



Grand Bend Area  
Community Health Centre



***FREE COPY***

# SERVICE DIRECTORY



*Indigenous artist Red George and CEO Chris Harris are surrounded by Red's paintings, currently on display at the Grand Bend site.*

The past few years have been a challenging time for many of us. The COVID-19 pandemic has transformed our lives and, more importantly, healthcare as we know it now. Schools closed, masks were a required facial accessory, and we were confined to our homes for a time. The future felt uncertain and scary. Yet, in times like this, hope is a powerful healer. While the fallout from the pandemic amplifies familiar risks and creates new ones, change at this scale also creates new openings for managing systemic challenges and ways to build back better.

As the GBACHC works towards returning to pre-pandemic life, we know the effects and repercussions will be felt long after the virus is gone. Our recently updated and revised strategic plan strengthens our commitment to our mission, vision, and values - to enhance the health and wellbeing of individuals in our communities. We are confident that by prioritizing our values, we can achieve a diverse, fair, and inclusive transformation.

The programs and services described in this directory are available at the Hensall and Grand Bend locations. Illness prevention and health promotion programs are open to everyone in the community.

We invite you to learn more about the GBACHC and become involved. We are always looking to improve our programs and services and have openings on our Community Advisory Council at <https://gbachc.ca/volunteer/> and Board of Directors at <https://gbachc.ca/come-on-board-a-chance-to-give-back-while-helping-shape-healthcare-services/>

Please also visit our website at [www.gbachc.ca](http://www.gbachc.ca) to learn more about the GBACHC. We continue to invite you to be a partner in your health and wellbeing.

Sincerely,  
Chris Harris, CEO

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## Grand Bend Main Site

Box 1269, 69 Main Street East, Grand Bend, Ontario N0M 1T0

### Hours of Operation

Monday through Thursday, 9 am to 7 pm

Friday, 9 am to 4 pm

Saturday Walk-in Clinic 9 am to 11:30 am

Closed Sundays and Holidays

**Phone: 519-238-2362**

**If you require care outside of these hours,  
contact any of the following:**

**911:** In case of emergency

**1-866-797-0000:** Telehealth Ontario: Registered Nurse  
consultation 24 hours a day, seven days a week



## Hensall Site

Box 159, 122 King Street, Hensall, Ontario N0M 1X0

### Hours of Operation

Monday, 9 am to 7 pm

Tuesday through Thursday, 9 am to 5 pm

Friday, 9 am to 4 pm

Closed Saturdays, Sundays, and Holidays

**Phone: 519-262-3140**

**1-866-933-2023:** Reach Out 24/7 mental health consultation

**1-866-531-2600:** ConnexOntario – free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness or gambling

**211:** Ontario general and contact information

Helpful Suggestions

1. Have a curious mind and be as patient as possible – your healthcare journey may be complex.

2. Use a calendar for appointment dates.

3. Keep a journal of symptoms, thoughts, and questions.

4. Keep a folder for your medical information, including the following:

- a. Current medication list
- b. Current medical information
  - i. Ontario health card number
  - ii. Family doctor’s name
  - iii. Current medical conditions and allergies
  - iv. Biological relative medical history
  - v. Medic Alert ID #
- c. Emergency contact name(s), phone number and email address
- d. Power of Attorney for Personal Care name, phone number and email address
- e. Third-party health benefits insurance coverage

## Helpful Questions for Your Provider

?

What is the most likely cause of my symptoms?

?

Are there other causes for my symptom?

?

Do I need any tests to confirm the diagnosis?

?

Is my condition temporary or chronic?

?

What treatments are available, and which do you recommend?

?

Should I see a specialist? If so, who do you recommend?

?

How do I manage my symptoms along with my other health conditions?

?

Are there restrictions I need to follow, such as avoiding certain activities or foods?

?

Is there patient information about my symptoms and/or diagnosis printed or online?

