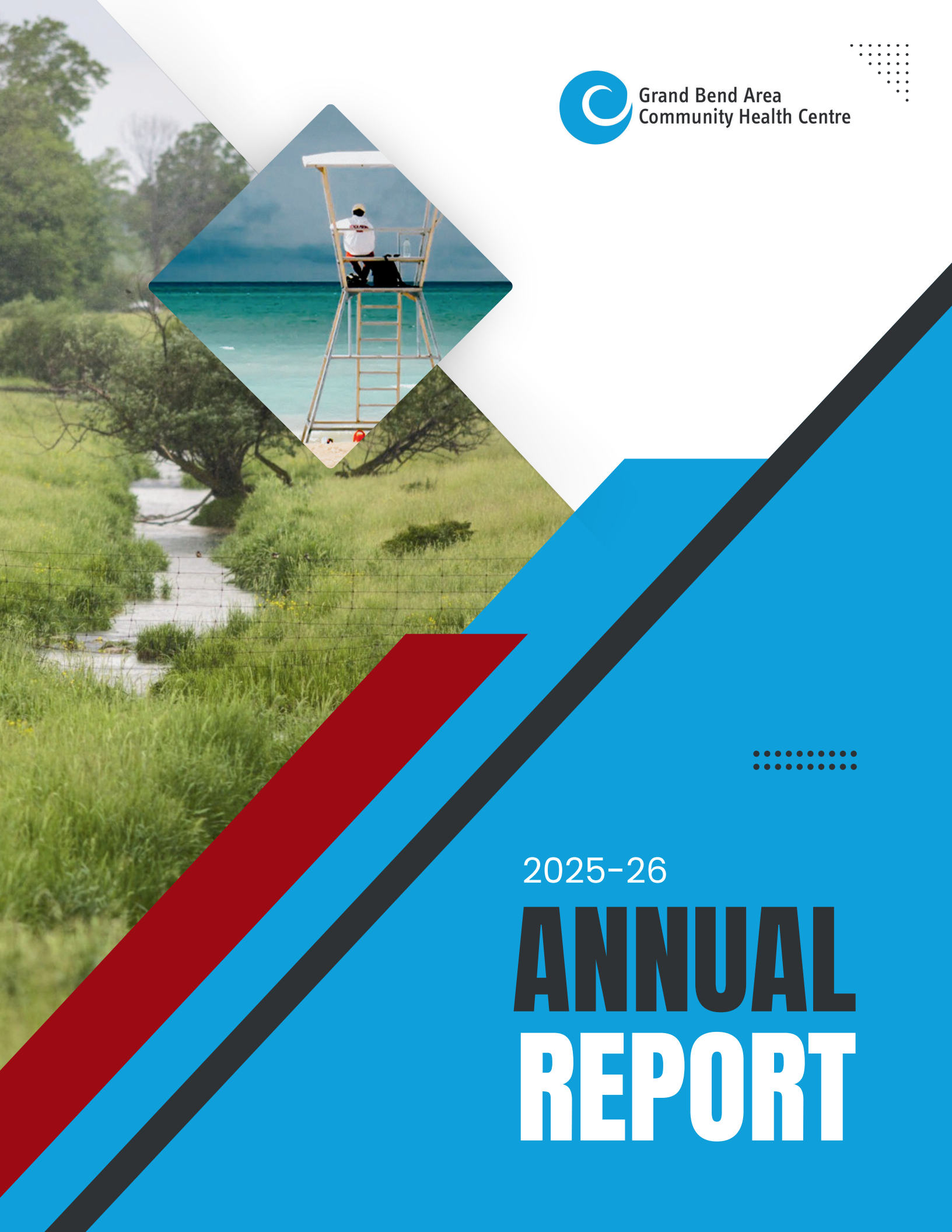




Grand Bend Area
Community Health Centre



2025-26

ANNUAL REPORT

BOARD CHAIR & CEO MESSAGE

This past year has marked one of the most significant and transformative periods in the 21-year history of the Grand Bend Area Community Health Centre. What we have achieved together reflects far more than organizational growth—it represents a meaningful evolution in how primary care is delivered within our community. Through innovation, collaboration, quality improvement initiatives, and the thoughtful integration of emerging technologies, including artificial intelligence (AI), we are modernizing care delivery to better meet the complex and growing needs of patients and families.

With the successful securing of close to \$2M in new funding over the past two years, the organization has been entrusted with both an extraordinary opportunity and a profound responsibility: to expand access to comprehensive team-based primary care for residents who have gone too long without a family doctor or nurse practitioner. This investment represents more than funding—it represents hope, access, and a renewed commitment to ensuring that Grand Bend and area residents can receive timely, equitable, and high-quality care close to home.

At the time of this report (May 2026), with our local primary care partners, we have attached more than 1500 patients to primary care. To support this expansion, we have welcomed new physicians, nurse practitioners, and interprofessional health providers to our team. Further, through this expansion, we have improved our operating infrastructure by creating new examination rooms and purchasing new equipment (e.g., point-of-care ultrasound, stretchers, and Information technology).

A Message to Our Patients

Our patients remain at the heart of everything we do. Your trust in our team, your lived experiences, your feedback, and your ongoing partnership continue to shape and strengthen the care we provide each and every day. We are deeply grateful for the confidence you place in us and remain committed to delivering compassionate, accessible, and high-quality team-based care that responds to the evolving needs of our community.

