

# Sharing Our History - Building Our Future

## Annual Report 2013-2014



South Riverdale  
**COMMUNITY**  
HEALTH CENTRE



Ontario's Community  
Health Centres  
Every One Matters



funding support provided by:

**Ontario**

Toronto Central Local Health  
Integration Network

Empowered, healthy and thriving communities  
where everyone belongs.



## Message from SRCHC Board President and Chief Executive Officer



David Willis  
President



Lynne Raskin  
Chief Executive  
Officer

### **SHARING OUR HISTORY, BUILDING OUR FUTURE**

It's hard to believe that over 38 years ago this community, galvanized by a health crisis, rolled up its collective sleeves, and, with a clear vision and focus lay down the solid footings for the South Riverdale Community Health Centre. For almost 4 decades, the hands and strong backs of many have continued to build upon this firm foundation, with the same shared vision and commitment to creating better health and a healthy community for everyone. And, as the community has changed, the stories, legends, laughter, sadness and sense of belonging of so many will continue to resonate through the halls of this wonderful organization. Without question, it is people working together who have brought us to where we are today and it will be upon their wisdom that our future will be envisioned and built.....a future which will continue to present challenges and will invite others to roll up their sleeves and proudly accept the tools passed on. Our new and diverse community members will be welcomed to continue the work by **'Sharing Our History'** and **'Building our Future'** together.

We have chosen to dedicate this year and next to honouring the memories of people who have contributed to this community and to the work of the Centre, as we move towards our fourth decade. And, whether you have been a part of the community for a long time or a short time; and, whether we know you already or have just met you, we welcome you. If you are or have been a client, a board member, a neighbour, a friend or staff, we want to honour your contributions, appreciate your presence, and learn from what you have and will share. Because we recognize that we could not have achieved what we have without you.

And therefore, as we end this year and welcome the next, we will keep in mind that this Centre and community are resilient, welcoming, flexible and committed. We share a clear vision and a strong sense of social justice. And because of this, we know we can and will take on the future, by invoking the wisdom of those who have been here, of those who are here and of others who will be here, as we **Share our History and Build our Future Together**.

Thank you and welcome to 2014/15.

David and Lynne

# Centre of Excellence: South Riverdale Community Health Centre

## Accredited for Four More Years

Every four years, South Riverdale Community Health Centre undergoes an accreditation process. Accreditation is a form of validation for the work done at SRCHC, ensuring certain standards are met and offering credibility to our programs. Accreditation is part of the ongoing planning and quality improvement strategies for South Riverdale and there is growing interest in Canadian accreditation programs that are tailored to community-based health and social services.

Some of the benefits of accreditation are to:

- enhance a culture of learning, quality improvement and accountability;
- support learning about leading practices;
- strengthen systems and processes and improve organizational effectiveness;
- motivate board and staff to work towards excellence; and,
- recognize achievements by a third party.

### HOW DID WE DO IT?

The Canadian Centre for Accreditation (CCA) is a national, not-for-profit organization specifically tailored for community-based health and social service organizations. The process was lead by the Board of Directors. After a full year of preparation, three reviewers from other Canadian based health organizations visited the Health Centre for three days in May.

### HOW DID WE DO?

The preliminary results were delivered in early June; SRCHC satisfied every single indicator and received full accreditation with multiple commendations.

We were recognized for:

- Board commitment, energy and accountability to the community;
- community engagement;
- quality improvement, client-centered organizational approach;
- research; and,
- accurate and up to date policies.

Organizational strengths that are of a special note were: health equity; involvement in community; advocacy; team structure; and, inter-professional collaboration.

We are proud of this accomplishment. We worked hard in preparation for this review, ensuring that policies and practices exceeded expectations for high quality programming and practice to better serve our community, members and clients.



**Canadian Centre for Accreditation**  
*Excellence in community services*

**Centre canadien de l'agrément**  
*L'excellence en matière de services communautaires*

## SENIORS: “Sharing our History - Building our Future”

Seniors form an essential part of South Riverdale Community Health Centre's heritage. People who are our 'elders' helped lay the foundation, and have continued to be an integral part of our existence. This year, the SRCHC AGM theme “**Sharing Our History – Building our Future**”, honours our founders many of whom are seniors, for their contribution to the centre.

Seniors are involved in many programs and activities throughout the centre including the garden group, community kitchens and Seniors Wellness. The Seniors Wellness program meet every two weeks to discuss health issues, take part in gentle exercise and listen to speakers about a variety of health topics. Health Promoters continually look for ways to meaningfully engage people in the community and to be active in SRCHC. For example, seniors have been involved in the Plain Language program to promote health literacy in this community and elsewhere. This group reviews and revises written material to make sure information is readable and understandable.

Seniors also help staff design and promote programs in innovative and efficient ways. Additionally, there is also gentle Tai Chi twice a week with the focus on keeping everyone moving

and limber.

Our elders continue to remain active in the centre in many ways: sharing wisdom and ensuring our focus remains grounded in the community we serve. We will continue to develop programs and services aiming to engage new seniors in our community to enjoy the full benefits of a healthy community and lead healthy, active and engaged lives.

Seniors are an important part of the history and the future of SRCHC.



Photo: Andrew O.



## SRCHC BOARD OF DIRECTORS 2013-14

Jill Barber, Victoria Bowman, Joanna Carroll, Wan Chin Cheong, Allen Flaming, Tom Han, Cliff Ledwos, Janine Luce, Kelly Murphy, Laura Pascoe, Linda Rozmovits, David Willis.



