

Building Healthy Communities

2016 ANNUAL REPORT



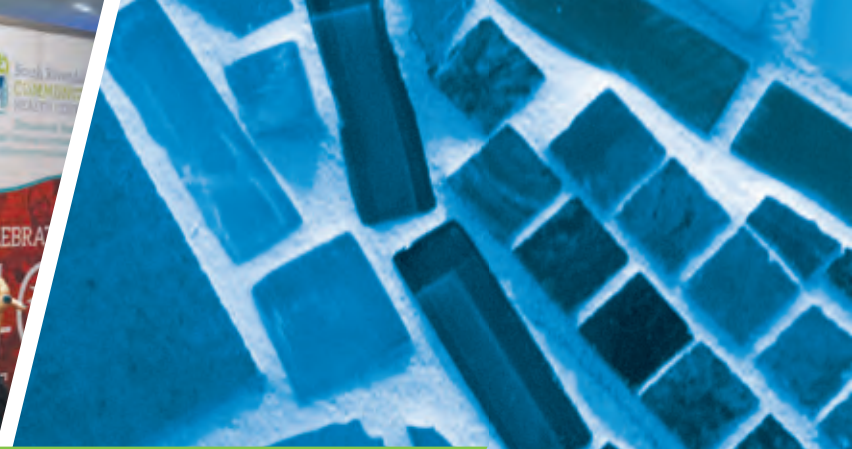
South Riverdale
COMMUNITY
HEALTH CENTRE



Ontario's Community
Health Centres
Every One Matters.



Ontario
Toronto Central Local Health
Integration Network



BOARD CHAIR AND CEO MESSAGE



This year, South Riverdale Community Health Centre turned 40! It has been a year filled with many challenges, tremendous accomplishment and profound sadness, all having an impact on our community, clients, partners and staff.

We began with a gala celebration and the creation of a time capsule. We paid tribute to our roots in activism, social justice and equity, honouring the many hands that brought us to this place. We have emerged today with those values lived, sustained and intact, woven through all of the work we do and the vision we hold dear. We are continuing to *Build Healthy Communities* as we expand our reach and deepen our work. We have become a leader in innovation and transformation.





“We must confront ongoing challenges with an unwavering commitment to social justice, equity and activism for the next 40 years!”

This year, we welcomed Harmony Hall Centre for Seniors into the South Riverdale Community Health Centre. Harmony Hall is a longstanding agency with a vibrant membership and many programs. We look forward to a year of mutual learning to ensure a successful, integrated future.

And we have been the recipient of many accolades about outstanding work in Diabetes Accreditation; the wonderful RISE (Riverdale seniors) ukulele group; the focused, ongoing settlement of Syrian refugees; and the addition of supervised injection services into the well-known COUNTERfit harm reduction program. This recognition is a result of the hard work of a committed board,

dedicated staff and people with lived experience. Their lives inform and shape so many of our services and programs, and this ensures respect, integrity, better health outcomes and a healthier community.

Even with these successes, however, we continue our battles. The horrifying increase of deaths due to drug overdose has exploded in communities where people are poor, precariously housed, have mental health and substance-using challenges and are relegated to the shadows. We have witnessed deaths not experienced in recent history, although substance use has always been with us and will continue to be so. In memory of Raffi Balian, the

founder of COUNTERfit, and many other friends, clients and community members who have lost their lives, we will commit this year to a continued struggle to end stigma, marginalization and inequity.

Therefore, as we look back on what we have accomplished, and ahead to our continuing work on *Building Healthy Communities*, we must confront ongoing challenges with an unwavering commitment to social justice, equity and activism for the next 40 years!

Lynne and David



10,183
Unique Clients
served



COUNTRY OF ORIGIN

Canada - 46%
China - 11%
Bangladesh - 6%
India - 2%
Pakistan - 2%



TOP LANGUAGES

English - 80%
Chinese - 10%
Bengali - 2%
Arabic - 2%
Urdu - 1%





86,775
Interactions



6,427
Volunteer
Hours



228
Interactions
for
Hassle Free
Clinic



57

Group Programs

914

Group Sessions

8,450

Group Attendees



Joint projects and events
bring seniors from
many cultures together
to learn from one another,
share a meal, take a bus trip
or enjoy a performance
put on by their friends.