Grand Bend Site

Reception & Appointments: 519-238-2362

Chief Executive Officer, Chris Harris: .....x283

Community Dietitian, Susan Bird: .....x298

Data & Information Technology Lead, Ken Mungar: .....x244

Diabetes Education Program Reception: .....x242

Director of Primary Care & Chronic Diseases, Tara Oke: .....x220

Executive Assistant, Christine Bregman: .....x210

Finance Coordinator, Carol Cressman: .....x232

Health Promotion Community Planning & Facilities Coordinator,  
Cindy Maxfield: .....x231

Health Promoter & Community Dietitian, Miranda Burgess: .....x222

Kinesiologist, Julie Datars: .....x243

Maintenance Lead, Dave Grainger: .....x227

Occupational Therapist, Kate Mason: .....x241

Physiotherapy Reception: .....x236

Primary Care Coordinator, Paige Baltessen: .....x216

Respiratory Therapist, Peter Morrissey: .....x284

Social Workers: .....x285 | x230 | x223

System Navigator: .....x216

Hensall Site

Reception & Appointments: 519-262-3140

Diabetes Educator, Tyla Harrigan: .....x297

Physiotherapist, Ian McCrae: .....x238

Community Dietitian, Susan Bird: .....x298



# MISSION, VISION, VALUES & STRATEGIC DIRECTIONS

**Mission:** Empower the health and well-being of the people in our communities together

**Vision:** Health and wellbeing for all

## Values

**People-Centred:** Individuals are empowered to be in control of their health.

**Respect and Inclusion:** In our work and service delivery

**Compassionate Care:** For the whole person-physical, mental, and social wellbeing.

**Interconnectedness:** Building connections at all levels to provide comprehensive care.

**Integrity and Responsibility:** Accountable for what we say and do.

## Strategic Directions

1. Optimize Team-Based Care
2. Strengthen and Grow Partnerships
3. Invest in the Team, Facilities, and Resources



 Grand Bend Area  
Community Health Centre

## JOIN OUR TEAM

If our vision, mission and values speak to you,  
please consider joining the team of 45+ people  
working across two sites and in the community.

SEE EMPLOYMENT  
OPPORTUNITIES AT  
[GBACHC.CA/CAREERS](http://GBACHC.CA/CAREERS)



The Grand Bend Area Community Health Centre is a member of the Alliance for Healthier Communities (Alliance). The Alliance is an organization and a movement. It lobbies for healthier people and communities and a more sustainable Ontario health care system. The Alliance and its members, including the GBACHC, believe that health is the state of the best possible physical, mental, social, and spiritual wellbeing. For more information, visit [www.AllianceOn.org](http://www.AllianceOn.org)



The GBACHC Board of Directors has also endorsed the Alliance’s Health Equity Charter and is committed to reviewing the progress of implementing the charter annually.

## VIRTUAL BY VIDEO CALL OR PHONE

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## IN PERSON



You have **OPTIONS** for your care

Most people infected with COVID-19 will experience mild to moderate respiratory illness and recover without special treatment. However, some will become seriously ill and require medical attention. Older people and those with underlying medical conditions like cardiovascular disease, diabetes, chronic respiratory disease, or cancer are more likely to develop severe illness, but anyone can get sick with COVID-19.

The GBACHC recommends that people continue to be vigilant about possible exposure to COVID-19. Masks are required at the GBACHC in exam rooms and if an individual has cold or flu symptoms. Vaccination for COVID-19 is available to everyone in the community.

## PATIENT/CLIENT RELATIONS



The GBACHC encourages a partnership between patients/clients and their healthcare providers. Patient/Client concerns are treated with courtesy and respect, and feedback is treated confidentially to uphold the privacy of everyone involved. Feedback may be given at 519-238-2362 x283, [clientrelations@gbchc.com](mailto:clientrelations@gbchc.com) or <https://gbachc.ca/patient-care/responsibilities-satisfaction>.

The GBACHC follows the Personal Health Information Protection Act, 2004 (PHIPA), and the organization's privacy statement aligns with the privacy practices recommended by the Alliance for Healthier Communities. Personal health information is stored in an electronic medical record in accordance with PHIPA. Patients/Clients may request access to their personal health information by contacting the GBACHC Privacy Officer, **Chris Harris**, at 519-238-2362 x283.