## The Role of Boards Over the Decades

There is no question, the point of beginning to create and realize a vision is the most exciting time for anything. From vision to reality....we know that. When we are putting in an application for school, creating a piece of art, dreaming of a life beyond where we are now, and when we dream and realize something as a community, the excitement is exponential and boundless! From a mere thought, to realizing a centre of healing, where community could gather, where responsibility for achievement is shared, and where everyone's voice would be heard... to the identification of a few committed souls who volunteered to take responsibility in leading the initiative, guiding the development, defining the content and managing the implementation.

That is what a Board does. That is what the first and second and third boards of the health centre took on. The challenges of sharing a dream, holding a vision and then getting down to practical decisions is very challenging, and very exciting. They devote hours and hours and hours of work! In the early days of an organization It becomes all about hiring staff, managing programming and then beginning to hand over the daily functioning to trusted and competent employees.

Over time, South Riverdale began to move from foundational to growth, to identifying what was in and out of scope, and to strategically define its role in the broader system. The role of the Board began to shift from operational to management, to strategic, to governance and then over time to defining the mix

that would work to sustain a strong and continually evolving organization with a solid reputation and a key place in the formal system.

Fundamental to all of this, is how to retain the key elements that galvanized this community in the first place: advocacy; partnership; the environment; working with a strong, engaged membership; and, providing care to people with little or no access to good health and healthcare. That is what the Boards of South Riverdale have done over the decades.

If you consider 12 members elected every year for almost 40 years, that is 40 boards! The math is easy, but the work is daunting. So when we consider the responsibility of Boards and board members with multiple accountabilities, balanced with strong governance and an ability to navigate often troubled waters, it has required flexibility, tenacity, vision, compassion, intelligence, connection to the community, the values of the Centre and the mission of contributing to building a better and kinder world.

We need to applaud all board members from the past, the present, and who will take a seat in the future. The Board, along with amazing staff, generous volunteers, committed members and a thriving community will build upon the solid foundation of that first Board to continue to guide the high quality, accountable, equitable and strategic organization that this community and the first Board envisioned almost 40 years ago.

# Top Marks for Organizational Accountability

## Financial Highlights

### Operating Revenue & Expenses

(period ended March 31, 2014)

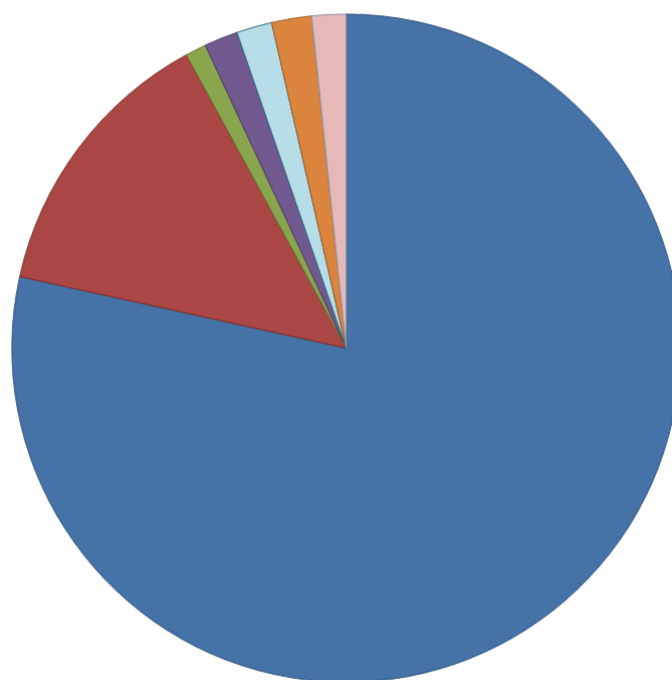
**REVENUE** **\$9,513,608**

Toronto Central LHIN (78.5%)	\$ 7,461,825
Ministry of Health & Long Term Care (13.6%)	1,296,894
Public Health Agency of Canada(1.0%)	95,907
City of Toronto (1.6%)	154,718
Woodgreen Community Services (1.7%)	163,514
Other (3.3%)	309,304
Interest & rent (0.3%)	31,446

**EXPENSES** **\$9,513,608**

Salaries and employee benefits (72.5%)	\$6,900,442
Administrative & program support (9.8%)	932,537
Building operations, furniture & equipment (4.6%)	440,279
Professional, contract services & other(13.1%)	1,240,350

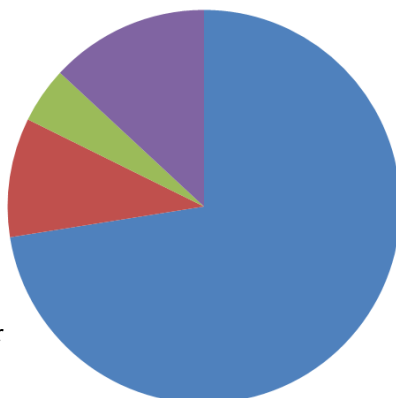
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## EXPENSES

- Salaries and employee benefits (72.5%)
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- Professional, contract services & other (13.1%)



Deloitte has once again given SRCHC a clean opinion on the financial statements of the Centre.

High standards are set by SRCHC's Board of Directors and Audit Committee who oversee all financial processes at the centre. SRCHC takes its accountability to funders, donors, members and our clients very seriously and works hard to ensure we have strong risk management strategies, policies and procedures in place.

*These summarized statements have been extracted from the South Riverdale Community Health Centre's audited financial statements for the year ended March 31, 2014. 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.*

# Building Healthy Communities

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 **two** grants from the Healthy Community Program.