956
Unique Clients
served



8,415
Volunteer Hours



10,249
Rides

25,617 Program Participants





WELCOME, HARMONY HALL!

Imagine a place that has a different look and feel every day of the week, where you might encounter karaoke, an afternoon of euchre, lunch for 120 followed by dance and drama, or a chance to sip tea and reminisce in your mother tongue.

For more than 40 years, Harmony Hall Centre for Seniors, now a program of SRCHC, has offered programming and community transportation to seniors 55 and over with the aim of keeping them healthy and independent. Harmony Hall offers seniors from four main cultural or linguistic groups – Bengali, Chinese, Tamil and English-speaking – opportunities to gather, learn, volunteer and connect to services. A number of seniors have been coming for more than 20 years.

The two Elderly Persons Centres, at 2 Gower Street and at Crescent Town Club, offer social and recreational programming such as fitness, cards,

crafts, language classes, bingo and dining. Joint projects and events bring seniors from many cultures together to learn from one another, share a meal, take a bus trip or enjoy a performance put on by their friends. As a partner agency in Toronto Ride, Harmony Hall manages a fleet of six vehicles and drivers who provide rides to seniors 55 and over, as well as adults with physical disabilities. Passengers pay a fee for rides to and from medical appointments and programming.

We had many opportunities to hear from Harmony Hall's seniors as we moved closer to integrating our two organizations. It was very important

to them to keep the name and keep the services in the community. We look forward to building on our shared tradition of building inclusive communities, including seniors in the east end of the city, for many years to come!



HEALTH CANADA GRANTS EXEMPTIONS FOR NEW SUPERVISED INJECTION SERVICES IN TORONTO



On June 6, 2017 Health Canada granted the Controlled Drugs and Substances Act exemptions needed to open three new supervised injection service sites in Toronto. This was a huge milestone for long-time advocates and providers of harm reduction services.

South Riverdale Community Health Centre (SRCHC) and Parkdale Queen West Community Health Centre (Queen West site) celebrate the approval of the federal application which allows supervised injection services as part of health service programming. A third Toronto agency, The Works (Toronto Public Health), also received approval.

This is an important next step in our ability to expand harm reduction programming and help address the current overdose epidemic in Ontario. “SRCHC has provided user-driven harm reduction services for 20 years. We have listened to, worked with and struggled with people who use drugs to provide every possible opportunity for health, fairness, and equity. The ability to offer supervised injection services is one more step in this journey and we know that this is a small part of a response to the current overdose crisis and an acknowledgement that the war on drugs must end,” said Jason Altenberg, SRCHC program director. In 2016, death caused by overdoses in Canada was estimated at 2,300 people; in Ontario it has been estimated that at least two people die of overdoses every day.

Evidence from injection sites around the world shows that these services will not only prevent the transmission of communicable diseases but will also decrease avoidable trips to emergency rooms and decrease overdose deaths. Supervised injection sites are a health service that provide a hygienic environment and supplies for people to inject pre-obtained drugs under the supervision of a nurse. Community health centres such as SRCHC and Queen West are well-equipped to address the needs of people who face barriers to accessing health care. Both health centres have a long history of service provision to people who use drugs and see this as an expansion of the work already being done.

Current programs and services include needle and stem kit distribution, safer drug use education, naloxone distribution, outreach, Hep C treatment and support, group programs (cooking, art), practical supports (legal clinics, income assistance), primary health care, health promotion and community initiatives. According to Angela Robertson, Parkdale Queen West CHC Executive Director, “This is

an important achievement for harm reduction advocates. Integrated supervised injection services at Queen West will be a life-saving addition to our harm reduction services. We see SIS as a much needed public health response to an individual and public health concern. We look forward to working with the clients and our communities in the implementation of this valuable service.”

**... these services
will not only prevent
the transmission of
communicable diseases
but will also decrease
avoidable trips to
emergency rooms and
decrease overdose
deaths.**

If you would like more information or have any questions, please contact, Jason Altenberg, SRCHC Director of Programs and Services, 416-461-1925, ext. 209 or jaltenberg@srchc.com.



SRCHC RECEIVES TRANSFORMATIVE CHANGE AWARD FOR SAFE INJECTION SERVICES

Each year, the Association of Ontario Health Centres (AOHC) recognizes organizations that have made significant contributions to improve the health and wellbeing of Ontario people and communities. The Transformative Change Award recognizes leaders, innovators, collaborators and health champions who have been at the forefront of transformative change.

