

Presentation Request Form

Please complete this form for a presentation request. Any written submissions and background information for consideration by Committee or Council must be submitted to the Clerk's office 14 days prior to the requested meeting.

Information is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act. Questions about the collection of personal information should be directed to the Clerk at 519-925-2600.

What is your first name? *

What is your last name? *

What is your phone number? *

What is your address? *

What is your email address? *

Which Council meeting would you like to attend? *

 

Please state the purpose of your presentation request (state your position taken on issue, if applicable) *

See below email that was sent on October 21, 2024. Drs Gill and Caruso will also be present.

After more than 5 years of caring for patients at 712 Main Street East in Shelburne and over 12 years after moving my practice from Orangeville to Shelburne, I regret to inform you that we are now actively looking for alternative clinic locations outside of the town of Shelburne. Dr. Sonya Caruso, Dr. Natasha Gill and myself have more than 3,600 patients between us and they will all be affected by this transition. Given the historical and positive changes that we have made to the health care of this community we are disappointed that it has come to this decision.

After our last meeting in July we made no progress in finding alternative clinic space or negotiating with the new landlord who has refused all forms of communication with us. The new landlord has refused our offers to purchase the building. We were sent an email communication from his lawyer on October 10th stating that he does not recognize the lease that we held with the previous landlord who now has a warrant for his arrest. We have received notice that he is increasing our rent by over \$8 a square foot the first year and if we do not agree and sign his lease then he will evict us by December 31, 2024. Our options are to spend more in legal bills (we are now well over \$100,000 between us) or move. We have already invested over \$200,000 of our own dollars in lease hold improvements.. This is an investment into the community that we will never get back, nor were we expecting to.

We can not and will not continue the path of investing any more of our own funds into this clinic that ultimately enriches a known fraudulent business owner while we await a delinquent legal system to support the patients and community of Shelburne.

As a last effort we request to make an urgent delegation at Town Council. We have less than 9-weeks to find alternative clinic space in the community and are trying to avoid personally financing more leasehold improvements. Failing this we will be notifying our patients and staff that we will be leaving the Shelburne community, one that you report as one of the fastest growing communities in the province.

We hope that we can find a solution with your support to continue to provide care to this community.

Personal information contained on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act. This sheet and any additional information provided will be placed on the Council agenda. The agenda is a public document and forms part of the permanent public record. Questions about this collection should be directed to the Clerk at 519-925-2600

Town Hall
203 Main Street East
Shelburne, ON L9V 3K7

Thank-You Amy Catania for completing this delegation request.

We will respond within the next 24-48 business hours.

Briefing Note

Attendees: Dr. Amy Catania and Dr. Sonya Caruso
 David Egbert of Shelburne Physiotherapy Centre
 Representatives from the Town of Shelburne and Dufferin County
 MPP, Deputy Premier and Minister of Health Sylvia Jones

Date: Friday July 19, 2024

Purpose

- Provide key updates to town, county and provincial leaders on the challenges of providing health care in the Town of Shelburne
- Review risks for local residents in the event of lack of resolution of current challenges
- Request support from our local leaders to enable our businesses to continue to provide ongoing care to the residents of Shelburne and Dufferin County

Background

- In 2018 planning began between Dr. Catania and David Egbert for the development of a comprehensive patient care model. Over the past 6 years, despite a global pandemic, many of the goals set out in the original business case have been achieved¹
- Current businesses residing at 712 Main Street include:
 - North Dufferin Wellness Centre Primary Care Clinic (Dr. Amy Catania, Dr. Natasha Gill and Dr. Sonya Caruso)
 - Shelburne Physiotherapy Centre (owner David Egbert)
 - Shelburne Family Pharmacy (owner Sanjay Lekhi)
 - Hear Right hearing clinic (owner Daren Jones and Albert Marshall)
- The following chart is a summary of the tenant's businesses. An estimated 30% of patients are part of our collaborative care model:

	Visits per Month	Employed Staff	Annual Payroll	Associated programs
North Dufferin Wellness Centre Primary Care Clinic	At least 800 patients per month seen; total rostered patients >3700	3 Staff Eg. Medical Admin, RPN	\$100,000	<ul style="list-style-type: none"> • Cradle to grave patient care; palliative care (in office and home visits); circumcision; small procedures; well woman care (IUDs, endometrial biopsy) • DAFHT counselling • Teaching site McMaster Postgraduate Medical Program • Pre-pandemic collaborative walk in with FTP and DCAFs
Shelburne Physiotherapy Centre ²	1000	18 (staff and contractors) Eg. Physio, RN, Admin, physio	\$520,000	<ul style="list-style-type: none"> • Teaching site (McMaster Physio, Georgian College, Centre Dufferin HS) • MOH Bundle of Care (joint replacement)

¹ Business Case – North Dufferin Wellness Centre 2018

² Shelburne Physiotherapy Centre 2023 Business Summary

North Dufferin Wellness Centre, 712 Main Street East, Shelburne

		assistant, Reg Kinesiologist, Support staff, Registered Massage Therapist		<ul style="list-style-type: none"> • DAFHT Physio Visit collaboration • DAFHT collaborative classes and research programs • MOH Physio (age >65yo or < 19yo, Post-op, ODSP) • GLAD OA knee and hip • GLAD OA low back • Osteoporosis Bone Fit
Shelburne Family Pharmacy	450	8 staff Eg. Pharmacist, Pharmacist Assistant	\$480,000	<ul style="list-style-type: none"> • Pharmacy assessments and prescription for minor ailments • Covid-19 and flu vaccination • Medication reviews • Smoking cessation • Opioid addiction treatment eg. Methadone dispensing • Compounding pharmacy
Hear Right Hearing Clinic	125	2 staff Eg. admin and audiologist)	\$80,000	<ul style="list-style-type: none"> • Hearing testing • Hearing aid dispensing • Ear wax removal • Industrial hearing testing