## Healthy Community Program Grants:

<b>Kempton Howard Community (formerly Residents of Bain Blake Boulton - ROBBB)</b>	1,000
<b>East York Neighbourhood Initiatives</b>	1,000
<b>TOTAL</b>	<b>\$2,000</b>

## The Kempton Howard Community

Submitted by: Karen Paul

Formerly known as the Residents of Bain, Blake, Boulton, our community group changed our name this year to the Kempton Howard Community. The new name is more representative of our network, as it has grown to encompass a larger catchment area. And Kempton Howard holds a special place within our community. The Kempton Howard Park is a shared space used by the community and named after Kempton Howard, a young man in our community who was tragically shot and killed at the Blake/Boulton apartments ten years ago. His mother, Joan Howard, is a key member of our committee.

In November, the Kempton Howard Community committee met with the Keystone Youth leadership group, which is a Boys and Girls Club of Canada program, who meet at Eastview Community Centre. The youth leadership group presented their goals and identified ways the community could help them achieve these goals. Members of the Keystone Youth leadership group agreed to meet monthly with the Kempton Howard Community committee in order to put plans in place for future events.

Our second annual picnic was held in June. The winner of our 'design-a-logo' contest, asking youth in the neighborhood to submit logos for our new name, was selected. As well, about 30 members of the Keystone Youth Leadership Group, completed a 5-week financial literacy workshop, and received certificates of completion.

The special purpose fund has helped us grow, by supporting our monthly community meetings and our community events. Members of the Kempton Community continue to reach out to the local community as part of our ongoing community engagement process. We appreciate the partnership with South Riverdale Community Health Centre and are glad to extend your care into the Kempton Howard Community.

## East York Neighbourhood Initiatives

Submitted by: Jennifer Kim

In summer 2013, community members and local agencies, including SRCHC, WoodGreen Community Services, Toronto Public Health and East York East Toronto Family Resources, came together to start a community kitchen. The community kitchen was a community-led initiative to address food security and the lack of community space in the North of the Danforth Area, known as NODA. As we know nutrition and social support are contributors to overall health.

East York Neighbourhood Initiatives, formerly known as East York Community Kitchen, was formed to improve the health of both individuals living in the Pape and Cosburn area and the community as a whole.

This space, where residents could cook and eat together, fostered connections between neighbours living in NODA, bounded by Mortimer Avenue to the south, O'Connor Avenue to the north, Broadview Avenue to the west and Donlands Avenue to the east. NODA was the focus of the 2012 report, *From Neighbourhood to Community: Health and Social Supports North of the Danforth*.

On November 3, 2013 we held our first community kitchen at the East York Community Centre. We removed financial barriers for participants by providing TTC tokens and child minding. To date, we have had nine monthly community kitchens, with several more planned.

Each community kitchen is facilitated by at least two community members who do the menu planning, shopping and lead participants through the recipes and cooking. The themes are chosen based on participant feedback and also on the background and knowledge of the facilitators, with support of a registered dietitian from Toronto Public Health. The menus are vegetarian to accommodate all diets and the focus is on nutritious, low cost meals that can be replicated at home. There are always extra servings made for participants to take home with them. Over the course of the 5 cooking sessions, we had 28 unique participants and look forward to having many more!

Feedback in the community has been very positive.

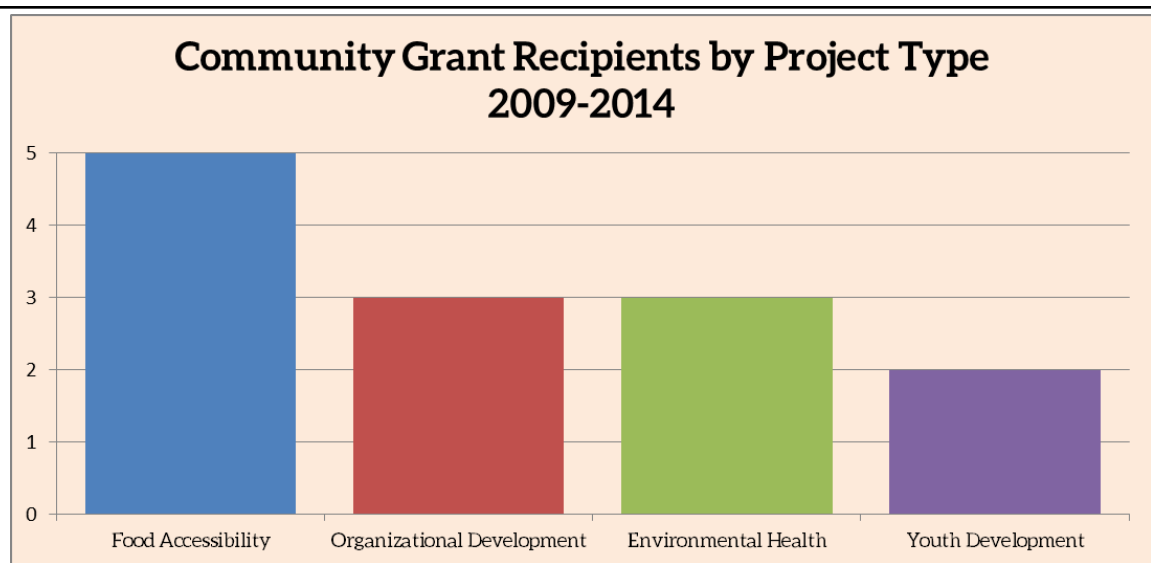
A participant writes:

***"Interactive and hands-on. I was able to learn by watching others. I liked that everyone helped out."***



Looking back over the past five years, SRCHC, through the Community Grants program, has focused on four key areas that positively impact the health and well-being of our communities and local residents.

Building on this history, we anticipate that many more grants will be awarded that help to strengthen and build the capacity within our community.



