

2015 ANNUAL REPORT

40

YEARS

Honouring our Past,
Embracing the Future



South Riverdale
COMMUNITY
HEALTH CENTRE



Ontario's Community
Health Centres

Every One Matters.



Ontario

Toronto Central Local Health
Integration Network

MESSAGE FROM THE CEO AND BOARD CHAIR



**‘Empowered, healthy
and thriving communities
where everyone
belongs’**

**Honouring our Past,
Embracing the Future**

In 1976, a galvanized group of South Riverdale residents committed to building and sustaining a healthy community. They successfully compelled the Ministry of the Environment to ‘get the lead out’ of the soil. Advocating for healthy communities was embedded in our collective psyche 40 years ago and is still going strong.

From then to now, our focus is on keeping people well and treating them when they are sick, through health promotion, community/civic engagement and primary health care. Our work is grounded in the values of equity, social justice and evidence-informed care. We have grown from 2.5 staff to one hundred and forty, one client to over eleven thousand. And, coupled with expanded programming and collaborations beyond our boundaries, we have established a solid reputation locally, provincially, nationally and internationally.



This year has indisputably been one of great change, with the growing gap between rich and poor within an environment of fewer resources. And, in the diverse community of South Riverdale while change is rampant, SRCHC has continued to stay in touch, assess need and respond. And therefore, it has also been a year of achievements. We have created a new Strategic Plan, developed meaningful partnerships and responded to the healthcare needs of Syrian refugees. And, we continue to have conversations with people who call South Riverdale home to find out what matters.

It is by being sensitive to our neighbours who are different from us, by being curious about those unique stories of the strength and resilience to meet life challenges and by demonstrating simple acts of kindness that we will continue to build healthy community. It is by these simple measures that we can compare today with the success of those roots established 40 years ago, as we continue to advocate for our collective health, which emerges from our diversity and relentless acceptance of one another. Only then will we truly be *an empowered, healthy and thriving community where everyone belongs*.

Lynne and David



MISSION

To improve the lives of people that face barriers to physical, mental, spiritual and social well-being.

VISION

Empowered, healthy and thriving communities where everyone belongs.

VALUES

Health Equity • Social Justice
Inclusion & Respect • Holistic Approach
Meaningful Community Engagement
Evidence Informed Practice

LEAD System Transformation

STRENGTHEN Organizational Capacity

MAXIMIZE Positive Community Impact
Through Collective Action

STRATEGIC PLAN

This year, South Riverdale Community Health Centre developed a new strategic plan that will provide the organization with a road map to direct our work for the next four years. “Honouring our Past, Embracing the Future”, speaks to the fact that SRCHC is at an important crossroad. David Willis, Chair of the Board of Directors notes,

“We are excited to launch this new strategic plan. We want to thank community members, partners and staff who provided input into the process. This plan will help South Riverdale Community Health Centre reflect on past accomplishments and prepare to fully embrace the future. We are leaders in Toronto’s Healthcare system working with clients, partners and community to improve the lives of people that face multiple barriers to health and well-being.”

In order to develop these new strategic directions, we engaged the broad community, clients and staff in this process; and through thoughtful conversations heard that SRCHC is recognized as a strong, values-based and mission-focused organization. The agency is an integral part of the broader healthcare system, with programs, projects and services that enhance access and reach well beyond the local community. Therefore, as Lynne Raskin, our CEO affirms “over the next four years, the organization will move thoughtfully and strategically forward using these three new inter-related and inter-connected directions as a guide, as we reach towards achieving our vision of “empowered, healthy and thriving communities where everyone belongs.”



EVIDENCE INFORMED PRACTICE



THEN
(1976-77)

2.5



STAFF

140

NOW
(2015-16)

THEN
(1976-77)

\$111,195



BUDGET

\$10,510,335

NOW
(2015-16)

THEN
(1976-77)

5,200

VOLUNTEER
HOURS



9,230

NOW
(2015-16)



Total number of
CLIENTS SERVED

11,490



37%
INCREASE
since last
year

90

ACCESS POINTS
to SRCHC services
or programs

THEN
(1976-77)

2,700

**TOTAL
INTERACTIONS**

80,864

NOW
(2015-16)

21%
INCREASE
since last
year

South Riverdale is committed to leading systems change by building an organizational culture that focuses on quality and evidence informed practice. We work in partnership with a range of organizations to deliver programs that enhance access to services with the goal of improving one's health and well-being. This year a focus of our work was reaching out to communities and expanding access to many services and these changes have resulted in significant improvements.

