



Photo: SRCHC 2012

## South Riverdale Community Health Centre

# 2012-2013 Annual Report



Ontario's Community  
Health Centres  
Every One Matters.



*fundings support provided by*

**Ontario**

Toronto Central Local Health  
Integration Network

Disclaimer: Any views or opinions presented in this publication are solely those of the South Riverdale Community Health Centre and do not necessary represent the views or opinions of the Province of Ontario or the Toronto Central Local Health Integration Network (LHIN).

# Message from SRCHC Board President and Chief Executive Officer



## **This has been a year like every other one - busy and challenging!**

In 2011 we went out into the community and talked to you - our clients, community members, partners, neighbours, friends and supporters. Based upon feedback received, we were able to launch our new strategic directions in 2012, setting the course for the next few years. We committed to expanding our work in some areas and enhancing our work in other areas.

We set up a clinic in the City Adult Learning Centre, expanded the food market and trained peer support workers for our hepatitis-C and diabetes programs. We also continued tai chi classes and art initiatives, and increased the number of registered clinic patients. Equally important, we created a process which ensures evaluation, reflection and improvement in everything we do.

We know that many of the individuals we serve live with significant challenges. They may be newcomers settling into a new country or people living with mental health and substance use issues. Some people find themselves on the street or in unstable housing while others struggle with chronic health conditions; and many have limited access to resources needed to feed themselves and their families.

Despite these challenges, many people find their way to the programs and services we offer. At SRCHC, we know that health is not just about absence from disease, it is also about being engaged with others by: interacting, working together, helping one another and creating new relationships.

We continue to focus on building a healthy, connected community where everyone belongs, regardless of health, economic circumstances, language, the food we eat or the clothes we wear. It is this diversity that provides the richness of our community. Over the next year, as we have done for so many years, we will carry on our work of building a community of compassion, inclusion and sharing.

With new strategic directions to guide us, and a commitment to working together, listening to and respecting one another, we will continue our focus on individual and collective health. Next year promises to be as busy as the one just passed as we face the challenges we are confronted with - together.

Janine and Lynne

## **VISION**

*Empowered, healthy and thriving communities where everyone belongs.*





*Unless otherwise  
indicated photos by  
Fogel Photography*

#### **SRCHC BOARD OF DIRECTORS**

Standing left to right: Lynne Raskin (CEO), Victoria Bowman, Janine Luce, Cliff Ledwos, Kelly Murphy, Jill Barber, Karen O'Connor

Sitting left to right: Allen Flaming, Kelly Potvin, Laura Pascoe

Missing from photo: Joanna Carroll, David Willis, Wan Chin Cheong

# South Riverdale CHC is EVERYWHERE!

**135** staff and **100<sup>+</sup>** partnerships offered services to **12,000** unique clients.



**81,307** encounters occurred at **1** main site and **91** offsite locations.



## NP & SW Clinic at City Adult Learning Centre

(1 Danforth Ave location)

**469** encounters with  
clinicians & social workers

**142** unique students  
served

**11%** of students  
are new immigrants



## Post Gestational Diabetes Groups

(Thornclyffe and Crescent Town sites)

**431** clients attended **54** group sessions

**135** unique clients served

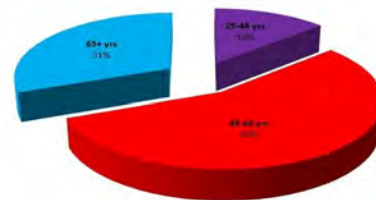
## Diabetes Education Community Network of East Toronto

(955 Queen St & other locations)

**7,363** encounters with  
dietitians, nurses & social worker

**1,466** unique clients served

**57%** diabetic clients are  
45 to 64 years old



## Ongoing Primary Care

(955 Queen St location)

**17,640** encounters

**2,280** unique clients served

**961** referrals were made to  
agencies & providers

## COUNTERfit Program

(955 Queen St & satellite locations)

**44,795** services were provided

**2,049** unique clients served

**374,500**  
supplies were  
distributed



# Financial Highlights

## Operating Revenue & Expenses

(period ended March 31, 2013)

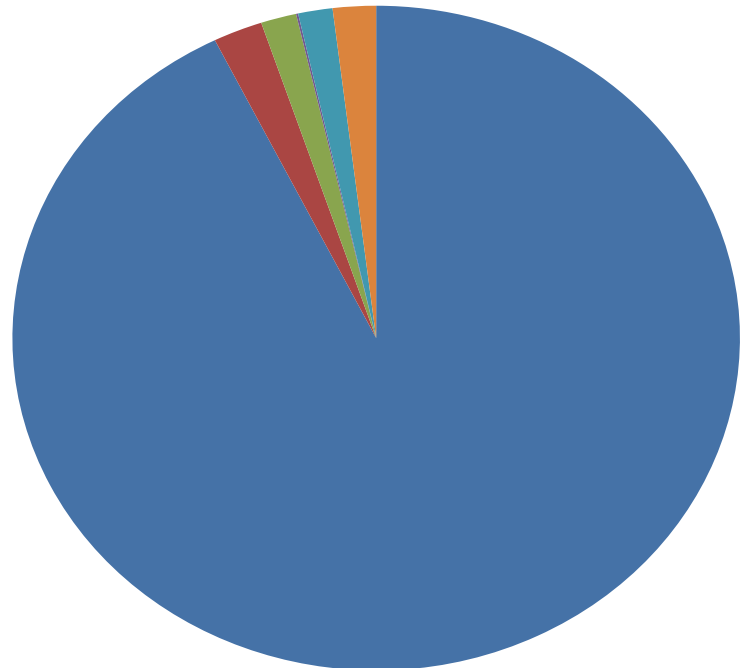
### REVENUE \$9,353,043

|   |             |
|---|-------------|
| Ministry of Health & Long Term Care<br>& Toronto Central LHIN (92.7%) | \$8,669,000 |
| Public Health Agency of Canada (2.2%)                                 | 205,250     |
| City of Toronto (1.6%)  | 148,049     |
| Human Resources Development Canada (0.1%)                             | 8,579       |
| Other (1.5%)  | 142,954     |
| Interest & rent (1.9%)  | 179,211     |