*Over the past years, SRCHC's organizational values have shaped our work, our history and our future. As we continue building our future, our strategic directions drive where the organization is headed to achieve our vision of empowered, healthy and thriving communities where everyone belongs.*

## 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.



# Shaping Our Community's Future - Programs and Services

## Newcomers and Families

### Chinese Cancer Support Group:

- Partnered with Canadian Breast Cancer Foundation (CBCF) to develop culture appropriate breast cancer education materials in Punjabi and Cantonese. 30 community members participated in this process.
- Introduced art as a tool to help cancer survivors tell their unique stories. 18 women participated in this art project.



Photo: Grace H.

Chinese Cancer Support Group - Art Therapy Session

### Peer Nutrition Program:

- Increased number of unique group participants per month by combining Mandarin and Cantonese classes. Total class attendance increased by over 50%. Monthly attendance has increased by 60%.

### Postpartum Adjustment Program:

- Facilitated three groups sessions over a 32 week period, involving 48+ women. Program continues to act as an access point for participants to other services including support with childcare relief, home care, and stress management.

### Sustaining Health Advantage Initiatives:

- Conducted a community consultation process involving 9 organizations and 62 individuals to highlight health and settlement issues.
- Developed partnerships with community service organizations in the three neighbourhoods of Pape-Cosburn (also called NODA), Blake-Jones (also called Eastview) and Thorncliffe Neighbourhood (Thorncliffe Park) to facilitate community engagement and participation in health promotion activities.
- Hired and trained a total of six Community Engagement Workers – two in each of the three neighbourhoods of Pape-Cosburn, Blake-Jones and Thorncliffe Neighbourhood to promote community involvement and participation in

neighbourhood-based health promotion events

- Bikes in a Box! This summer 2 communities, Thorncliffe Park and Blake Jones will each have 8 bikes for residents to use. The storage boxes will be painted with colourful murals. SHAI will organize community rides and “learn to ride” events with Evergreen Brickworks. Later participants will learn to maintain and repair bikes.

### Community-Led Initiatives:

- Provided Tai Chi groups: 24 Tai Chi sessions, over 100 participants.
- Promoted the Dundas/First Nations Garden Project: Gardening functions as an effective community engagement strategy. This project serves a unique purpose of promoting healthy discussions between new and long-term residents of the neighbourhood.

### Men's Health Groups:

- Started men's groups in Thorncliffe Park, Crescent Town and Riverdale communities to offer gender and culture responsive health promotion programming for men. Over 73 men participated in programs. Some of the topics covered include: colon, prostate and testicular cancer, heart health, stress management, nutrition for middle-aged men, anger management, sexual health, men and the law, income management, employment, housing and tenant rights.

### City Adult Learning Centre Clinic:

- Provided on-site preventative care screening for male and female students ages 17-37.
- Facilitated 6 information session on topics including sexual health and HIV/AIDS, housing, child health / first aid and health systems navigation. Over 100 unique students participated in these sessions.
- Continued to provide innovative, integrated and accessible health services. Clinical and Social Work programs are delivered in partnership with school administration and Thorncliffe Neighbourhood Office's Settlement program.
- Increased number of clinic days as a result of growing demand for services.



CALC - Preventative care screening for male and female students ages 17-37



## South Riverdale is... “a wonderful place to live”

### Jump Start:

- Provided 20 sessions, with a cumulative total of 380+ adults and 240+ children participating in the program. Program jointly facilitated by a Health Promoter, Registered Dietitian and a Nurse Practitioner.



Photo: Andrew O.

Seniors enjoying the entertainment at their Summer Pot-Luck lunch.

### Senior's Programs:

- Partnered with 15 community agencies to serve over 50 unique seniors. Partnered with health professionals to facilitate eight health education sessions identified by seniors including: Holistic Health, Vision Health and Care Strategies, Nutrition, Well Grandparenting Strategies, Osteoporosis and Muscular Health, Positive Mental Wellness, Common Infectious Diseases Among Young Children, Healthy Eating for Young Children (*many ethno-cultural grandparents in the neighbourhood are involved in raising their grandchildren*).

### Garden Group:

- Conducted 24 sessions, 194 participants attended gardening and garden education sessions.

### Immunization Outreach:

- Partnered with community agencies to organize flu clinics for seniors, men and newcomer youth at the City Adult Learning Centre and Thorncliffe Park. 311 unique individuals were immunized.

## Urban Health

### COUNTERfit Harm Reduction Program:

Between April 1, 2013 and March 31, 2014 the COUNTERfit harm reduction program:

- Served 2,317 people who use illegal drugs (or legal drugs illegally); 13% of whom were new to the program
- Delivered 268,102 new needles (22,341/month) and collected 260,467 used ones (21,670/month) a return rate of 97%.
- Distributed 21,850 stems.
- Distributed over 100,000 condoms.
- Provided 72,203 services (basic needs, pregnancy testing, information, informal counseling, HR-based counseling, advocacy, etc.).
- Made 3,062 referrals to health care and other services.
- Delivered over 80,000 sterile syringes during this period via the mobile service.
- Delivered almost as many sterile needles via COUNTERfit's 10 Community Based Satellite Sites and 4 Service Based Satellite Sites.
- Collected over 182,000 used needles – over 20,000 more syringes than the Mobile and Satellite Site programs have distributed.
- Created a client support worker position that has proved invaluable to the program and to the organization as a whole. This worker now does much of the connection work between COUNTERfit service users and the health care system.

### COUNTERfit Women's Harm Reduction Program:

The Women's Harm Reduction Program is for women who are sex workers and for women who use drugs. This specific population faces unique challenges and barriers to accessing support and services. This program works to acknowledge those challenges and develop responsive, supportive programming to address these needs.