1970s

SRCHC established and received first clients

1980s

Building clinical programs and allied health

- Social worker hired
- Chiropractic program initiated
- Red Door Shelter services for Latin-American refugees

1990s

Embedding health promotion

- Creation of Action for Children Today and Tomorrow leading to Early Years Program
- Environmental Health Promoter hired
- COUNTERfit Harm Reduction Program initiated

2000s

Increased funding for chronic disease

- Diabetes Education Network of East Toronto (DECNET)
- Primary Care Asthma Program
- Cancer Screening Services
- Women's Harm Reduction Program
- Toronto Community Hepatitis C Program

2010s

Regional program expansion

- Teleophthalmology
- Sustaining Health Advantage (SHA) Program
- Physiotherapy
- Healthy Kids Community Challenge
- Regional Diabetes Program
- Toronto Central Self Management Program

INCLUSION AND RESPECT



SYRIAN NEWCOMER SUPPORT EFFORTS

Throughout the past 40 years SRCHC has built a strong history of engaging diverse populations, including Newcomers to Canada, in a multitude of programs that address injustice, inequality, poverty and social isolation, while delivering lasting change. This effort is guided by its vision - to establish Empowered, Healthy and Thriving communities where everyone belongs. In alignment with this vision, SRCHC embraced the task of welcoming and resettling Syrian Newcomers to Toronto with a genuine dedication to ensuring that their post-migration support was respectful, inclusive, holistic and trauma-informed.

SRCHC was one of 4 CHCs in Toronto that took a lead in coordinating health access to government assisted refugees temporarily housed in hotels. SRCHC supported, 17 Syrian families who were temporarily settled at Super 8 Hotel on Spadina Avenue. SRCHC's successes can be attributed to a multi-faceted approach of resettling and supporting Syrian Newcomers, which included:

- Participation at the multi-service coordination table where agencies collaborated to bring the best possible services to Syrian Newcomers. These agencies included; settlement services, Community Health Centres, hospitals, Toronto Public Health, private practitioners and employment assistance programs.
- Maintaining a daily staff presence at the hotel, to coordinate immediate and reliable access to health and settlement services on-site and off-site where Syrian families were temporarily settled.
- Providing women's health screening services for Syrian women.
 - Building strong partnerships with community volunteers who accompanied Syrian newcomers, to appointments.
 - Coordinating community gatherings for Syrian families to come together to share experiences and ask questions regarding healthcare, education, settlement, resources and services.
 - Providing weekly children's wellness programs at the hotel which provided a safe space for children to participate in recreational activities.

SRCHC's ongoing work with the Syrian Newcomers is a crucial part of upholding our duty in supporting the dignity and self-worth of all people.



احترام
RESPECT
Community Art Project

132

unique clients served

797

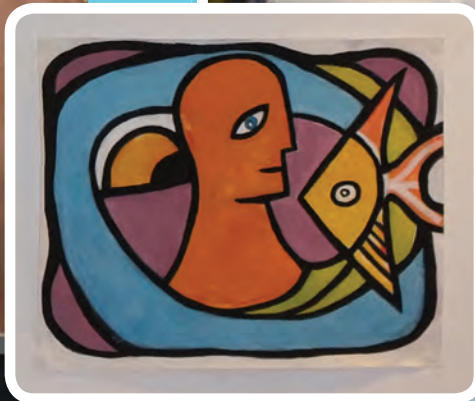
encounters

10

group sessions

NOW
(2015-16)







NOW
(2015-16)

1,052,281
supplies distributed

38,533
services provided



SUPERVISED INJECTION SERVICE

For over 18 years, SRCHC has provided comprehensive, innovative and user-driven harm reduction services to the community. SRCHC operates one of the most successful harm reduction programs in Toronto. In March, SRCHC announced that it is working with City partners to expand these services to include an integrated supervised injection service (SIS). Supervised injection is a health service that provides a safer and hygienic environment for people to inject drugs. We see a small-scale SIS as the natural and logical next step in reducing the harms associated with drug use for our clients and community. Overdose is on the rise in Toronto and service users have told us they want and would use this service.