### EXPENSES \$9,353,043

|   |             |
|---|-------------|
| Salaries and employee benefits (73.4%)            | \$6,867,493 |
| Administrative & program support (8.5%)           | 795,777     |
| Building operations, furniture & equipment (5.9%) | 554,099     |
| Professional & contract services (12.2%)          | 1,135,674   |

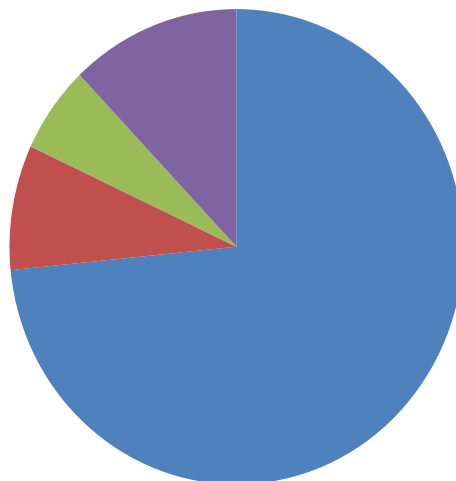
## REVENUE



- Ministry of Health & Long Term Care & Toronto Central LHIN (92.7%)
- Public Health Agency of Canada (2.2%)
- City of Toronto (1.6%)
- Human Resources Development Canada (0.1%)
- Other (1.5%)
- Interest & rent (1.9%)

## EXPENSES

- Salaries and employee benefits (73.4%)
- Administrative & program support (8.5%)
- Building operations, furniture & equipment (5.9%)
- Professional & contract services (12.2%)



*These summarized statements have been extracted from the South Riverdale Community Health Centre's audited financial statements for the year ended March 31, 2013. A copy of the complete financial statements prepared by Management and audited by the chartered accountancy firm of Deloitte LLP is available to any member of the public upon request.*



## Special Purpose Fund

South Riverdale Community Health Centre recognizes that one of its fundamental goals is to help build a healthy community, and that many different institutions and groups work to make our community healthy.

The **Grants for a Healthy Community Program** was created to provide support to and encourage initiatives that come directly from the community. This year South Riverdale Community Health Centre funded **three** grants from the Healthy Community Program.

### Healthy Community Program Grants:

|   |                |
|---|----------------|
| <b>Eastview Neighbourhood Community Centre</b><br><b>Blake Boulton Community Garden Restoration</b> | 1,000          |
| <b>Leslie Grove Community Garden</b><br><b>Community Food Garden Workshop Training</b>              | 1,000          |
| <b>Riverdale Food Working Group</b><br><b>Leftover Buyout Program</b>                               | 1,000          |
| <b>TOTAL</b>  | <b>\$3,000</b> |

using harmful chemicals and pesticides. Signs on how to use the three-bin compost system, and a series of workshops on composting, will be offered to our gardeners.

Secondly, we added a Native Species Pollinator Garden to be cared for communally. Currently, the community garden functions in an allotment style. In order to build a sense of community among the gardeners, we are developing this place for growing and sharing together. Another benefit is the opportunity to learn more about growing plants native to the region and the creation of a healthy ecosystem.

Finally, the garden restoration project will build raised bed gardens for each plot. This is important so that people with mobility challenges can grow their own food too. The project is run by community members with support from SRCHC. The garden's leadership committee is made up of three community members whose goal is to build community leaders. The garden project is also comprised

of 25-30 community members who look after individual garden plots each season.

### Leslie Grove Community Garden Community Food Garden Workshop Training

The goal of the Leslie Grove Community Garden (LGCC) is

to provide free and accessible space for community members who would otherwise not have access to grow healthy and organic food. An integral aspect of the garden would be to bring together community members through garden workshops and events to foster a more inclusive community feeling. The LGCC serves as a

### Eastview Neighbourhood Community Centre Blake Boulton Community Garden Restoration

On May 13, 2013, The Blake Boulton Community Garden Restoration Project held a Community Build Day, supported by over 50 community volunteers. We wanted to expand and enhance the existing community garden which is located next to Eastview Neighbourhood Community Centre. The garden started over ten years ago, giving residents a chance to grow their own food. But the garden was tired and needed rebuilding!

The project focused on three main additions. The first was the building of two compost systems. The new system allows gardeners to use food leftovers and garden waste in order to produce rich soil without



The Riverdale Good Food Market runs Tuesdays  
from 3-7 pm rain or shine

platform to reconnect people with their food and where it comes from.

The integration of a community garden in Leslieville / South Riverdale will promote healthy eating by providing easy access to healthy food. Individuals who have access to a community garden eat 25% more vegetables than those who don't. Our garden will get people out of their houses, increase their physical activity and help socialize individuals who might not have the chance to leave their homes often. The garden will be designed in such a way to be accessible to those in wheelchairs, as well for children and the elderly.

Our workshops will help residents grow food and develop urban gardening skills that they can take home with them. Workshop ideas will include but are not limited to: natural pest control, sub-irrigation planters, gardening in small spaces, seed saving, growing indoor sprouts, etc.