Our program offers:

- **Harm Reduction** - Harm reduction supplies (e.g. needles, crack stems, etc.), basic needs items (tampons, pads, underwear, etc.), harm reduction counseling, support services and advocacy, referrals to doctors, nurses, counselors / case managers, detoxes, housing workers, shelters, Hep C education & treatment programs and more.
- **Women's Drop In** - Women's Drop In is a weekly program that provides a safe place for women to connect with peers, talk, hang-out or just drop-in and have a hot breakfast. Women can also see a nurse, talk to a counselor, get health education, support and referral services and have access to harm reduction and basic needs supplies.

## South Riverdale is.. “resilient”

- **Women’s Wellness** - A program that was established through the Women’s Drop-in to create greater access to medical care for women who use drugs and are involved in sex work. During women’s wellness one can access a nurse practitioner on a weekly basis without requiring an appointment. This program has proved to be very effective in meeting the health related needs for marginalized women who are engaged in sex work and drug use.
- **Women’s Circle** - The Circle was created to provide a structured forum whereby participants can build routine and skills which will help prepare them to move towards working in the harm reduction field.
- **Reclaiming The Voice** - A Sex Worker monthly group that is facilitated by Maggie’s TO (sex worker led organization for sex workers). Reclaiming the “Voice” focuses on the idea of ‘agency’, how to get it, who gets to benefit from it, and most importantly, how it is used to claim the voice of marginalized communities and people from lived experiences of sex work. It is a closed group for people with sex work experience to come together and share real life issues, as well as, transform our discussion through creative outlets such as writing, art, social media, and film.



Photo: Debby Y.

COUNTERfit  
Drug Users Memorial

### COUNTERFIT Memorial Project:

The Memorial Project was conceived in response to the community’s expressed desire to formally remember, and pay tribute to the many individuals lost over the 12 years since COUNTERfit’s inception. The purpose of the project was to create a memorial sculpture that celebrates the beauty and meaning that deceased friends have brought to our lives and the community of South Riverdale. The Memorial Project also aimed to make visible the devastating impacts of the war on drugs by co-creating a public space for mourning and resistance in a rapidly gentrifying Toronto neighbourhood, where people who use drugs are increasingly criminalized and marginalized.

- With a production grant from the Ontario Arts Council, we achieved our vision of erecting a memorial sculpture by the end of July 2013.
- A vision for the project emerged comprising of a three dimensional sculpture to be made with copper in the shape of a flame. The sculpture is 8-feet in height and includes a detachable panel with names of drug users and allies who have died. The sculpture has been erected in an exterior green space at SRHC.
- The project came to completion with a special celebratory event to mark the unveiling of the sculpture, which took place on July 19<sup>th</sup>, 2013, to mark International Drug Users Remembrance Day.

### The Toronto Community Hep C Program (TCHCP):

- Published two peer review articles about successful program outcomes in the International Journal of Drug Policy and the European Journal of Gastroenterology and Hepatology. Staff from the TCHCP made presentations of this and other research findings at more than 10 conferences.
- Continued to support the development of Hep C treatment programs at CHCs in the west end of Toronto

### COSS, Crisis Outreach Service for Seniors Program:

COSS provides on-call 7 day-a-week (9 a.m. to 5 p.m.) mobile crisis intervention and outreach services to seniors who have suspected and/or diagnosed mental health issues and/or addictions. COSS is a partnership comprised of four organizations: WoodGreen Community Services; Community Programs in Addiction; Good Neighbours Club; and, SRHC.

- This year, the program was expanded from the South East area of the Toronto Central LHIN to include the South West area of the TC LHIN.
- The program focuses on frail, marginalized, and at risk older adults and seniors, many of whom are homeless, or under housed, living in poverty, and/or new immigrants at increased risk for emergency room (ER) and inpatient utilization.
- There were 710 new clients this year who received services beyond the initial assessment.

## South Riverdale is... “diverse”

### M-DOT Team:

Multi-Disciplinary Outreach Team (M-DOT) connects with, and supports homeless and unconnected homeless people who are living with mental health issues.

- Housed 60% of clients successfully.
- Conducted ongoing internal research, which has helped elucidate the link between housing and hospitalization, particularly for those with psychotic disorders -providing support for the physical health needs of clients as we bridge them to more established primary health care providers.

### CATCH E.D. Program:

A partnership of community health centres, hospitals and community based agencies with the goal of connecting individuals to community based health and social supports to reduce reliance on emergency room services.

- The Catch Program has seen a consistent flow of counseling and primary care referrals: Over 200 distinctive medical and/or counselling appointments provided to individuals not previously connected to appropriate community supports.
- Based directly on their connection to medical and social work support in the community, a significant percentage of those clients have been able to reduce their emergency department visits. We have developed strong collaborative partnerships with the CATCH E.D. transitional case managers, which has led to increased referrals and which has allowed us to implement comprehensive and well - coordinated care plans to meet the diverse needs of clients.

### Outreach Clinic:

The Outreach Clinic is a twice weekly drop-in clinic where marginalized community members can get access to primary health care and social supports.

- The Outreach Team continues to serve some of our organization's and our city's most marginalized and vulnerable community members.
- Consistently increasing access to health care to those who have the most difficulty accessing traditional health care systems.

- Over the last year we have continued to work together as a multidisciplinary team to strengthen our communication and collaborative processes, with continual awareness of the deep connection between social and health care determinants, to ensure that each client is receiving the most holistic and thorough care plan possible.
- We have worked to increase accessibility-accepting more new patients, outreaching to partners, and being as flexible as possible in our service provision.
- In 2013 we saw 145 patients in the clinic-totaling over 3,500 distinctive visits for primary care, case management, and counselling services.