In September 2011, the Supreme Court of Canada recognized that SIS decrease the risk of death and disease and that the operation of these health services is "in accordance with the principles of fundamental justice." As part of our recent community consultations on SIS at SRCHC, many of our neighbours said that they would welcome the benefits of this new service at SRCHC and see it as a contribution to a more compassionate and just community.

"If we embrace and celebrate this opportunity for SIS at SRCHC then we are creating a safer community for ourselves and we are valuing our neighbours.

I like to think that we own a home in an area that is progressive, welcoming and inclusive.

SRCHC is in a unique position to help hundreds of vulnerable drug users."

– Local resident

If you have any questions about SIS, please contact Lynne Raskin our CEO or Jason Altenberg our Director of Programs & Services.

SOCIAL JUSTICE



ROOFTOP GARDEN PROGRAM

For the past 15 years, SRCHC has maintained a simple raised container garden on the rooftop patio of the building. The original wooden planter boxes were designed and built by a local community resident and long-time member of the health centre, Al Levitt. SRCHC staff have used this space to run a weekly gardening program for community members primarily socially isolated individuals, seniors and newcomers.

Last year, with the original boxes deteriorating and the roof needing to be replaced, the Centre applied to Live Green Toronto for funds to rebuild and expand the garden, enhance programming and increase outreach to the community. The funding proposal was successful and this spring, new construction on the rooftop garden has begun. SRCHC was able to reposition the fencing, subsequently tripling the space for the garden and teaching spaces.

The new rooftop garden will provide more opportunities for staff to conduct programs within the space. Research shows gardening programs can increase access to nutritious, fresh produce; decrease social isolation; improve food skills and knowledge; increase healthy physical activity; and improve mental health. The garden program also provides a low-threshold entry point to the Centre and its programs and services.

**"I learned things on different levels.
I learned about food and plants.
I learned about being in a group and meeting
new people. I got some insight into being
a human being and learning about others.
We became a little community."**

VIRTUAL DIABETES COACHING

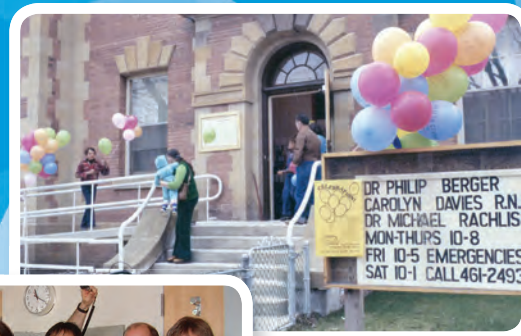
SRCHC designed, developed, and tested a virtual care diabetes management tool within three months between January and March 2016 in response to the Toronto Central LHIN's test for change initiative.

Working with experts including providers and people living with diabetes (PWD) and their caregivers, SRCHC hired and collaborated with a health technology company to develop an android app for provider-initiated virtual management of diabetes. This tool provides clinicians with an alternative to extend the in person care they provide to their clients and engage in remote management of diabetes. For the pilot we partnered with three diabetes education programs (DEP) associated with three distinct community health centres (CHC).

In devising this solution, we are building upon the existing relationship and rapport between clinician and their clients that meaningfully informs care provided in community health centres. With this solution, we are also creating an alternative means for virtual care provision, which is one way of enhancing care in the future. Further, by testing this virtual care solution in CHC associated DEPs, we are embarking to sustainably provide virtual care to marginalized population often overlooked by the traditional technology solutions.