### Riverdale Food Working Group Leftover Buyout Program

The Riverdale Food Working Group (RFGW) is a community initiative that addresses food access issues in east Toronto's Riverdale neighbourhood. The Group consists of community members and organizational partners: the Ralph Thornton Community Centre, South Riverdale Community Health Centre, Mustard Seed and the Eastview Neighbourhood Community Centre.

In summer 2012, RFGW piloted the South Riverdale Good Food Market in partnership with FoodShare Toronto and Queen East Presbyterian Church. Good Food Markets are not-for-profit initiatives that provide high quality, locally sourced produce in Toronto communities where it is not otherwise readily available to residents. The produce is provided by FoodShare at cost, which allows for affordable prices. The South Riverdale Good Food Market was predominantly volunteer led, with a volunteer roster of 15 community members. The market had a successful first season with close to 100 visitors each week and overwhelmingly positive community feedback. Many returning customers shared that the market provided a convenient alternative source of fresh food. The market created a vibrant gathering space in the neighbourhood, with efforts made to engage shoppers with cooking demonstrations and children's activities. At the end of each weekly market, unsold produce supported a local food bank and two community kitchen cooking programs.



Staff and volunteers carefully weigh produce and sort items for sale at the Riverdale Good Food Market

Building on the success of the Good Food Market, the RFGW secured funds to expand the project in the spring of 2013 to two new markets in the neighbouring Riverside and Blake/Jones communities. Much like South Riverdale, these communities have a large number of low income residents, many of whom live in the neighbourhood's government housing buildings. The RFGW hired a Good Food Market Hub Animator to oversee the development of the three markets throughout the spring and summer. The new Good Food Markets will increase the availability of fresh, affordable food in these areas. We have also secured funds through SRCHC's Healthy Communities grants program that allows us to purchase unsold produce to support local food banks.

The South Riverdale Good Food Market had an exciting first year which had an impact on the South Riverdale community. One community member who was a shopper last year and is now a volunteer said, ***"I was so happy to find the Good Food Market last year. Living on a low income, I can rarely afford fresh produce. This market makes nutritious meals possible for me and my family. I decided to volunteer [this year] so that I can help more people use the Good Food Market."*** (Sue Goodwynn, 2013)

Sentiments like this motivated the group to expand this project. We are thrilled to be moving forward this spring with the RFGW's Good Food Market Hub.

# South Riverdale Commu

It's not easy to gather over 130 staff in one place for a group photograph... we got about 60! SRCHC has full-time, part-time, contract, and casual workers; staff that work at satellite sites, and many other program locations across this city.

**The one thing we all have in common is the passion to help this community thrive in a healthy and holistic way.**

Ahmed, Namarig  
Altenberg, Jason  
Ananda, Woon  
Asante, Adwoa\*  
Ashamalla, Alison  
Ashe, Erin\*  
Balachandran, Nivedita  
Balian, Raffi  
Bannerman, Molly  
Barker, Lucile\*  
Baum, Jennifer  
Bawden, Jessica\*  
Beaupre, Jerome  
Behm, Marty  
Bell, Lisa  
Bender, Susan  
Bensette, Linda  
Beraldo, Vanessa  
Bernet, Brenda\*  
Blake, Sharon  
Bottenheim, Olivia  
Bradru, Ovidiu\*  
Braithwaite, Pam\*

Brett, Chavisa\*  
Broad, Jennifer  
Burtally, Tessa  
Catalano, Isidoro  
Chang, Gigi  
Chang, Suping\*  
Cheetham, Marianne  
Cheung, Connie †  
Chin, Jeffrey  
Chopra, Monica  
Chow, Helen  
Chow, Stephanie  
Chung-Hui, Annie  
Cohen, Donna  
Crichlow, Frank  
Deol, Nareen\*  
Dhaliwal, Ravneet  
Dizon, Diana †  
Dodd, Zoe  
Dubyk Wodoslawsky, Mary  
Dudar, Narissa\*  
Edwards, Tammy\*  
Foley, Kathleen  
Frame, Kathleen\*  
Pridham, Kate\*  
Fung, Kit  
Gavaric, Dragana\*  
Georgis, Wanda  
Gibson, Ruth  
Giroux, Kevin  
Glossop, Erica\*  
Goodman, Rory  
Grover, Kelly\*  
Guo, Anna\*  
Haldane, Jessica  
Hall, Hilary  
Hay, James  
Heath, Michele  
Ho, Grace  
Hoa, Theim Ich  
Hu, Sherlyn  
Husband, Fiona\*

Jeschke, Barbara  
Jones, Coreen  
Joshi, Anjali †  
Karir, Gurpreet  
Kenny, Kate\*  
Kha, Lisa  
Khote, Amina  
Kiefer, Kaylee  
Kim, Sang Won  
Kong, Qin  
Kortenaar, Luc  
Kung, George  
Labor, Feelin Rose  
Lam, Kit Ting  
Laplante, Nancy  
Le, Nikki  
Lee, Estela  
Lee, Lorraine  
Lee, Maria\*  
Lee, Suan  
Lettner, Bernadette  
Leung, Cheryl †  
Levin, Laura  
Lewis, Joanne\*  
Ling, Jungle\*  
Llewelyn, Sian  
Lo, Flora  
Lyver, Mary  
MacLaren, Stephanie\*  
Marley, Elin\*  
Mason, Kate  
McAdam, Elita\*  
McBride, Iain  
McCole, Annette\*  
McKay, Robert  
McLeod, Justyna  
McPhee, Donna  
Mead, Tracy  
Merritt, Rebecca †  
Mohammed, Nada  
Morrow, Jorie  
Naeem, Samreen  
Ng, Choy  
Nguyen, Jerome  
Obeidat, Yousef