# PRIMARY CARE

The primary care team consists of six family physicians and five nurse practitioners supported by registered practical nurses, a system navigator and medical office assistants. Diagnostic services include twice-daily lab courier, spirometry, ambulatory blood pressure monitoring, cardiac event recording, and stress testing. The team regularly welcomes students to provide work placements and learning opportunities.

Residents from the Grand Bend and Hensall areas may request a family physician at [gbachc.ca/patient-care/primary-care/#application](http://gbachc.ca/patient-care/primary-care/#application)





Healthcare system navigation is provided by a registered practical nurse and a clinical care coordinator who work to find the proper healthcare support for complex patients.

### BLOOD DRAWS



Blood draws are available daily at the Grand Bend site to everyone in the community – a requisition and an appointment are required.

# INTERPROFESSIONAL HEALTH SERVICES

Interprofessional health services (formerly known as allied health services) are available to everyone in the community; it's not required to have a primary care provider at the GBACHC. To request the following services, call 519-238-2362 or complete a self-referral form at GBACHC.ca.

## DIETICIAN SERVICES



Registered dietitians at the GBACHC provide tailored diet, food and nutrition advice to patients/clients. Dietitians believe in the power of food to improve health conditions, including bowel concerns, food allergies and intolerances, high blood pressure, cholesterol management, eating disorders and weight management.

## KINESIOLOGY

The GBACHC's kinesiologist works with patients/clients on overall health performance, injury management, and disability. Individualized exercise plans are developed to manage pain, increase strength and endurance, and improve balance and flexibility.







The occupational therapist (OT) at the GBACHC works with patients/clients to complete a home safety assessment and advises them on fall prevention, safe return from the hospital, and strategies to regain or maintain independence. The OT also administers cognitive assessments and provides strategies to improve brain function.

## PELVIC FLOOR PHYSIOTHERAPY



Pelvic health physiotherapy is an evidence-based treatment for common conditions within the pelvis, such as incontinence, pelvic organ prolapse, and pelvic pain. Contact physiotherapist Nicole Pasut at x282 for an assessment.

## PHYSIOTHERAPY



Physiotherapy is offered at the Grand Bend and Hensall sites. The GBACHC's physiotherapists see patients/clients who do not have private health benefits. The clinical goal is to return the patient/client to their optimal level of physical function.

## RESPIRATORY THERAPY



The GBACHC's registered respiratory therapist (RRT) monitors, assesses, and treats patients/clients with shortness of breath. The RRT teaches proper breathing techniques and inhaler use and offers smoking cessation counselling. Recommendations are also given for managing chronic obstructive pulmonary disease and other lung conditions and using associated medications.



Social workers develop, implement, and assess programs to address social issues. The GBACHC social workers are registered with the Ontario College of Social Workers. Using a health equity lens, they work with partner social service agencies to assist patients/clients dealing with domestic violence, poverty, child and senior abuse, addictions and mental health, and homelessness.

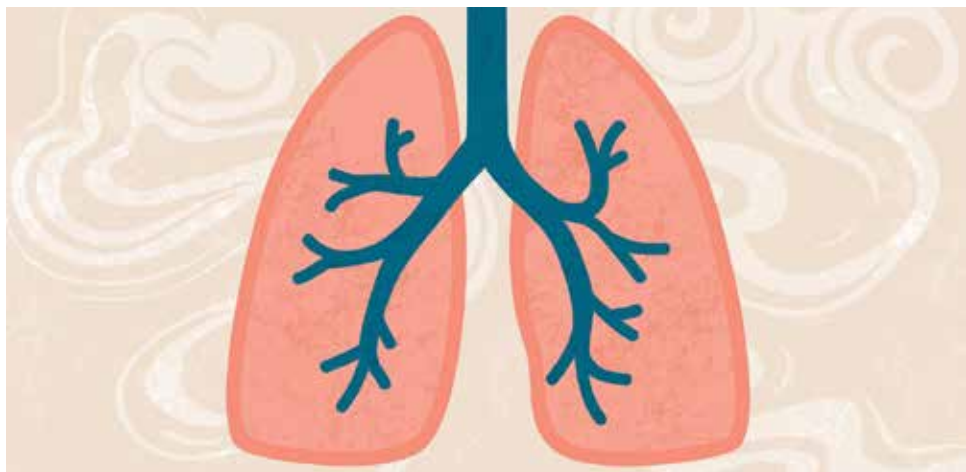
## HEALTH PROMOTION & COMMUNITY DEVELOPMENT