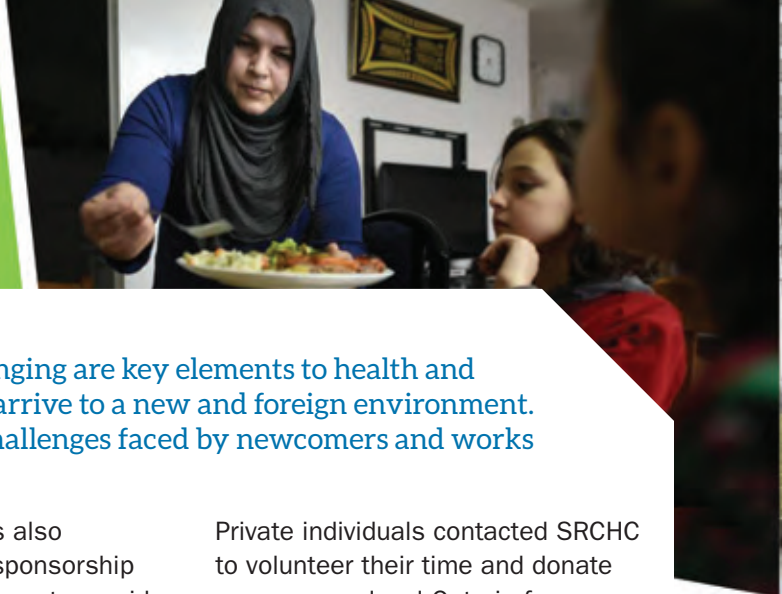
The staff and boards of South Riverdale, Queen West and Sandy Hill Community Health Centres have worked tirelessly for many years to rally support and funding for supervised injection services. In a difficult federal and local political climate, these organizations persisted. They

took risks and gained support from their communities, staff and boards. As well, grassroots leadership and partnership with people who use drugs engaged their communities. This allowed for a better understanding of the benefits of harm reduction and care for marginalized people within those neighbourhoods.

Hersh Sehdev, Executive Director of Kingston Community Health Centre, who nominated the three organizations for Transformative Change Award believes that the work these three Centres with regards to safe injection services "...personifies transformative change in more ways than one."



Abir Abdel Al Kader serves a late-afternoon meal to her daughters Rama Al Dibel, 9, and Rimas Al Dibel, 6.
(Source: *The Globe And Mail*, April 21, 2017)



BUILDING COMMUNITIES AND A SENSE OF BELONGING

SRCHC recognizes that a sense of community and belonging are key elements to health and well-being. This is especially true for newcomers who arrive to a new and foreign environment. The Newcomers and Families Team understands the challenges faced by newcomers and works to address barriers to health and social services.

Over the past 1 1/2 years, our community social worker has worked with both government-assisted and privately-sponsored refugees from Syria. The initial focus was to coordinate health care access for over 100 individuals residing in a downtown hotel. This resulted in on-site womens' health screening, mental health support, children's programming, immunizations and dental screening.

The government-assisted families were connected to various community health centres for health care until they were settled to more permanent housing. Eleven families moved within SRCHCs catchment. Work continued with these families, and the community social worker often met them in their new homes.

The social worker was also contacted by private sponsorship groups and organizations to provide support and assistance. Some services provided for these groups included workshops on trauma-informed care and cultural humility. As well, sessions allowed for sharing of experiences about immigration. Over 100 individuals attended the workshops and many more have since contacted our health centre for additional support and advice.

The Newcomers and Families Team also arranged for a social gathering for both government- and privately-assisted Syrian families to identify key needs and explore opportunities to connect and socialize. In partnership with WoodGreen Community Services, an informal group was established.

Private individuals contacted SRCHC to volunteer their time and donate resources; a local Ontario farmer donated produce for the families.

Work done by the community social worker and the Newcomers and Families team allowed for collaboration and advocacy on behalf of the Syrian families. Partnership building involved representatives from public health, education, community organizations and various levels of government. Most important, the work has allowed a semblance of community for these families. They are connected to resources and better able to navigate healthcare and social systems. It is an example of how much can be achieved when the communities and service agencies work together. The results of this work have spread and we receive referrals and enquires from across the city. SRCHC looks forward to working with more newcomers and helping to foster a greater sense of community and belonging.