## Chronic Disease Prevention and Management

### Smoking Awareness Strategy:

- Implemented cross-organizationally to provide a multi-prong, harm reduction approach to smoking, particularly within our priority communities. Training Enhancement in Applied Cessation Counseling and Health (TEACH) trained providers engaged with staff and community members through presentations and workshops to help inform the program directions to ensure meaningful, effective program development and delivery.

### Primary Care Asthma Program (PCAP):

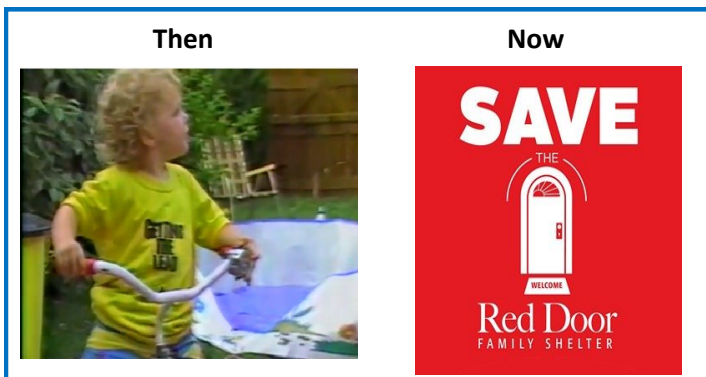
- PCAP offered across 3 community CHCs including Regent Park CHC, East Health CHC and South Riverdale CHC. Improving health outcomes for individuals across the life span that is impacted by Asthma, COPD and smoking continues to be among the central goals of PCAP, as is community awareness and education. Those most at risk for compromised lung health receive accessible care from our Respiratory Therapist through internal partnerships within each of our program locations.

### Diabetes Education, Management & Support:

- Provided on a 1:1 and group services for adults with pre-diabetes and type 2 diabetes at a range of community locations including: SRCHC (2 locations): Access Alliance Multicultural Community and Health Services (Victoria Park & Danforth); Albany Clinic (new this year); East End CHC; Crescent Town Health Centre; Crescent Town Club & Community Centre; as well as, a host of community settings and organizations as requested, such as the 416 Community Centre for Women, Heyworth House, the Mustard Seed, Providence Health Centre and Community Living Toronto.

### Diabetes Prevention, Education, and Support:

- Provided by peers leaders through the Toronto Public Health Diabetes Peer Leadership grant for the second year in a row. Once again, the project was hugely successfully, providing 17 peer led workshops reaching over 241 at risk individuals from within the Chinese, South Asian and





## South Riverdale is... “supportive”

Mental Health communities over a 6 month period with an additional 200+ individuals reached at 3 Community Fairs in the same period of time.

### South Asian Cookbook:

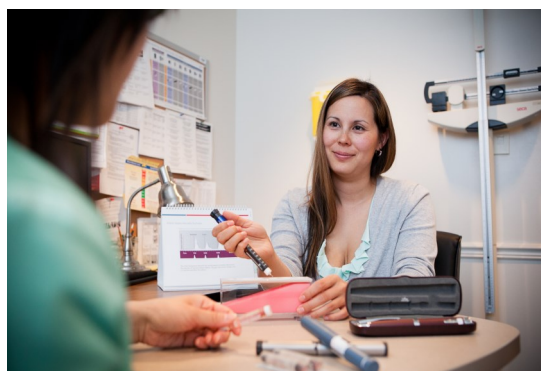
- Launched the “Diabetes Healthy Eating Insight: South Asian Recipes & Tips for Healthy Living” in May 2014 at the Crescent Town Club and Community Centre. The resource, created by two DECNET dietitians, provides culturally relevant diabetes recipes for individuals living with diabetes and their families, as well as, tips for healthy living.

### Diabetes in the Real World:

- A series initiative designed to engage our diabetes clients and community in an exploration of the intersection between diabetes and the social determinants of health in order to begin to mobilize community in addressing emerging social and systemic inequities and barriers. This innovative project recently garnered local and national attention, including a published article in the Canadian Nurses Association Journal and a presentation at the Community Diabetes Education Network of Toronto (CDENT).

This year’s topics:

- ☒ Hormone Disruptors in the Environment;
- ☒ Foot Care & Diabetes;
- ☒ Nutrition; and,
- ☒ A Year in Review.



Offering flexible, informal, drop-ins to address living with diabetes and mental health challenges.

### Diabetes and Mental Health Group:

- Offered twice monthly in a flexible, informal, drop-in format to address living with diabetes and mental health challenges. Group members provide discussion topics and offer mutual support to fellow members.

### D-Group:

- A peer project partnership between Regent Park CHC and South Riverdale CHC, trained 8 peers to reach, engage, educate and support at-risk, homeless, mental health &/or substance using communities living in the downtown core who may also be at risk for diabetes.

### Foot Health and Foot Care:

- Promoted through ongoing chiropody care with individuals, as well as, through participation in various community events and opportunities including: the Diabetes in the Real World program, the Toronto Diabetes Symposium, the 6<sup>th</sup> annual South Asian Diabetes Expo, and the Chinese Diabetes Expo.

### Red Door Shelter:

- Continued to partner with our clinicians to provide on-site health care for families, refugees and women fleeing violence.

### Flu Clinic:

- Provided influenza vaccines to over 1,000 community members during the course of 5 clinics.