Health promoters empower people to improve their health and quality of life and assist communities by developing and implementing social wellbeing programs. They bring partners from all sectors together to address economic, social, and environmental issues. In 2023, health promoters will implement a social prescribing program.

## TEAM-BASED CHRONIC DISEASE CARE

The GBACHC's chronic disease teams and programs use evidence-based strategies to assist patients/clients in managing their health condition(s) and improving their quality of life. In most cases, everyone in the community may self-refer to participate in the team-based care described below.

## BETTER BREATHING TEAM



Patients/Clients diagnosed with chronic obstructive pulmonary, asthma, pulmonary fibrosis, or other chronic lung impairments may be seen by the Better Breathing team. The team works with patients/clients to self-manage their lung condition through education and exercise programs to prevent flare-ups, decrease the risk of hospital admission, and increase quality of life.

## CARDIAC REHABILITATION TEAM



The cardiac rehabilitation team consists of a nurse practitioner, registered kinesiologist, social worker, and a registered dietician. Each practitioner provides an individualized plan to maximize overall quality of life and minimize cardiac risk factors and symptoms by providing education for self-management. A physician referral is required for this team.





The twice-weekly functional fitness program is designed for people with limited mobility, new to exercise, or who face chronic health conditions. The GBACHC's registered kinesiologist assesses participants before entry into the program, which includes strength, flexibility, and balance training.

### **DIABETES EDUCATION TEAM**



The diabetes education team consists of certified diabetes educators, including registered dietitians and a registered nurse. The program, offered at the Grand Bend and Hensall sites, includes education on how to self-manage diabetes and prevent or delay complications. Topics discussed in the program include blood sugar control, nutrition, medication, activity, and foot care.

# PERSISTENT PAIN MANAGEMENT PROGRAM

Program facilitators teach mindfulness skills and other strategies to cope with persistent pain. Topics include the science of pain, the benefits of mindfulness, nutrition and pain, and better sleep.

## SOCIAL PRESCRIBING



Social prescribing aims to strengthen a person’s community connections to reduce social isolation. A GBACHC primary care and interprofessional health service provider may prescribe an appointment with a social prescribing connector. The connector then works with the person to find an existing community activity that matches their interests. Social prescriptions include educational classes, art and culture engagement, peer-run social groups and nature-based activities. Self-referrals are accepted.

**Call 519-238-2362 x 231 for more information.**



## STOP SMOKING CESSATION PROGRAM

The STOP program provides counselling support and nicotine replacement therapy using a patch, gum, inhaler, or lozenge and mouth spray at no cost to the patient/client.



“Health promotion is the process of enabling people to increase control over, and to improve their health.”—The World Health Organization.

The GBACHC health promoters empower people and the community to improve their health and quality of life through group education, community wellness assessments, community development projects, and advocacy campaigns.

Unless otherwise noted, the programs described below are open to everyone in the community and the Grand Bend site. **For more information, contact Cindy Maxfield at [cmaxfield@gbchc.com](mailto:cmaxfield@gbchc.com) or 519-238-2362 x231. Preregistration is required for most programs.**

# CARDIO AND STRENGTH EXERCISE PROGRAMS



Free higher-intensity, year-round program on Tuesday and Thursday evenings, 6-6:45 pm Saturday mornings from 10-10:45

## GENTLE EXERCISE PROGRAM

Free program on Monday and Thursday mornings at 11 am September to May for people new to exercise or with physical limitations. Exercises are performed using a chair or the wall for support.