*DAFHT = Dufferin Area Family Health Team

*FTP = Family Transition Place

*DCAFs = Dufferin Child and Family Services

- Challenges began after the purchase of 712 Main Street from Dufferin Mutual by Loupen Inc in 2018. None of the promised repairs of the leaky roof, support for Diagnostic Imaging in the basement suite and expansion of the parking lot came to fruition. TMI (Taxes, Maintenance, Insurance) reconciliation was sporadic. Multiple offers to purchase the building were ignored. During this time the roof continued to leak, the elevator required ongoing repairs, HVAC stopped working and the exterior of the building had fallen into disrepair. The tenants began to act as building managers to ensure safety of those visiting the building and assumed the associated costs.
- The property was sold without knowledge of the tenants to Gurmeet Singh on April 1st, 2021. Despite attempts at communicating the ongoing building issues, the state of the building continued to worsen. Patients began to complain about the lack of snow removal and uncleanliness of the common spaces. A TMI reconciliation was requested in 2022 and tenants were provided with an excel spreadsheet with no back up documents. By spring 2022 birds were flying around the inside of the building and dead animals were being removed. The parking lot had many large potholes that were becoming dangerous. Due to lack of ongoing repair the elevator was at risk of being decommissioned and the Fire Chief threatened closure if vital tasks were not completed. As a result of the due diligence of the tenants, the building was able to stay functional and patient care continued.
- In January 2023 a notice was placed on the front door that the water bill had not been paid. This resulted in a request for a copy of the tax bill from the Town of Shelburne showing >\$30,000 in unpaid taxes. This is despite the tenants continuing to pay TMI monthly to the landlord. Other invoices were also found to be in arrears.
- In the spring of 2023, the tenants contacted a law firm and started a legal case against Gurmeet Singh. The case is still ongoing with over \$90,000 in legal fees to date. He has failed to attend

court, and this has delayed proceedings. Legal counsel believes that the building is part of a mortgage fraud scheme and is collaborating with other plaintiffs and their lawyers. Despite this there has been little accomplished. The bills are still unpaid (aside from the tax bill for which the court required the tenants to redirect their TMI to the Town of Shelburne). Notices of unpaid water bills and Enbridge bills continue to accumulate with threat of disconnection. The building continues to have maintenance issues with birds finding their way inside, hasty repairs to walls, mold on dry wall, potholes returning and garbage accumulating. The tenants have taken over some ongoing and necessary management to keep their business running.

- The case is still in court. Losses by tenants is estimated at >\$600,000. Gurmeet Singh was charged after he was found pouring gasoline on one of his properties. He was arrested and ordered to turn in his passport however he did not do this and is thought to no longer be in the province. He has not responded to any legal requests and has not attended recent court proceedings.
- The building was assumed by the mortgagees for power of sale in early 2024. This is despite tenant's reasonable offers to purchase at local market value. The building was sold again in May 2024 and contact with the new owner has been minimal. The tenants are working with a month-to-month lease and arbitration will likely be needed if the decision is to stay at 712 Main Street E.
- The repercussion of these property struggles are increased costs that the tenants have absorbed despite continuing to pay rent. Possibly more important for the community is reduced capacity to focus on innovating the model of care and expanding access and attachment to a broader population of Shelburne and area.

Options Being Considered

A. Continue to lease from new owner:

- Lease costs are expected to increase significantly
- It is expected that the new owner will pass down the costs of the building repairs to the tenants.
- Arbitration for a new lease will add to the legal costs already accrued.

B. Purchase the building:

- Numerous offers have already been made to the two previous owners and the new owner.
- The last offer was made on June 27, 2024, and was rejected. The price that they are seeking is well over the market value as well as documented purchase price of the building and does not consider the property repairs that are needed.
- The counter offer also required the tenants to take over the owner's corporation that was formed during the most recent sale of the property. This is not acceptable to the tenants.
- The ongoing mortgage costs at this purchase amount is prohibitive for the tenants without immediate full capacity of the building.

C. Move locations:

- There are currently no known locations in Shelburne that could accommodate all four businesses at one site, which is the base of the business model.
- The tenants have invested more than \$300,000 between them on the lease hold improvements at 712 Main St E. and would lose this investment if required to move.
- Further monetary investments would be required if a suitable site was found.

- The risk of moving is the potential abandonment of the model and move to new communities resulting in local resident travelling further for their health care needs.

Potential Areas of Support and Discussion

- Town of Shelburne and Dufferin County
 - Purchase of 712 Main St E is potentially cost prohibitive. The following could assist with bridging these costs:
 - MOU for outside building maintenance (eg. snow cleaning, grass cutting)
 - Forgiveness of taxes bearing in mind that the building is a health care facility
 - Town or County to rent out basement space to ensure stability of basement tenant
 - Write off past hydro bill +/- discount for future
 - Support signage for tenants in the building
 - Support for Diagnostic Imaging (DI) and/or lab services to reside in the building
 - Grant Application
 - Moving locations:
 - Moving supports
 - Forgiveness of taxes in the new location
 - Grant Application
- MPP Sylvia Jones
 - Advocate to the Attorney General for court case to be expedited
 - Support for licences (ultrasound, xray, lab etc)
 - Continued support to expand this model of integrated care in this hub (eg. Home care, mental health, lab, DI)
 - Grant Application eg. expansion of team-based care
 - Awareness and advocacy for local residents that are also local providers that have assumed these costs and burdens rather than focusing on clinic care