### Mindfulness Meditation:

- Provided sessions aimed at reducing provider stress in the workplace provided by SRCHC staff for our staff following extensive training through the Centre for Mindfulness Studies. Project expansion being currently explored to share SRCHC staff resources with other community agencies to foster and promote improved health outcomes through mindfulness meditation.

### Teaching & Knowledge Transfer:

- Conducted by various team members this year including national presentations at the Canadian Network for Respiratory Care and the Canadian Diabetes Association conferences, workshop facilitation and master level training/mentoring for Choices & Change, teaching at Mount Sinai for the New Hires diabetes educator training program and panel participation for the CMCC Chiropractic College student training program.

## Regional Programs

### Self-Management Program:

The Self-Management Program (SMP) offers FREE skill-building workshops to community members living in the priority neighbourhoods within the Toronto Central LHIN region.

#### A) Peer Self -Management:

- During the 2013/14 fiscal year, SMP worked with various community-based organizations. Workshops on chronic disease and diabetes self-management were offered to bolster an individual’s ability to manage their chronic health conditions. Training for ten peer leaders was provided to support the delivery of chronic pain self-management workshops.

## South Riverdale is... “a strong community”

- The chronic disease self-management program was offered in English, French, and Tagalog; the chronic pain self-management program was offered in English and Mandarin. A total of 300 individuals attended one of these three workshops and partners requested additional workshops in 2014/15.

### B) Provider Training:

- SMP also offers free skill-building workshops on health care communication for health care providers.
- In 2013/14, approximately 400 providers from various health care settings of the Toronto Central LHIN region received training. The training supported motivational interviewing, rapport building and other health care communication skills. The goal of all the workshops is to promote client health behaviour change.

### C) New Programs:

- Launched two pilot programs that will continue during the 2014/15 fiscal year. The first is a peer led program called PEP Talk, which aims to prevent diabetic foot complications and has been developed by the Canadian Association of Wound Care.
- Trained ten health care providers in a ‘train the trainer’ model for the PEP talk (“Diabetes Healthy Feet and You”). The second pilot was developed by SMP in partnership with the Institute for Healthcare Communication – Canada.
- Aimed to provide health care providers a platform to practice their health care communication skills. We trained and certified four health care providers to deliver this mentorship program, which is the only one of its kind in all of Canada.

### Tele-Ophthalmology:

- This year we began a tele-ophthalmology pilot project to increase access to eye screening for people with diabetes in order to diagnose and treat diabetic retinopathy. This pilot program is a partnership with the Ontario Telemedicine Network (OTN) and Dr. Michael Brent at University Health Network. We will be offering this pilot program with a number of CHC partners including Flemingdon Health Centre, Parkdale CHC and Anishnawbe Health Centre.



### The Toronto Central LHIN Diabetes Program:

- This year with the development support of many of the DEPs and DEC's across the TCLHIN, we launched a revised central referral insulin order and prescription form. The referral form can be used by anyone (person with diabetes, healthcare provider, community organization, etc.) to get connected with diabetes educators to provide support for type 2 diabetes or pre-diabetes management. This referral form can be found at [www.torontodiabetesreferral.com](http://www.torontodiabetesreferral.com)
- We have supported collaborative planning and service delivery by diabetes programs, in the Toronto Central region, and best practice and standardization of practice, in primary care and diabetes programs settings.



Photo: Tracy M.

Dancers entertain the large crowd at our Earth Day celebration 2014

## Organizational Health Systems

### Building On Our Strategic Direction – Organizational Systems:

- Our systems continue to develop and strengthen as the solid foundation to all our programs and services.
- Launched new Electronic Health Record in partnership with the rest of CHCs across province.
- Developed our 2nd quality improvement plan for the organization.
- Created a new logo for the centre that builds on our history and looks to the future.

### Community Capacity & Development:

- Educated community members on their rights to vote in provincial election.
- Engaged with community members via the Health and Strength Action group to advocate for change in our communities on issues of food, housing, voting, etc.
- Created partnerships with organizations in North of Danforth Area to build local capacity and respond to community needs.
- Launched under leadership of community members, the

## South Riverdale is... “home sweet home”

East York Community Initiatives and Kitchen for those looking for ways to engage in their local community.

### Earth Day Event:

- Celebrated our earth and this community we live with approximately 200 individuals attended our community action and information fair on Thursday April 21, 2014.

### Planning South Riverdale Group:

- A community group promoting healthy, inclusive development planning for South Riverdale. This group is promoting affordable housing and work places and inclusive engagement in a community that is undergoing redevelopment. It hosts planning focus groups and facilitates research.

### Billy Bishop Airport Expansion

- SRCHC staff worked with the board to research the potential health impacts of an expanded airport and drafted a letter to decision makers outlining their experience with local air quality studies and potential health issues. The letter served to inform other community members and became part of an overall health impact study conducted by the City of Toronto Board of Health. A decision by Council is pending.

### Ward 30 Bikes Community Group

- A diverse group of residents advocating for improved safety for cyclists (and pedestrians) in Ward 30. SRCHC supports the group with some facilitation, expertise and meeting space.

### Bike Repair:

- Facilitated about 250 repairs and safety checks, gave out about 50 route planning maps and put 5 people on “new” refurbished bikes. Continues weekly.



The 10th Anniversary of the bike lanes along Dundas Street East, from Kingston Road and Broadview Avenue were celebrated October 2013

### Awareness Raising Event to Celebrate Results from Community Engagement

- Celebrated the 10th anniversary of the Dundas Street East Bike Lanes during Community Health and Wellbeing Week. SRCHC staff and volunteers handed out free bike lights to cyclists the morning of Friday September 30, 2013. Dundas Street East is a super popular route with many cyclists out there. It was a great way to thank cyclists for using the bikes lanes.