Free exercise programs facilitated by trained volunteers are offered in fall, winter, and spring in Grand Bend (Mondays and Thursdays, 8:45 and 10 am) and Port Franks (Tuesdays and Thursdays, 9 am). Programs include a warm-up, low-impact aerobics, strength work, and stretching.

### LINE DANCING



Free program that combines fun and exercise at the Port Franks Community Centre on Tuesday and Thursday mornings at 8:30 am. Cowboy hats are optional, and dry clean shoes are required.

## ASSISTIVE DEVICES AND GRAB BAR PROGRAM

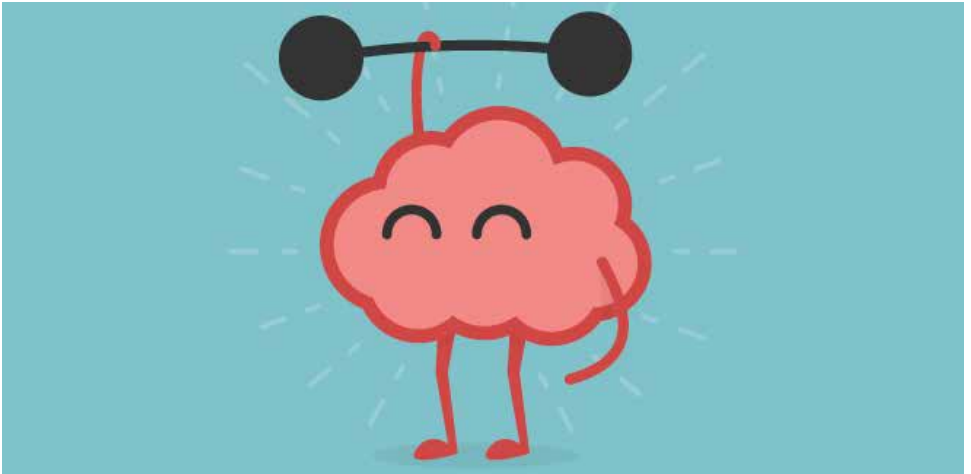


The GBACHC occupational therapist (OT) is a Ministry of Health (MOH) assistive devices program authorizer. Following a home safety assessment, the OT assists with obtaining appropriate mobility devices funded by the MOH. The grab bar program is a fall-prevention initiative that provides funding for installing grab bars in the home. **Call 519-238-2362 x 241 for more information.**

## ALZHEIMER'S CAREGIVER SUPPORT GROUP



A First Link® Family Support Counsellor provides caregivers with education and strategies to support caregivers caring for a person with dementia. First Monday of the month at 1:30 pm. **Call 519-482-1482 or 1-800-561-5012 for more information.**