SRCHC looks forward to working with more newcomers and helping to foster a greater sense of community and belonging.



LGBTQ2S EDUCATION

Developing strategies to ensure a welcoming, safe and inclusive environment

SRCHC held staff training given by the 519 Centre's education and training team. They provide organizations with knowledge, tools and answers to create inclusive, respectful and welcoming environments for people and communities who identify as LGBTQ2S. The 519's education team promotes diversity and creates inclusive environments to encourage learning.

Learning outcomes included challenging homophobic/transphobic language and behaviours; developing strategies to ensure a welcoming, safe and inclusive environment; and finding ways to measure actions which ensure the environment is safe, inclusive and dignified. South Riverdale CHC aims to further advance an empathic understanding of the barriers faced by members of LGBTQ2S communities, with staff from across disciplines developing ways to make the environment safer and inclusive for LGBTQ2S people.





SPECIAL PURPOSE FUND GRANTS

The Grants for a Healthy Community program, funded by our Special Purpose Fund, awarded two \$1,000 grants for the year ending March, 2017. The recipients are:

The Toronto Harm Reduction Alliance seeks to develop a website as a resource for the community. The Alliance is a grassroots coalition active since 2011, working in various areas to promote mutual support, networking, education and advocacy for harm reduction throughout the city. They focus on reducing stigma experienced by sex workers and people who use drugs; preventing HIV and Hepatitis C; reducing drug overdose deaths; and advocacy related to poverty and the social determinants of health. The website will provide valuable information, foster communication and recognize the work that this volunteer group has achieved. This initiative will be developed and informed by people with lived experience.

Neighbourhood Group Community Services serves frail seniors, at-risk children and youth, those who are searching for employment, people who are homeless or precariously housed, and people with mental health challenges. The Neighbourhood Group's mission is to serve people at every stage of their lives, promote independence and dignity, and engage the skills and talents of its neighbours to build a vibrant community. For its healthy lifestyle program, the agency plans a trip to the beautiful Toronto Botanical Gardens. It will provide a group of 30 newcomers with an educational tour of the gardens and meditation instruction to manage the stress experienced both from their country of origin and from the transition to a new home. They will also share a healthy lunch, and learn about their chosen city and native gardening in Canada.

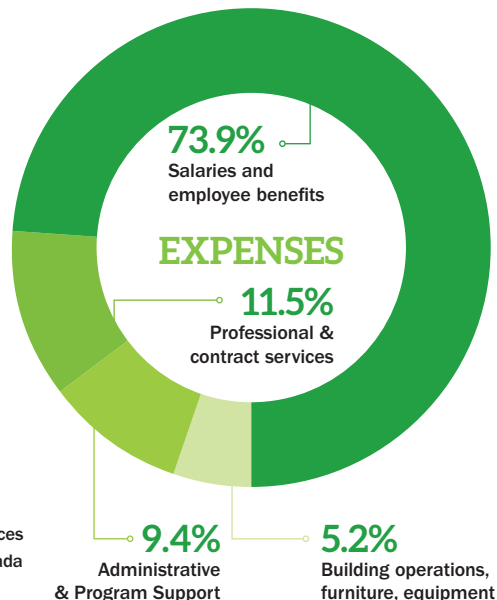
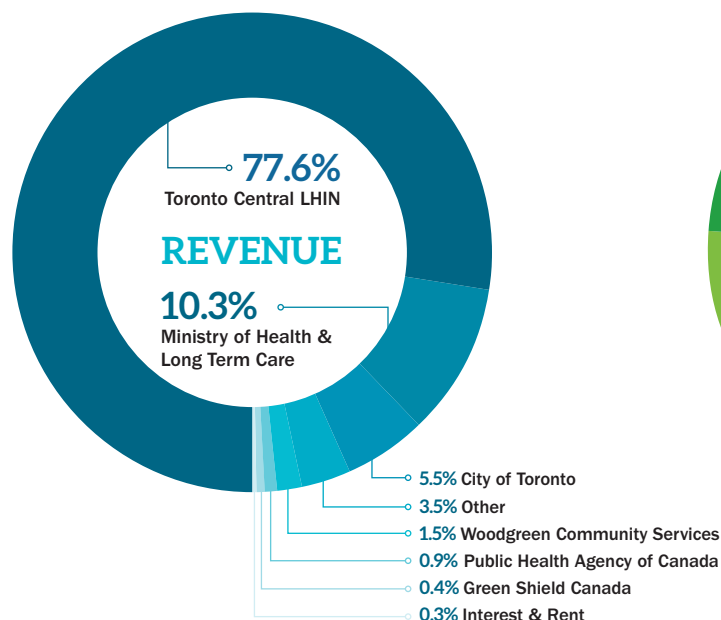
HEALTHY COMMUNITY PROGRAM GRANTS

