

## **Chairman's Report to the Membership – AGM – December 8, 2020**

**This report will cover activities since the last AGM, held October 29, 2019.**

**The Directors, elected that evening, have had a rather odd year operating as a Board. We had two board meetings prior to March when due to Covid, our meeting format went virtual as a precautionary measure to reduce risk to the members and to restrict extracurricular activity within the Centre such as use of the conference room by other than staff.**

**The first and most obvious impact on the Centre beyond the protocols put into place to address Covid by the Practice, was the necessity to abandon the two major fund raising events being planned for 2020 and putting our Wilton Cheese ordering schedule on hold.**

**In spite of our fundraising being pre-empted, we have been the beneficiaries of some very generous financial support over the year that has significantly assisted in filling that gap. Most have been individual donors but I do wish to mention that the Lansdowne Masonic Lodge, while having their own activities pre-empted by Covid, made another financial donation to the Centre.**

**At the time of our last AGM, we were in the process of assessing the capacity of our generator to meet demand for the expanded facility. The existing generator was deemed too small to offer sufficient back-up power in event of an outage and we agreed to proceed with replacement. The project was complicated by the need to relocate the generator and propane lines plus accommodate a much larger propane tank. As a result of unforeseen obstacles, the cost went over budget but we were able to use contingency funds to address the overage. We now have a system that can keep the power on throughout the facility including the pharmacy, without being over extended.**

**Other capital expenditures and improvements during 2020 have included lighting and air flow efficiencies in the pharmacy; additional window upgrades in the south wing; repairs and restoration of the south entrance walkway and the**

iron railings; improvements to the grounds for both enhanced curb appeal and reduced grounds maintenance.

Our biggest success story in 2020 has been finding Dr. Karoon Samikian to join the Practice... or perhaps she found us... Either way, it has been a delightful outcome to our recruitment endeavours. Dr. Samikian was ready to step into her role with the Centre as Dr. Comeau completed her two year commitment. The transition was seamless despite the unique circumstances in which they have taken place. Dr. Samikian has joined us during the corona virus pandemic while practicing family medicine has taken on many new forms. She has been getting to know her patients, often initially by chart review and phone consultations. We thank her, as we do all of our practitioners and staff, for the way they have adapted and adjusted to keep the clinic open and safe.

During this past year, we have also seen the change in our Nurse Practitioner support, going from one full-time to two part-time Nurse Practitioners, employed by the Upper Canada Family Health Team. Change is always a challenge but the transition has gone smoothly. We are very fortunate to have both Phoebe Collard and Tatanya Abrams, providing patient care at the Centre.

It has been an additional benefit during this time of Covid to have the ability for the practitioners and staff to break into two teams, working alternately at the Centre. This offers an extra level of protection should there be an exposure at the facility. Not all staff and practitioners would be on site at the time. We thank everyone on the front line at the Centre for their continued dedication to patient care and acknowledge that this is a stressful time to be doing what you do. We appreciate you.

As another year has passed, it continues to be a pleasure and a privilege to work with this Board of Directors. They remain focused on what is best for the Centre and the community we serve.

Respectfully submitted,  
Heather Cross,  
President/Chair 2012-2020