# Community Health Centre Staff



Omurangi, Andrew  
 O'Reilly, Emmet  
 Palmer, Leah  
 Paloranta, Jennifer\*  
 Pan, Kathy  
 Pandalangat, Nalini\*  
 Patane, Orazio Jason  
 Peerzada, Surkhab  
 Phillips, Debbie\*  
 Phillips, Harvey  
 Pitchot, Carolyn  
 Quigley, Bobbi Jo †  
 Raisman, Sandra  
 Ramsammy, Radha\*  
 Raskin, Lynne  
 Remiz, Frank\*  
 Reyes, Jocelyn  
 Rivas, Gino  
 Robinson, Jill  
 Rosborough, Shelly  
 Sarwar, Zaini

Shang, Rose  
 Shankland, Jennifer  
 Shannon, Tara  
 Shepherd, Deidre\*  
 Silver, Butch  
 Sirois, Deanne  
 Smith, Roxanne  
 Stanton, Melanie\*  
 Sutton, Lori  
 Tai, Lisa\*  
 Tapper, Melissa  
 Taylor, Shannon  
 Thomas, Rhiannon  
 Thompson, Caryn  
 Thorpe, Geordie  
 Tong, Vania  
 Tookey Paula  
 Tremblay, Guillaume\*  
 Truong, Kim Van  
 Tsang, Peter  
 Tynes, Terra

Van Ihinger, Sharon\*  
 Wiens, Shannon  
 Williams, Janet  
 Williamson, Rose †  
 Wilson, Pat  
 Wong, Jane\*  
 Wong, Katia  
 Wong, Angela  
 Wong, Phyllis  
 Woolhouse, Susan  
 Xu, Shu  
 Xue, Jane Qz  
 Yi, Nancy  
 Yip, Lai Nam  
 Yogeswaran, Sivakame  
 Young, Paul  
 Yu, Monica  
 Yuke, Debby  
 Zhou, Weihong

† - on leave

\* - no longer  
 with SRCHC

# Programs and Services



Family Doctors, Nurse Practitioners, Nurses, Chiropractors, Social Workers, Community Dietitians, Health Promoters and Administrative staff work together to keep you and your family healthy.

## Chronic Disease Prevention and Management

- Hired and trained 6 people as part of the Toronto Public Health Peer Leadership Program for Diabetes Prevention. Their role is to provide diabetes prevention education within the Chinese, South Asian and Mental Health communities; more than 70 individuals received peer-led diabetes prevention education and support over a three-month period.
- Hosted 4 community events as part of the Diabetes in the Real World series. This is an innovative initiative designed to engage our clients in an exploration of the intersection between diabetes and the social determinants of health. Events included the film “Super Size Me”; and panel discussions titled “Our Cities Should Move Us,” “Health and Wealth” and “Can Toxic Exposures Cause Diabetes?”
- Developed a new staff partnership between Thorncliffe Neighbourhood Office (TNO) and SRCHC designed to support the TNO Violence Against Women Program.
- Resumed D-Group, a partnership between DECNET and Regent Park CHC. Through peer outreach and clinical care, this program is designed to reach high-risk men and women who may be experiencing homelessness, mental health and diabetes.
- Developed a new partnership between the Diabetes Education Program (DECNET) and Access Alliance Multicultural Health and Community Services. DECNET services are now offered at the Danforth location 4 days/week.
- Continue to provide healthcare at the Red Door Shelter, for families, refugees and women fleeing violence.
- Offered the Primary Care Asthma Program (PCAP) at 3 sites (Regent Park, East End and South Riverdale CHC).
- Integrated PCAP services within various programs designed to reach those most at risk for compromised lung health.
- Celebrated World COPD Day at 3 program locations.
- Worked to improve outcomes for foot health through workshops and presentations to different groups (such as the DECNET Diabetes Group, the DECNET Foot Care event, the Jumpstart mother and toddlers group and the Women’s Harm Reduction Drop-In).
- Presented on the “Importance/Methods of Offloading Patients with Diabetic Ulcers” to CCAC nurses.
- Participated in and promoted foot care at various community events including the Canadian Diabetes Association, “Living with Diabetes Symposium” at the Toronto Chinese Cultural Centre, the Chinese/Health and Community Day at St. Stephen’s House and the Toronto Chinese Cultural Centre’s Health Awareness Day.



DECNET nurses educate on the proper use of equipment which enables the client to safely monitor blood levels.