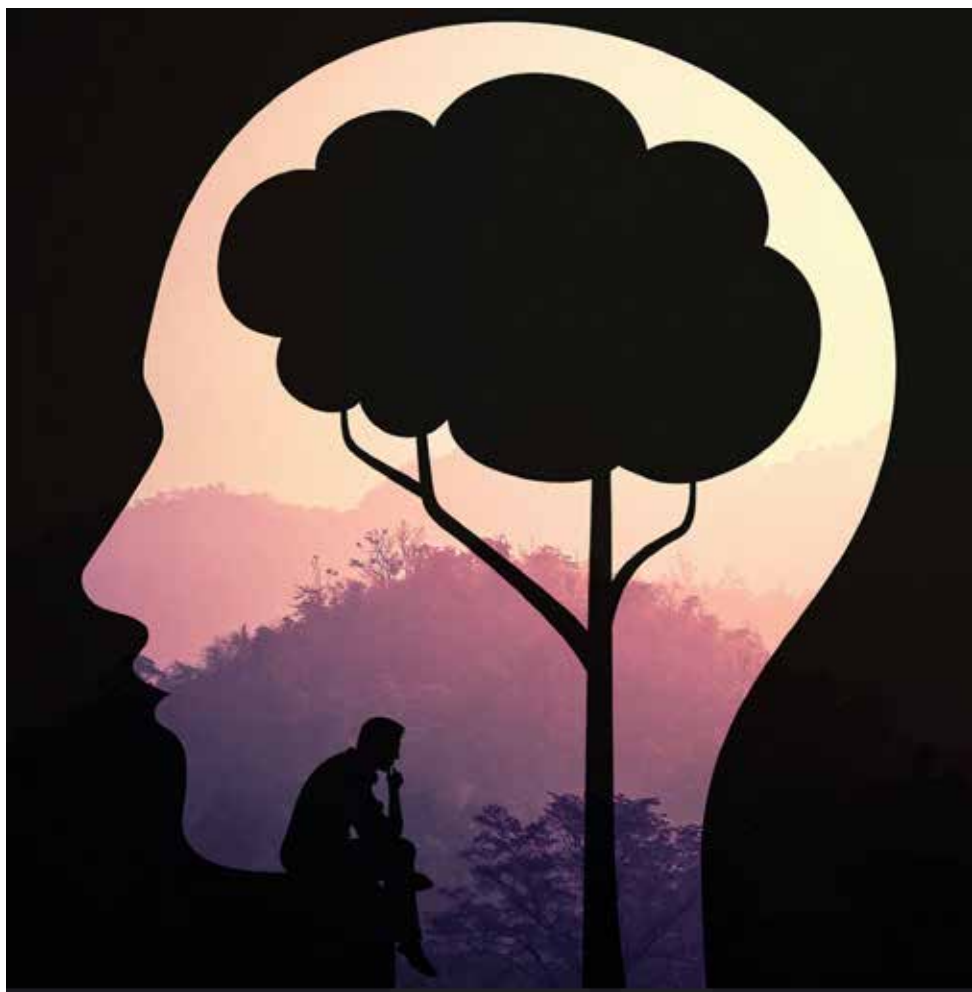


Everyone can attend monthly Living Well sessions on the third Thursday. Sessions cover various timely health topics, including brain and heart health, cooking and nutrition, mental health, and healthcare system navigation. **Call 519-238-2362 x241 for more information and to register for sessions.**

### COOKING PROGRAMS



Fun, hands-on cooking programs are offered throughout the year, including *Adventures in Cooking* for children and youth and *Come Cook with Us* for adults. Contact Miranda Burgess, Community Dietitian, at **519-238-2362 x222 for more information.**



All are welcome to explore the theoretical foundations of mindfulness through group interaction, mindfulness exercises, and simply feeling calmer in mind and body. **Call 519-238-2362 x223 for more information and program dates.**





Working with the Parkinson's Society of Southwestern Ontario, this group provides education and the opportunity to network with others in the community experiencing the disease. The group meets in person on the last Monday of every month, and everyone, including newcomers, are welcome. Call the GBACHC occupational therapist at 519-238-2362 x241 to register

### POWERFUL TOOLS FOR CAREGIVERS PROGRAM

# Powerful Tools **FOR** Caregivers

Being a caregiver can be stressful. Powerful Tools for Caregivers is an interactive, FREE, in-person, six-week educational workshop series where participants learn about the following: reducing stress, communicating complicated feelings, increasing the ability to make tough decisions, and taking care of oneself. For more information and program dates, call 519-238-2362 x241.

## BONE HEALTH AND BALANCE

This free five-week program is run by an occupational therapist and is designed to improve balance and strength to avoid falls and maintain independence. The program also includes an educational component on how to keep bones healthy. **For more information and program dates, call 519-238-2362 x241**

## PARTNER PROGRAMS AND SERVICES

The GBACHC partners with multiple agencies to deliver healthcare services to residents.