Toronto Harm Reduction Alliance	\$1,000
Neighbourhood Group Community Services	1,000
TOTAL	\$2,000

FINANCIAL HIGHLIGHTS: OPERATING REVENUE & EXPENSES

Period ended March 31, 2017

	2016-2017		2015-2016
REVENUE	\$10,657,500		\$10,510,335
Toronto Central LHIN	\$8,268,420	77.6%	\$7,758,328
Ministry of Health & Long Term Care	1,088,255	10.3%	1,432,538
Public Health Agency of Canada	95,907	0.9%	95,907
City of Toronto	589,437	5.5%	511,905
Green Shield Canada	45,442	0.4%	-
Woodgreen Community Services	164,691	1.5%	168,798
Other	372,782	3.5%	516,241
Interest & Rent	32,566	0.3%	26,618
EXPENSES	\$10,657,500		\$10,510,335
Salaries and employee benefits	\$7,881,697	73.9%	\$7,553,660
Administrative & program support	998,568	9.4%	1,085,274
Building operations, furniture & equipment	552,023	5.2%	604,667
Professional & contract services	1,225,212	11.5%	1,266,734



These summarized statements have been extracted from the South Riverdale Community Health Centre's audited financial statements for the year ended March 31, 2017. 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 TO OUR FUNDERS!



Public Health
Agency of Canada

Agence de la santé
publique du Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada



The
McLean
Foundation

THANK YOU TO OUR DONORS!

115th Toronto Scout Group
Shamim Ahad
Jason Altenberg
Susan Anderson
Genevieve Mary Appleby
Alison Ashamalla
Kassia Balian
Kevork Balian
Salpie Balian
Ahmed Bayoumi
Olivia Bottenheim
Jayne Caldwell
Canadian Actors' Equity
Association

Canadian Memorial
Chiropractic College
Ann M Calder
Walter Cavalieri
Marianne Cheetham
CHUM Foundation
Herbert Co
Jennifer Foulds
Ann Goldblatt
Chaya Greisman
Kristel Guthrie
Indu's Esthetics
Elizabeth Janzen
Gurpreet Karir

Kazine Khachakjian
Kim I Productions Inc.
Susan Kirwin
Phyllis Lam
Charlotte Lapsansky
Marilyn Lauer
Estela Lee
John K. Lynn
Carolyn Madill
N. Gail Madill
Peter Markwell
Medical Compassion Clinic
Iain McBride
Frank McGee

Lynn McQueen
Jan Milito
Margaret Millson
Lorna Morin
Debra Phelps
John I. Propper
Lynne Raskin
Jeffrey Reynolds
Lori Ross
Rebecca Saah
Francisco Sapp
Scotiabank
Richard Seligman
Rita Shahin

Susan Shepherd
Mary Singleton
Melissa Tapper
Shaleena Theophilus
Simone Thibault
Sally Tuck
Alex Way
Phyllis Wong
Shirley Xurong Cheng
Hagop Zoulamian

YOUR SUPPORT MAKES A DIFFERENCE!

We now accept credit card or debit donations online at www.canadahelps.org/en/charities.

Then follow these steps: Search "South Riverdale Community Health Centre."

Select "Give in honour or memory of someone special."



Next, either write the person's name and save, or choose "Continue with my donation."

If you have questions or wish to donate in person, please contact

Rose Shang, *Manager of Finance*, at 416-461-1925, ext. 221 or rshang@srchc.com.



South Riverdale
COMMUNITY
HEALTH CENTRE

955 Queen Street East • Toronto, Ontario • M4M 3P3
1245 Danforth Avenue • Toronto, Ontario • M4J 5B5
416.461.1925 •   @SRiverdaleCHC • srchc.ca

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