## Programs and Services continued

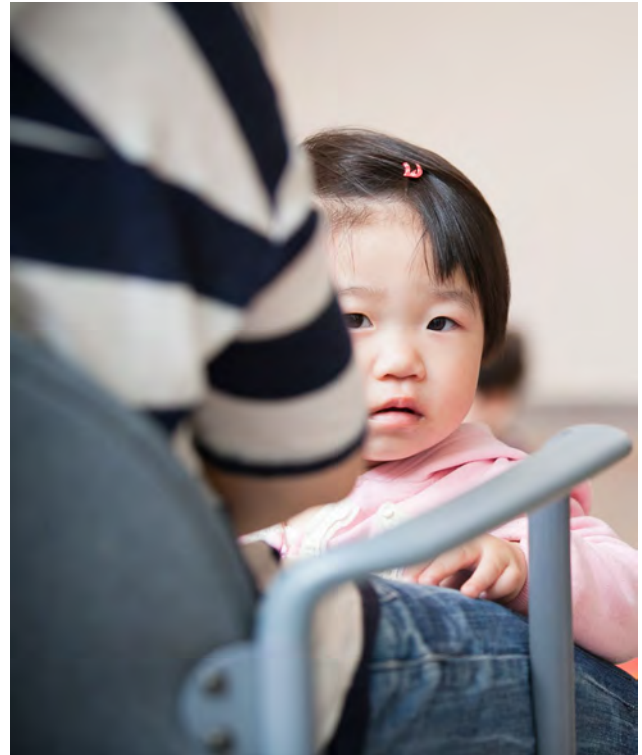
### Newcomers and Families

- Established a weekly satellite clinic at the City Adult Learning Centre (2,500+ adult students) offering primary care and social work supports
- Implemented the South Asian Health Awareness and Peer Engagement Project in the Thorncliffe and Crescent Town neighborhoods. Done in partnership with Toronto East General Hospital and funded by the Public Health Agency of Canada. It targeted communities with a high incidence of gestational diabetes.
- Partnered with Bain Co-op and implemented March Break cooking camps and food safety training for co-op members.
- Co-organized a Toronto East Lunar New Year Community Fair in the South Riverdale community.
- Trained 12 peers to facilitate workshops on healthy eating and healthy activities to newcomer communities.



Good foot care starts at any age

- Provided a multidisciplinary educational support group for grandparents of children ages 6 and under.
- Offered Healthy Children Screening in which SRCHC worked with community partners to offer comprehensive developmental screening for children 6 months to 6 years old.
- Continued to offer weekly drop-ins for Chinese-speaking parents/caregivers of children under the age of 1.
- Offered a Community Kitchen/Parenting Group, a 10-week support and community kitchen program for low-income parents of children 12 years and younger.



The Peer Nutrition Program goal is aimed to enhance the nutritional status of children ages six months to six years and caregivers from ethno-cultural communities who are often missed by traditional nutritional programs.

### Self-Management Program

- Established partnerships with several community-based organizations within the Toronto Central LHIN. Free education and skills training workshops in self-management of chronic illnesses were offered to providers as well as individuals living with these conditions.
- Trained an additional 36 individuals in the evidence-based Stanford programs. The goal was to deliver educational workshops in the Toronto Central LHIN for individuals living with chronic illnesses. With this help, 500 people living with various chronic conditions received support in managing these conditions themselves.
- Trained an additional 4 healthcare providers in "Choices and Changes," a program which strengthened workshop delivery. With their help, 272 health care professionals learned key skills aimed at helping people with chronic illness adopt self-



## Programs and Services continued

management techniques and needed behavioural changes.

### Urban Health

- Created and filled the Client Support Worker position, a new role focused on supporting community members in identifying needs and navigating systems and services both internal and external to SRCHC.
- The Crisis Support Service for Seniors (COSS), a partnership program with WoodGreen Community Services, Community Outreach Programs in Addictions (COPA) and the Good Neighbour's Club expanded its catchment area from an east end focus to a cross-city focus.
- SRCHC became part of the CATCH Emergency Department/CATCH Homeless project, an initiative aimed at diverting individuals identified as high users of emergency room services to the more relevant and appropriate services and supports provided through the community health centre model.
- SRCHC entered into a partnership with M-DOT (Multi-Disciplinary Outreach Team), a program of Toronto North Support Services through the secondment of an R.N. to work with the outreach team in connecting with and supporting homeless and unconnected homeless people who are living with mental health issues.
- The COUNTERfit Harm Reduction program developed and implemented the Activity and Inventory Management System (AIMS) a new data collection system that will make it easier for program staff to collect and compile valuable statistical information related to community member demographics and use of the program.



The Client Support Worker is a new position with a focus on supporting community members in identifying needs and navigating systems.



The COUNTERfit Harm Reduction program is a very active part of Urban Health

- The COUNTERfit program conducted innovative community based research on gender based drug use practices, demonstrating research gaps in identifying specific drug use patterns within a gendered context. This research has the capacity to inform how future research is conducted, and to inform the development of harm reduction practices responding to women's specific drug use practise, overdose prevention, drug use awareness, and will ensure gender relevant harm reduction services are created.
- The Toronto Community Hep C Program (TCHCP -formerly the East Toronto Hep C Treatment Program) hosted a 2 day training event in partnership with the Ottawa Hospital for other multidisciplinary Hep C teams from across the province.
- TCHCP presented at the National Canadian HCV Symposium, Ontario Public Health Congress, Association of Ontario Health Centres conference and at a National Harm Reduction Conference in the United States.
- TCHCP developed and launched a program guide about the HCV program partnership.
- TCHCP published a peer-reviewed article about our successful Hep C program outcomes in the Journal of Viral Hepatitis (July, 2012).
- TCHCP developed 6 new Hep C Community Support Worker positions which were filled by current/former program clients.

# Community Participants & Volunteers

Volunteerism is the voice of the people put into action. These actions shape and mold the present into a future of which we can all be proud ~ Helen Dyer.