**"In the future, it would be good to have virtual
care as an option for diabetes management.
With it, you're looking to try and start trends
and by noticing trends and being able to have
them, you know, whether it be my doctor or
whether it be the DEP people interact with you
once every 3 months or 6 months or a year,
being able to continue that allows you
to see trends sooner and change things."**

HOLISTIC APPROACH



A place for People

South
Riverdale
Community
Health
Centre

MON-THURS 10-8
FRI 10-5 EMERGENCY
SAT 10-1 CALL 416-248-2444



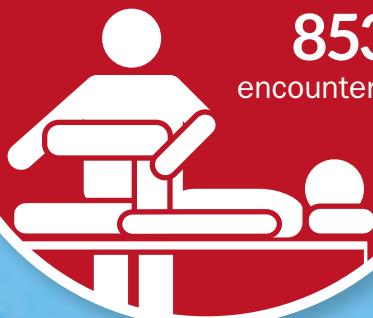
NOW
(2015-16)

104

unique clients served

853

encounters



PHYSIOTHERAPY SERVICES

In May of 2015, physiotherapy was added to the healthcare services available at South Riverdale.

Physiotherapy is a form of rehabilitative medicine that focuses on relieving pain, maintaining function, and quality of life for individuals with chronic diseases and or physical injury. Physiotherapy practice uses a variety of techniques to help achieve client and therapist goals. These may include exercise, education, manual therapy, acupuncture, and pain relieving modalities.

Many of the clients that have accessed physiotherapy at SRCHC have been able to achieve their goals of returning to work, reduce their need for medication, and maintain independence.

The physiotherapy model of care is not only individual client care, but also includes group-based care. For example, this past winter we conducted a 6-week physiotherapy lead chronic pain management group. By the end of the last session, group members reported an improvement in their day-to-day function and confidence in managing their pain. When asked what was the most helpful about the program? one client reported,

**“Getting the tools
to make myself
feel better.”**

Along with treatment-based groups, there have been many educational sessions provided to existing programs or groups at SRCHC, with a focus on health related topics such as chronic pain, fitness, and falls prevention.

In the future, physiotherapy will be collaborating with existing teams to provide a greater quality and variety of service for our community concerning a broad range of issues including women's health, senior's health, and chronic disease management.

MEANINGFUL COMMUNITY ENGAGEMENT



HEALTHY KIDS COMMUNITY CHALLENGE

For the past 40 years, South Riverdale Community Health Centre has been working not only to provide health services to clients, we have been developing and innovating strategies that are preventative in nature. The idea of decreasing risk and increasing protective factors is not new and SRCHC has developed and maintained hundreds of partnerships across the community in order to achieve significant health equity outcomes for residents. Collaboration and meaningful community engagement, as opposed to an isolated impact can lead to greater results.

The Healthy Kids Community Challenge is among SRCHC's partnerships that is designed to have a collective impact, which represents the future of collaborations in the not-for-profit sector. Collective impact is the commitment of a group of people from different sectors (private, public, government) to set a common agenda for solving a specific social problem, using a structured form of collaboration.

HKCC unites communities with a common goal of promoting children's health through physical activity and healthy eating. 18% of Toronto's children 2-17 years of age are overweight and 8% of children and youth that fall into that category are obese. Danforth-East York is one of 45 communities across the province charged with working with local partners to leverage existing assets and build strategies to help families with kids ages 0-12 years live more healthy lives. Danforth-East York HKCC partners will work to reduce the barriers in children accessing healthy foods, drinking water and physical recreation opportunities.



SPECIAL PURPOSE FUND

The **Special Purpose Fund (SPF)** was created in 1983, a time when funding for CHCs was less stable than it is now. Its initial purpose was to provide for short-term operating costs were the Ministry of Health to suddenly discontinue funding. As the Centre became more established, the purpose of the SPF evolved to provide opportunities to promote and build a healthier community in the grassroots manner that inspired the Centre's beginnings. Continuing in the future, we understand that the work of small groups of dedicated, community-focused individuals is the most potent path toward our strategic directions.

The SPF keeps a minimum of \$150,000 in principal and is invested to balance risk and interest earned. The interest earned may be applied to the following purposes:

- The Centre's Community Grants Program, with a maximum of \$1,000 per grant.
- Special donations, up to a maximum of \$300 per year.
- Seed money for investigating or developing new projects at SRCHC, either alone or in partnership.
- Bridging funds for a program within SRCHC.