## ONE CARE HOME AND COMMUNITY SUPPORT SERVICES



ONE CARE offers a wide range of essential services to improve quality of life for seniors and older adults with health challenges and caregiver relief. For the most up-to-date information about the services offered in Grand Bend, **call 1-877-502-8277.**

## CMHA HURON PERTH ADDICTION AND MENTAL HEALTH SERVICES



**Canadian Mental  
Health Association**

**Huron Perth Addiction and Mental Health Services**

Canadian Mental Health Association (CMHA), Huron Perth Addiction and Mental Health Services offers appointments at the GBACHC's Grand Bend and Hensall sites for mental health and addictions services, including addiction counselling for youth and adults, mental health case management, peer support, court support, counselling for problem gambling and behavioural change, supportive housing, community withdrawal management and more. **Self-referrals are welcome by calling 1-877-218-0077.**

## COMMUNITY PARTNERSHIPS AND RESOURCES

The rural healthcare system relies on partnerships to ensure high-quality services and support are available close to home. A Board of Directors governs the GBACHC and has established community partnerships with the organizations listed below

### BOARD OF DIRECTORS



The GBACHC is a not-for-profit organization governed by a volunteer board of directors (Board) comprised of members from the local community. The Board and its committees provide a mechanism to represent and be responsive to community healthcare and well-being needs.

Anyone 18 or older who resides or works in the Grand Bend or Hensall areas and supports the GBACHC's mission and values is eligible for a Board position.

The Board meets several times per year and convenes three committees, which meet quarterly to review staff reports and make recommendations to the Board. The committees are as follows:

1. **Governance Committee:** maintains the Board policy manual, reviews and makes recommendations on corporate membership and Board applicants, and oversees Board development and education.
2. **Resource Committee:** advises the Board on policy matters related to finance, human resources, and facilities.
3. **Quality Utilization and Risk Committee:** reports to the Board on quality for patients/clients, staff, volunteers, and visitor safety, and matters of utilization and risk.



The Grand Bend Area Health Services Foundation (GBAHSF) raises capital funds for the GBACHC. As the Ministry of Health does not fully fund capital costs for facilities like hospitals and the GBACHC, the foundation model was adopted in 2001 to close the funding gap. Funds raised by the GBAHSF are used for capitalized purchases, including additional land in 2008, an electronic medical record system in 2012, and, more recently, an evergreen technology solution.

## COMMUNITY ADVISORY COUNCIL



The GBACHC Community Advisory Council is a patient/client and family advisory council made up of patients/clients, caregivers, healthcare providers, and community members. The CAC provides feedback and recommendations on matters influencing patients/clients and program participants.

**Call 519-238-2362 x220 to learn how to join the CAC.**





The We Can Help Fund was established to provide an urgent, one-time financial gift to any community member facing financial hardship. Fund requests are directed to the GBACHC's social workers, who work with individuals to determine the best way to help them find sustainable financial solutions.

The Rotary Club of Grand Bend founded the fund. Donations are now received from local churches, community groups, benevolence societies, and individuals. **Donations are welcome anytime by calling 519-238-2362 x283.**

On behalf of the people who have been helped by the We Can Help Fund, thank you so very much for your kindness and generosity!



The Huron Health System (HHS) comprises Alexandra Marine & General Hospital in Goderich and the South Huron Hospital Association in Exeter. The HHS provides acute care to people living in Huron County and beyond. The hospitals have over 360 employees, 30 doctors and specialists, and 200 volunteers. There are generally 30,000 emergency room visits and 19,000 patient days every year.

Recently, the HHS launched a new strategic plan to guide the hospitals into the future. Healthcare is changing fast, and the hospital system is facing new challenges. To address this, the HHS has started working on a master plan to help them make decisions based on the province's system capacity, government objectives, and available resources. The plan will involve a significant investment and collaboration with the Ministry of Health to determine whether to build or renovate the existing buildings.

## HURON PERTH AREA ONTARIO HEALTH TEAM



Ontario Health Teams (OHTs) work together to provide people with seamless healthcare by bringing healthcare providers together. These teams have a shared goal of creating a unified patient story, record, and care plan that all healthcare providers can access.

The Huron Perth Area Ontario Health Team, including the Grand Bend Area Community Health Centre, has over sixty healthcare partners working towards a sustainable, patient-centred system prioritizing positive patient experiences.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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patientdirectory.ca

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[HuronShoresAreaTransit.ca](http://HuronShoresAreaTransit.ca)

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Grand Bend Area  
Community Health Centre