Abdullah Johnson  
Agnes Song  
Ahilan Chandrasekaramoorthy  
Al Levitt  
Allen Young  
Amanda Mondoux  
Andre Durant  
Andrew Armstrong  
Andrew Buchanan  
Andrew Holbrook  
Anthony Yesno  
Asha Mohamed  
Benjamin Livingstone  
Blair Sparks  
Brandon McDonald  
Brian Brown  
Carol Smith  
Caroline Mah  
Charmain Logan  
Chris Hawrylez  
Chris Lomuth  
Chris Smith  
Liza Kelly  
Sherry Vanstone  
Nicole Noel  
Kat Marcus  
Ronnie De Voe  
Cat Morales  
Sierra Leedham  
Christina Shum  
Christine Byng  
Christopher Baptiste  
Christopher Vlasak  
Colin Peckham  
Crystal Huys  
Cynthia Hughes  
Daniel Greene  
Danya Zhao  
Darrell Clayton  
Dave Labarrie  
David Freestone  
David Mantley  
David Rees-Jones  
David Watt  
Debbie Phillips  
Deborah McKinley  
Delroy Brown  
Derek Bergstrom  
Derek Howe  
Derek Tuck  
Devon Browne  
Diana Harris  
Donna Payton  
Dorothy Seguin

Douglas Tyrrell  
Douglas Windebank  
Dr Tsorng Yeh Lee  
Eileen Gunn  
Elanna Marki  
Elizabeth Eames  
Elric Macarthur  
Elsie Petch  
Eric Williamson  
Ernest Légère  
Ethina Kettle  
Eva Palfy



Volunteers work with The Plain Language Workgroup to review readability of materials

Everton Ricketts  
Florence Taylor  
Francois Carbineau  
George Brown  
Glen Eadie  
Gordey Quintal  
Greg Lebel  
Gregory Burns  
Guy Brooks  
Harvey Lee  
Heather Hansenberger  
Heidi Wall  
Iain McLaren  
Imres Gorzas  
Iris Constantin  
Jacki-Lynn Short

James Colley  
James Meeks  
Janet Macpherson  
Jason Coulter  
Jason Fleming  
Jean Guy Gallant  
Jeanne Gallant  
Jean-Paul Boulanger  
Jennette Richard  
Jie Yu  
Jim Vuong  
John Keogh  
John Marshall  
John Moore  
Joseph Gottwald  
Joseph Scott Gallant  
Joseph Walker  
Juanita Smith  
Julie Rowe  
Karen Wilson  
Kate Hoolans  
Kate Kenny  
Kaylee Keifer  
Keith Tozer  
Kelly Korkola  
Kevin Dobinson  
Kevin Latouche  
Kevin Toner  
Kim Jardine  
Kimberly Belanger  
Kwok Wah Leung  
Larry Cook  
Lawrence Boyer  
Leo McLean  
Leo Ouimet  
Linda Henwood  
Lisa Mallia  
Lorie Huncar  
Lorne Hastie  
Lynne Evans  
Lynne Giroux  
Marie Roy  
Marshall Trembley  
Martin McKenna  
Matthew Aichele  
Matthew Weese  
May Siu  
Maya Jukes  
Michael Beny  
Michelle Regos  
Mike Descouteaux  
Mike Maskow  
Mindy Slater  
Miranda McLean

Mohamed Said  
Mona Doiron  
Morgan Wright  
Norma Levitt  
Patrick Brennan  
Patrick Platt  
Paul Vaughan  
Paul Vaughan  
Phyllis Arthur-Wong  
Qin Kong  
Rhian  
Rhonda Kotowick  
Richard Busch  
Richard Guest  
Richard Parker  
Robert Abbott  
Robert Gillespie  
Robert Hughes  
Robert Watson  
Ron Marshall  
Ron Williams  
Ronald Maniowabie  
Ruth Smith  
Sandy Fung  
Scott MacFarlane  
Serge Bedard  
Sharon Blake  
Sharon Gant  
Shawn Britton  
Shawn Gibb  
Shawn Morris  
Shelley Bartlett  
Sherry Weese  
Sheryl Delaney  
Shirley McDonald  
Shum-Mei May Liu  
Staci Gregg  
Steve Richard  
Tara Acton  
Tara Shannon  
Tari-Lee Powless  
Terri-Lynne Keeble  
Terry Ellis  
Timothy Smith  
Tina Dekuyper  
Tracy Hoolans  
Tyron Green  
Vanessa Ojuri  
Vince Murphy  
Wendy Lio  
William Delaney  
Xiu Ju Sophia Liu  
Yan Fen Yao

# Community and Education

Partnerships, alliances and networks enable us to



Albany Clinic, Access Alliance,

Alternatives, Applegrove Community Complex, Association of Ontario Health Centres, Bad Date Coalition, Barbara Schlifer Commemorative

Clinic, Beautification of Leslieville District – BOLD, Bethany Baptist Church, Bike Source, Blake Boulton, Youth Outreach Service, Blake School, Breakaway, Bridgepoint

Health, Brüger Foreningen (Danish Drug Users Union), Calvary Church/Pape Food Bank, Canadian Association of Physicians for the Environment, Canadian Cancer Society, Canadian Diabetes Association, Canadian Drug Policy Coalition, Canadian Environmental Law Association, Canadian Harm Reduction Network, Canadian HIV/AIDS Legal Network, Canadian Memorial Chiropractic College, Canadian National Institute for the Blind, Canadian Partnership Against Cancer, Canadian Partnership for Children's Health and Environment, Canadian Treatment Action Council, Cancer Care Ontario, Carefirst Services and Community Services Association, CASEY House, CATIE,

Central Toronto CHC (Queen West CHC), Centre for Addiction and Mental Health, CHC Executive Directors Network of Ontario, CHC Network of Greater Toronto, Community Resources Connections of Toronto, COPA; Community Outreach Programs in Addictions, Correctional Service of Canada, Crescent Town Health Centre, Dixon Hall/Heyworth House, East End CHC, East Toronto Climate Action