### Road Reconstruction Community Safety Advisory Committee:

- A spin off from cycling safety advocacy, the community was asked to participate in regular site reviews to ensure pedestrians and cyclists are accounted for during reconstruction of Leslie St. The group’s work has resulted in pedestrian and cycling detours around construction, speed bumps to slow traffic over a trail, numerous signs and pavement marking changes and generally raised awareness regarding protection for pedestrians and cyclists among decision makers and construction management.



Hide Away Park before improvements

### Hide Away Park Re-Design - Community Engagement and Consultation:

- The City Councillor asked SRCHC to facilitate an engagement process to find consensus on how to improve the park design and regulate uses to ensure equitable access for nearby neighbours. SRCHC worked with students to survey households from a range of income brackets and provide recommended design changes to the Councillor and Parks staff. Recommendation were received and implemented.



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



## Community Participants & Volunteers

Community participants and volunteers are fundamental to SRCHC's success in our programs and services.

Melanie Abotossaway  
Layth Al-Kinani  
Ryan Anderson  
John Ankorn  
Christopher Baptiste  
Estella Baird  
Nicola Bartley  
Ana Begazo  
Mary Grace Bejemil  
Aronela Benea  
Derek Bergstrom  
Jean-Paul Boulanger  
Shawn Britton  
Guy Brooks  
Brian Brown  
Delroy Brown  
Andrew Buchanan  
Tessa Burtally  
Deirdre Callery  
Melanie Canlas  
Leigh Caplan  
Suela Cela  
Ping Cheung  
Shaheen Choudhury  
Vivien Chung  
Fred Cole  
Risa Corbett  
Alain Damphousse  
Naseema Dar  
William Delaney  
Michael Descoteaux  
Bintou Diakite  
Mohamed Dimassi  
Patrick Duff  
Elizabeth Eames  
David Edwards  
Kayla Emans  
Louis Fliss  
David Freestone  
Denise Galbraith  
Maria Teresa Diaz Galvis  
Jose Antonio Diaz Galvis  
James Gayowsky

Emily Glazer  
Karen Gold  
Imres Gorzsas  
Steven Gotzamanis  
Tyrone Green  
Richard Guest  
Ambaro Guled  
Dyan de Guzman  
Stephen Hall  
Linda Henwood  
Lisa Higgins  
Susan Himel  
Annie Hoang  
Sherlyn Hu  
Robert Hughes  
Tracy Hoolans  
Mahmuda Hossain  
Derek Howe  
Sherlyn Hu  
Lorie Huncar  
Tasleem Ismail  
Evelyn Instenberg  
Cheryl Isohan  
Joyce J.  
Abdullah Johnson  
Stanley Jorgensen  
Maya Jukes  
Ethina Kettle  
Jennifer Kim  
Denice Koo  
Erin Krusky  
Duyen Le  
Monica Zhang  
Dave Labarrie  
Kevin Larsen  
Antonio Laureano  
Wayne LeBlanc  
Anne Le-Quang  
Natalie Liu  
Benjamin Livingstone  
James Logan  
Elric MacArthur  
Jill MacDonald

Carolyn MacDougall  
Shirley McDonald  
Lisa Mallia  
Georgette Manena  
Ronald Manitowabie  
John Marshall  
Ron Marshall  
Ashley Martins  
Spenta Mazkoori  
Iain McLaren  
Donny Menna-Dack  
Jerry McEachern  
Joyce McIntosh  
Asha Mohamoud  
John Moore  
Carmen Morris  
Saara Muhaseen  
Clarisse Nangue  
Suzanne Ng  
Yi Man Ng  
Maya Nikoloski  
Leo Ouimet  
Safia Parveen  
Joan Patch  
Colin Peckham  
Sara Petrani  
Irina Petrova  
Stephanie Phan  
Ina Radziunas  
Mahfuza Rahman  
Donna Richard  
Everton Ricketts  
Anita Robichaud  
Julie Rowe  
Jo-Anne Sabel  
Theresa Salzmann  
Kerseri Scane  
Rocelo Sena

Jyotsna Sharma  
Hafsah Siddiqui  
Arlene Silverstein  
Ruth Smit  
Ismat Tahira  
Florence Taylor  
Lien Trinh  
Cindy Tsai  
Victoria Tremblett  
Hywel Tuscano  
Paul Vaughan  
Mari Vella  
Erlinda Verzosa  
Ed Walker  
Lisa Li Wang  
Sasha Whiting  
Miu Lin Wong  
Patty Wong  
Anthony Yesno  
Leki Ymele  
Tracy Heying Yuan



Photo: Tracy M.

**Volunteer - Ron, and Staff - Andrew hand out  
mini compost bins on Earth Day 2014**

*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.*

## Staff

We are grateful to our staff of over 140. Their dedication to client centred care, the delivery of high quality programming and services makes SRCHC a leader in the sector, as well as, an enviable place of employment.



Photo: Debby Y.

Planning an event like International Women's Day involves many hours of committee work and a passion to help this community.



Photo: SRCHC

Staff led groups for seniors, as well as other populations are informative and educational and can provide social contacts and supports.

## Community and Educational Partners

Partnerships, alliances and networks enable us to offer accessible coordinated services and programs to our clients. We are grateful to our numerous partners, alliances and networks that enable us to provide accessible, co-ordinated quality services and programs to our clients.



Photo: SRCHC

Handing out free bicycle lights on Dundas Street East for Community Health and Wellbeing Week.



Photo: Debby Y.

Volunteers and staff paint a banner for the Safer Streets Rally.

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Unless otherwise indicated photos  
by Fogel Photography

