassionate and got to know you prior to trying to help."

- Birchway Niagara Resident

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Enhance engagement with our healthcare providers* and staff.

- Hired five new team members in Fiscal Year 2024, allowing us to increase the amount of care provided to community members.
- Welcomed seven new doctors to the team over the past year!

REACH Team

- Carolyn Dyer - Executive Director
- Jamie Wall - Medical Receptionist
- Jenny Silvestro - Medical Administration
- Courtney Hansen - Manager, Substance Use and Addictions Program
- Brittany Lockey - Mental Health Lead
- Vanessa Zwaagstra* - Community Counselor
- Leslie Thomas* - Case Manager
- Karlina Lenahan* - Case Manager
- Donna Lavalley* - Peer Health Navigator
- Candace Oghide* - Mobile Health Nurse Practitioner

Team of Physicians

- Dr. Karl Stobbe - Medical Director
- Dr. Karim Ali
- Dr. Richard Scott
- Dr. Lauren Wilson
- Dr. Mo Moore
- Dr. Ellen Robb
- Dr. Sarah Chadwick
- Dr. Peter Saranchuk
- Dr. Allison Suk*
- Dr. Kim Bender*
- Dr. Nick Davies*
- Dr. James Brooks*
- Dr. Sarah Danial
- Dr. Emily Wilson
- Dr. Rachel Lamont

*Joined after March 31, 2024

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Strengthen partnerships with relevant community, healthcare and government organizations.

- Formed new partnerships, including Niagara Medical Group Family Health Team, Birchway Niagara, Gillian's Place, Town of Fort Erie, and City of Welland.
- Joined the Niagara Ontario Health Team.

Community Partners

- Niagara Medical Group Family Health Team
- Bridges Community Health Centre
- Quest Community Health Centre
- Port Cares
- Positive Living Niagara
- Mrs. O's Pharmacy
- Welland McMaster Family Health Team
- West Lincoln Community Care
- Birchway Niagara
- Southridge Shelter
- Fort Erie Native Friendship Centre
- Niagara Region
- The Hope Centre
- Start Me Up Niagara
- Gateway Residential & Community Support Services
- Michael G. DeGroote School of Medicine
- Niagara Ontario Health Team

Supporting the work of REACH:

- The Fowler Family Foundation
- The Branscombe Family Foundation
- The City of Welland
- The Town of Fort Erie
- Rotary Club of Niagara Falls
- United Way
- Niagara Community Foundation
- Hydro One
- Health Canada
- Telus Health
- Niagara's Shelter Health Physician Group



The Honourable Ya'ara Saks, Minister of Mental Health and Addictions and Associate Minister of Health, visits the Mobile Health Clinic



Family members accessing care in Fort Erie



Learn more about REACH Niagara by visiting www.reachniagara.com and follow us on social media.