Peer Nutrition Group in Partnership with Toronto Public Health

Group, East Toronto Community Legal Services, East Toronto Lunar New Year Community Fair Committee, East York East Toronto Family Resources, Eastview Neighbourhood Community Centre, Elizabeth Fry

Society, Environmental Health Clinic, Fair Fare Coalition, Federation of Metro Tenants' Associations, Florence Booth, Fred Victor, Good Neighbours Club, Habitat, Hassle Free Clinic, Heart & Stroke Foundation of Ontario, Homeless Access & Referral Project,

Houselink Community Homes, Indoor Air Quality Workgroup, International Network of People who Use Drugs (INPUD), Jane's Walk, Jean Tweed Centre, Jimmie Simpson Recreation Centre, Korean Canadian Women's Association, Legal Aid Ontario, Live Green Toronto, Local Enhancement & Appreciation of Forests – LEAF, Lung Association, Maggies, Massey Centre for Women, Metro Toronto Chinese & Southeast Asian Legal Clinic, Mustard Seed, Nellies, Newcomer Women Services Toronto, ODSP Action Coalition, Ontario College of Family Physicians, Ontario Healthy Communities



Coalition, Ontario HIV/AIDS Treatment Network, Ontario Public Health Association, Osteoporosis Canada, Parent Resources Family Resource Program, Parkdale CHC, Portlands Action Committee, Prisoners HIV/AIDS Support Action Network (PASAN), Providence Health Care, Put Food in the Budget Campaign, Ralph Thornton Community





# onal Partners 2012-2013

offer accessible coordinated services and programs to our clients.

Centre, Red Door Shelter, Regent Park CHC, Research Group on Drug Use (RGDU), Rittenhouse, Riverdale Community Midwives, Riverdale Food Working Group, Riverdale Interpreters Services, Ryerson University, Sherbourne Health Centre, Sistering, Social Planning Network of Ontario, Society



of St. Vincent de Paul - Amelie House, South Riverdale Child-Parent Centre, St. John the

Compassionate, St. Michael's Hospital, St.

Stephen's Community Services, Stop

Community Food Centre, Street Health, Street Nurses Association,



Toronto Police 55 Division, Toronto Police Special Victims Unit, Toronto Public Library, Toronto Public Health, The Works, Toronto Drug Strategy Secretariat, Toronto Urban Health Alliance, UNAIDS TB STOP, University Health Network, University of Toronto, Westwood Middle School, WHO STOP TB, William Burgess Elementary School, Women's College & Health



Sciences - Environmental Health Clinic, Women's College Hospital, WoodGreen Community Services, Yee Hong Centre for Geriatric Care.

SRHC's Queer Action Committee (QUAC) partners with WoodGreen Community Services to celebrate PRIDE. Participants form a Aboriginal Drumming Circle



Photo: SRHC 2012



The Kidney Foundation of Canada, The Midwives Clinic, Thorncliffe Neighbourhood Office, Toronto Atmospheric Fund, Toronto

Breastfeeding Network, Toronto Central Community Care Access Centre, Toronto Chinese Health Education Committee, Toronto Coalition for Active Transportation, Toronto Danforth Early Years Riding Table, Toronto District School Board: Blake School & City Adult Learning Centre, Toronto Drop-In Network, Toronto Drug Strategy Secretariat, Toronto Drug Users Union, Toronto East General Hospital, Toronto Environmental Alliance, Toronto Harm Reduction Task Force, Toronto Harm Reduction Alliance, Toronto North Support Services: MDOT, Toronto Oral Health Coalition,

## EDUCATIONAL PARTNERS

Athabasca University, George Brown College, Joseph and Wolf Lebovic Health Complex, Nutrition Department Mount Sinai Hospital,



TORONTO EAST  
GENERAL HOSPITAL

Ryerson University, The G. Raymond Chang School of Continuing Education, The Michener Institute for Applied Health

Sciences, Toronto East General Hospital, University of Toronto Department of Nutritional Sciences, University of Toronto HIV Social Behavioural and Epidemiological Studies Unit, Faculty of Medicine, York University.



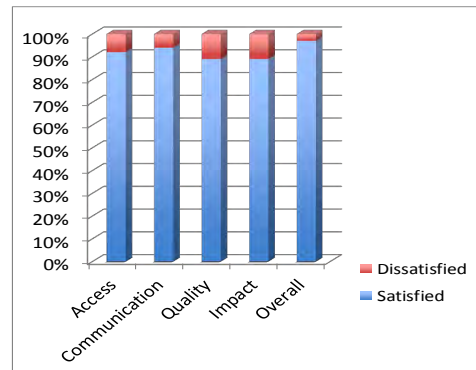
# Client Satisfaction Survey 2012

## What is the Client Satisfaction Survey?

- Objective: Evaluate client perceptions of program and services
- Consists of 29 multiple choice and short answer questions capturing:
  - Client experiences in SRCHC regarding access, communication, quality, impact and overall satisfaction
  - Client's socioeconomic background and involvement in programs and services
  - Survey used by a number of other CHCs - so we can compare responses
- 135 survey were completed (100 English, 35 in Chinese)

## What were the quantitative findings?

- Access: 92% satisfaction
- Communication: 94% satisfaction
- Quality: 89% satisfaction
- Impact: 89% satisfaction
- Overall: 97% satisfaction



### ACCESS - 92% agreement with the following statements:

1. I can get an appointment/get into a program when I need one.
2. The staff helped me get the services I need at SRCHC or in my community.
3. The programs and services are provided in a language that is comfortable for me.
4. The programs and services are sensitive to my culture and/or background.