Groups or organizations interested in applying to the Community Grants Program can request a brochure that outlines the funding criteria and the process for applying.

This year, \$1,000 grants were provided from the SPF to three community groups:

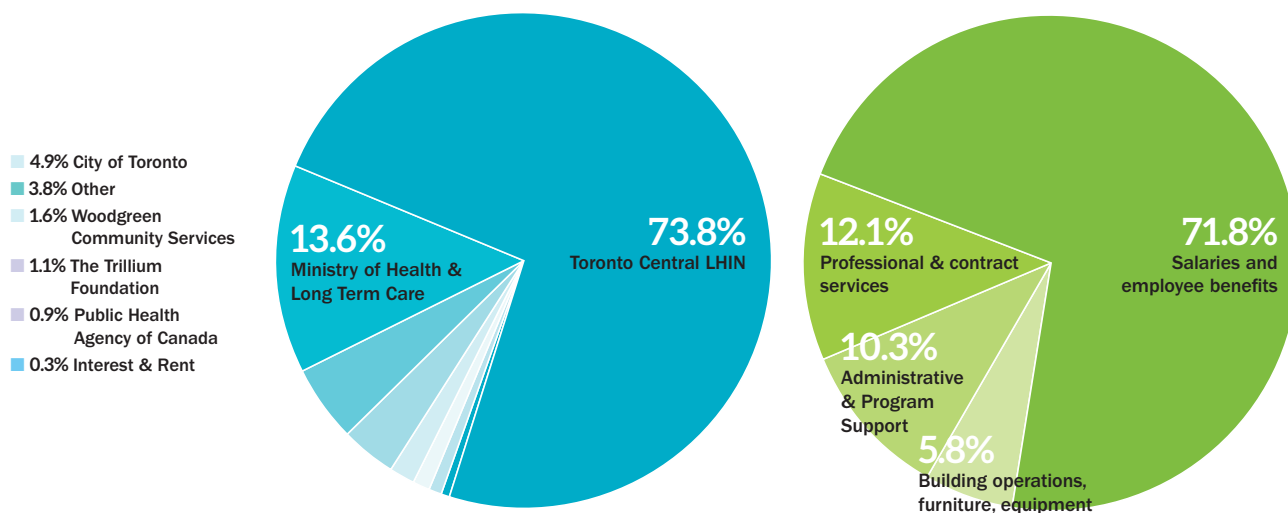
- **Safety1st**, to sustain and build capacity in its volunteer-led Rivertowne Breakfast Program for community members.
- The **Open Door Drop-in Program** at St. David's Anglican Church for children aged 0-6 and their caregivers to assist with increasing demand.
- **Community Action for Families**, a mutual-support group for women who are working toward improving the child welfare system, as well as, building their self-advocacy and positive connections with their families.

FINANCIAL HIGHLIGHTS: OPERATING REVENUE & EXPENSES

Period ended March 31, 2016



	2015-2016	2014-2015
REVENUE	\$10,510,335	\$9,923,151
Toronto Central LHIN	\$7,758,328 73.8%	\$7,602,163
Ministry of Health & Long Term Care	1,432,538 13.6%	1,377,905
Public Health Agency of Canada	95,907 0.9%	95,907
City of Toronto	511,905 4.9%	221,172
The Trillium Foundation	114,297 1.1%	97,116
Woodgreen Community Services	168,798 1.6%	156,205
Other	401,944 3.8%	341,435
Interest & Rent	26,618 0.3%	31,248
EXPENSES	\$10,510,335	\$9,923,151
Salaries and employee benefits	\$7,553,660 71.8%	\$7,425,874
Administrative & program support	1,085,274 10.3%	967,747
Building operations, furniture & equipment	604,667 5.8%	469,543
Professional & contract services	1,266,734 12.1%	1,059,987



These summarized statements have been extracted from the South Riverdale Community Health Centre's audited financial statements for the year ended March 31, 2016. A copy of the complete financial statements prepared by Management and audited by Deloitte LLP, Chartered Professional Accountants is available to any member of the public upon request.