Recognizing Our Staff

Our staff are the foundation of our success. During a time of significant system pressure, rapid change, and growing demand for primary care services, our team has continued to lead with professionalism, compassion, resilience, and an unwavering commitment to team-based care. Staff have demonstrated remarkable adaptability and change management skills as the organization has evolved and expanded access to care for the community. Their ability to embrace new processes, support innovation, and remain focused on patient care during periods of transformation has been exceptional.

It is because of the dedication and collaborative spirit of our staff that more of our neighbours now have access to a family doctor or nurse practitioner and comprehensive team-based primary care.



CONTINUED...

Community Advisory Committee

Thank you to the members of the Community Advisory Committee (CAC) for their important role in informing the Board and the leadership team on patient experience and community engagement. Their welcoming Coffee Corners continue to create meaningful opportunities for connection and conversation with patients and community members. This year, the CAC also hosted several pop-up blood pressure clinics, helping to identify Grand Bend and area residents who may be experiencing blood pressure-related health concerns.

Leadership and Vision

The Board extends its sincere appreciation to the Executive Leadership Team and our CEO, Ralph Ganter, for their exceptional leadership, vision, and unwavering commitment during this significant period of growth and transformation. Through thoughtful leadership, collaboration, and a strong focus on innovation and health equity, they have continued to advance the organization’s mission while strengthening access to high-quality, team-based primary care for Grand Bend and area residents. Their dedication, professionalism, and ability to lead through change have positioned the organization for continued success and long-term impact within the community.

Board of Directors

Thank you to our dedicated Board members for their leadership, governance, and ongoing commitment to the health and well-being of Grand Bend and area residents. Throughout the year, the Board has provided thoughtful oversight, strategic direction, and strong advocacy in support of accessible, team-based primary care and health equity initiatives. Their volunteer commitment, collaborative spirit, and focus on the future of community health care continue to strengthen the organization’s work and the communities we serve.

Looking Ahead

Our priorities remain clear: expanding access to care, supporting our dedicated staff, advancing strategic partnerships, and advancing innovative models of primary care delivery to improve the health and well-being of Grand Bend and area residents.

With gratitude,

Marg Alfieri, Board Chair 2024-2026
Dr. Ralph Ganter, CEO 2024-ongoing

2025-26 Board of Directors

Board Chair: Marg Alfieri

Vice Chair & QUR Committee Chair: Kris Bailey

Secretary & Governance Committee Chair: April Rietdyk

Treasurer & Resource Committee Chair: Sherry Seelen

Directors

Carl Belke, Irene Hall,
Sherin Mathew, Richard Pileski
Saverio Rinaldi, Dan Sageman
Julie Teskey, Christine Wilde



CONNECTION & RESULTS

COMMUNITY ADVISORY COUNCIL REPORT

The Community Advisory Council (CAC) continued to serve as a vital voice for the GBACHC, supporting patient engagement, organizational planning, health promotion, and community connection.

CAC members gathered feedback through Coffee Corner activities in Grand Bend and Hensall, with patients highlighting friendly staff, effective Nurse Practitioner care, and convenient access.

The CAC was active in community outreach and health promotion, planning blood pressure and Cool Aid/MedFacts initiatives, Senior Education Days, and participating in the Hensall Open House. Members also monitored future opportunities related to accessibility, caregiver supports, and mental health education.

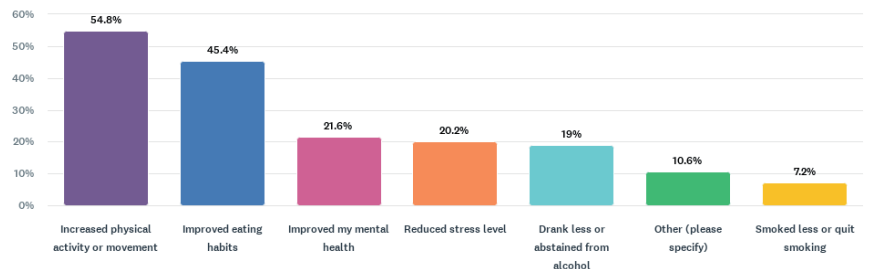
Community partnership was a strong theme, with discussion of the Grand Bend Food Pantry, food insecurity, and grocery partnerships. The CAC supported staff through appreciation activities and welcomed new providers.

The CAC recognized the contributions of retiring members Diane Parker and Doreen McHarg while benefiting from ongoing volunteer commitment. Overall, the CAC remained an engaged advisory body focused on access, equity, patient experience, and community connection.

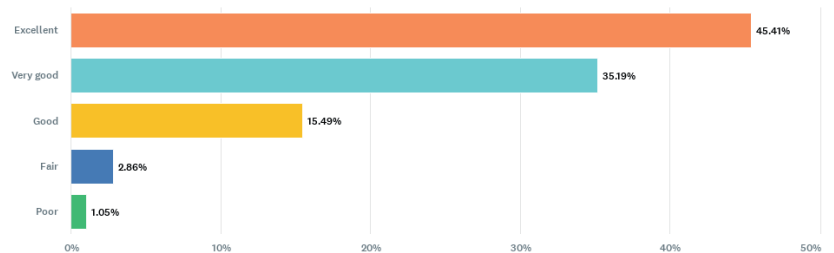


FROM THE PATIENT/CLIENT SATISFACTION SURVEY

In the past year, have you done any of the following as a result of a program or service received at the Grand Bend Area Community Health Centre? (Select all that apply.)



Please rate your overall experience in accessing services and/or programs at the Grand Bend Area Community Health Centre?



THE TOP three

Things we're doing well

- Friendly and caring staff
- Timely and accessible services
- Variety of programs and services

Things that need improvement

- Increase physician availability
- Expand services and hours
- Improve communication