### COMMUNICATION - 94% agreement with the following statements:

1. The staff is easy to talk to and encourage me to ask questions.
2. The staff explain things in a way I can understand.
3. The staff treat me with respect.
4. I know how to make a suggestion or complaint.

### QUALITY - 89% agreement with the following statements:

1. The staff give me information that I can use to improve my health and well-being.
2. I am asked to give input into the programs and services that I use
3. The programs and services provided by SRCHC are responsive to my needs.

### IMPACT - 89% agreement with the following statements:

1. I feel my quality of life is better because of the programs and services I received from SRCHC.
2. The programs and services helped me with things I was worried about.

### OVERALL - 97% agreement with the following statements:

1. Overall, I am satisfied with the programs and services provided by SRCHC.
2. I would recommend SRCHC to others.

## BARRIERS - Are there barriers that prevent you from using SRCHC?

- 80% of participants said **NO**
- Transportation - "It's hard to walk here, the distance."
- Lobby - "Activities in lobby and washrooms are troubling if you are a drug user not wanting to use at the Centre."
- Resources - "Money and TTC."
- Time - "I hope that you can provide urgent care services even after 4pm."

# Values

**Health Equity** - We believe that differences in health outcomes are avoidable and unfair and are shaped by the social determinants of health including, but not limited to: social inclusion, access to shelter, education, income and employment security, food and stable ecosystems.

**Social Justice** - We believe in the dignity and self-worth of all people and their right to peace, security, safe affordable housing, education, food, income, a healthy environment, quality health care and equity.

**Inclusion & Respect** - We believe that everyone has the right to be culturally and socially accepted, welcomed, and equitably treated. South Riverdale CHC ensures an environment free from discrimination and harassment where respect and dignity are practiced and upheld.

**Holistic Approach** - We believe that health is a state of physical, mental, social, and spiritual well-being and considers the whole person and the interdependence of their various strengths and needs.

**Meaningful Community Engagement** - We believe that communities can make meaningful changes to impact health and that the role of South Riverdale CHC is to work with communities, community members, groups and agencies to achieve this.

**Evidence Informed Practice** - We believe that diverse sources of knowledge inform our practice, and we are committed to mobilizing knowledge generation and exchange for this purpose.

# Strategic Directions

Three strategic directions have been identified through the strategic planning process. These directions will contribute to achieving the vision while operating consistently with the mission. They will enable South Riverdale CHC to continue to build on its strengths and be responsive to the needs and opportunities for the communities that it serves. The three strategic directions are:

**Lead System Change** - We will demonstrate leadership by coordinating our efforts to influence positive change at the individual, community and system level. We will increase an understanding of health equity and the impact of the social determinants of health on the clients and communities that we serve.

**Invest in Organizational Health** - We will have the people, culture, systems and resources we need to be a vibrant and strong organization that delivers exemplary promotion, prevention and primary care programs and services. We will continue to support an environment of coordination, cross-organizational collaboration, innovation and quality improvement.

**Strengthen Our Strategic Partnerships, Alliances, and Outreach** - We will strategically engage in partnerships, alliances and outreach that enhance the ability to effectively respond to the needs of our clients and communities and extend our reach across the continuum of care.



SRCHC's weekly bike clinic helps community members that depend on their bicycles on a daily basis.





Our clinic provides high quality and supportive health care.

Medical reception work as part of a team with the clinical staff to ensure you get the best care possible.



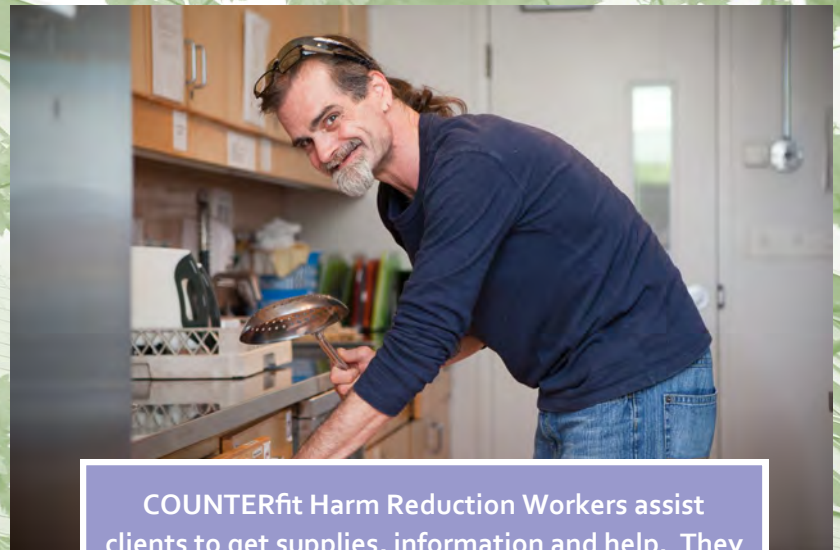
COUNTERfit Cooking participants are engaged in meal preparation and informal conversations with each other about healthy eating, harm reduction, food insecurity and drug-related health issues.







The minute you walk in the front door you are able to get information about SRCHC programs and services, and the surrounding community. We are always here to help.



COUNTERfit Harm Reduction Workers assist clients to get supplies, information and help. They are also experts at making a strong pot of coffee!



Health Promotion staff work with parents of children 0-6 years of age.

CITY HEALTH CENTRE





Photo: SRCHC 2012

Pride Celebration and BBQ 2012



## South Riverdale Community Health Centre

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Clinical Phone: (416) 461-2493

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Search for: South Riverdale Community Health Centre - SRCHC