THANK YOU VOLUNTEERS



SRCHC values all those who give their time and commitment to the health centre. Volunteers and community participants are involved in the board, harm reduction program, self management program, Good Food Market and a range of other ways in the organization.

Board of Directors & Board Committees

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Ben Vozzolo
Bing Yan Xu
David Willis (Chair)
Janine Luce
Jennifer Fang
Jennifer Foulds
Jill Barber (Vice Chair)
Joanna Carroll
Kashtin Fitzsimons
Kelly Clarke
Laurie Poole (Treasurer)
Leslie Middaugh
Linda Rozmovits
Sue Birge
Susan Vardon (Secretary)
Victoria Bowman
Wan Chin Cheong

Good Food Market

Ammie
Chin Ye
Danette Steele
Debbie Persaud
Frank Crichlow
He Fen Li
Jacqueline
Jen Volk
Jennifer Surat
Jill Robinson
Jim Neff
Lisa
Liz McLean
Lochin
Nura Mazloom
Qin Kong
Roger Breen
Rose

Sherry W
Vicki Lee

Self-Management Program

Abha Shrestha
Ambaro Guled
Annie Hoang
Arlene Silverstein
Arpa Azmila
Arunthia Urmi
Audrey Egan
Bintou Diakite
Carmen Morris
Carolyn Macdougall
Cindy Tsai
Deirdre Callery
Dolly McCallen
Emily Glazer
Erin Krusky
Erlinda Verzosa
Evelyn Instenberg
Georgette Manena
Ina Radzunias
Irina Petrova
Joyce McIntosh
Kaarina Wilson
Karen Gold
Kathy Cohen
Kerseri Scane
Layth Al-Kinani
Leigh Caplan
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Lisa Higgins
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Louis Fliss
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Mary Neilans
Miu Lin Wong
Mun Fung Wong
Naseema Dar

Nikki Le
Nilufer Shireen
Patty Wong
Peter Tsang
Ping Cheung
Rocelo Sena
Rose Marie Fraser
Saara Muhaseen
Safia Parveen
Sandra Fitzpatrick
Sandra Mills
Shaheen Choudhury
Shaista Ifthikar
Sherlyn Hu
Sivakame Yogeswaran
Stephanie Phan
Suela Cela
Theresa Salzmman
Tracy Yuan
Zohra Lalji

Community Kitchen Program

Anthony Kan
Andrew Antonio
Catherine
Cynthia
Daniel Petronijevic
Isabell McCrudden-Crozier
Jennifer Ross
Liz McClean
Sherry Weese
Syd Bunton
Vivian Olumide-Odebode

Newcomers and Families Program

Arlene Armstrong
Becky Wang
Cherry Chan
Danya Zhao
Donna Payton
Edward Chin
He Fen Li
Jim Vuong
Kam Hung Yu
Ken Phung
Kwok Wah Leung
Li Jin Zhou
Qin Kong
Rachel Gao
Wendy Lio
Yan Fen Yao
Yen Fong Yong

COUNTERfit Program

Alan MacDonald
Allan Matheson
Anthony Casimir
Benjamin Livingstone
Brian Brown
Butch Silver
Christine Byng
Clint Durry
Colin Peckham
Coraline Jackson
Cynthia Macgillivray
Deron Douglass
Ed Walker

Eileen Gunn
Elanna Marki
Evan Smith
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Iain McLaren
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Richard Parker
Samantha Chevalier
Sandy Moniz
Shawn Britton
Sherry Weese
Sophie Nicholson
Steven Zigomanis
Tammy Chevalier
Tymm Nicholls
Vinnie D
William Murray
William Way

Here's the cast of thousands who put this together

Andrea Laing
Caryn Thompson
Cassandra Cornacchia
Dorothy Dudek



Emma Reel
Grace Ho
Jason Altenberg
Kate Mason

Kathleen Foley
Lisa Kha
Lynne Raskin
Randal Boutlier,
12thirteen Design Inc.

Rose Shang
Shannon Wiens
Shirley Cheng-Kerr
Surkhab Peerzada



South Riverdale
COMMUNITY
HEALTH CENTRE

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To find out more about SRCHC's programs, to volunteer or to donate to our work contact srchc@srchc.com