

TOGETHER WE THRIVE

2018 ANNUAL REPORT



South Riverdale
COMMUNITY
HEALTH CENTRE



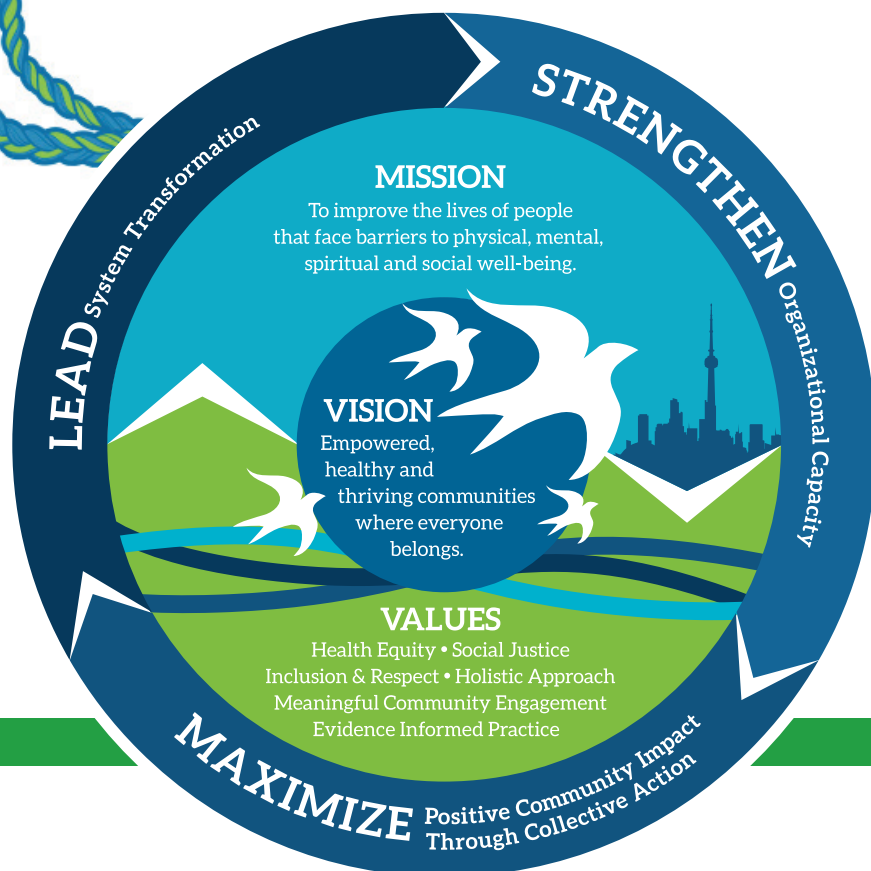
Ontario's Community
Health Centres
Every One Matters.



Ontario
Toronto Central Local Health
Integration Network

OUR MISSION

South Riverdale Community Health Centre's mission is to improve the lives of people that face barriers to physical, mental, spiritual and social well-being. We do this by meaningfully engaging our clients and communities, ensuring equitable access to primary health care, and delivering quality care through a range of evidence informed programs, services and approaches.



OUR VISION

Empowered, healthy and thriving communities where everyone belongs.

OUR 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.



EXECUTIVE MESSAGE: BOARD CHAIR AND CEO

“TOGETHER WE THRIVE” — AND INDEED WE HAVE!

This has been a year that has tested our resilience, courage and ability to respond to changing realities.

In the past 12 months we have seen a shift in the political landscape, experienced a major flood and have witnessed the passing of clients, colleagues and founding members. But despite these challenges, and even perhaps because of them, our commitment to carry on has also resulted in many achievements. We have delivered workshops and made presentations on a range of issues locally, provincially, nationally and internationally; hosted guests from across the globe; been accredited for the fifth time; welcomed formally the first salaried midwives in the province of Ontario into the organization; become a Canadian Food Centre; and brought to the community a sun-drenched Earth Day celebration with a land acknowledgement, trays of wonderful food, a Tai Chi performance, henna designs and an appeal to protect the environment.

And because the overdose crisis continues to haunt our community, as we mourn the loss of people we care deeply about, we must act courageously and continue to hold one another close. As the earth protests with extreme weather, we must collectively protect, honour and celebrate what remains sacred and beautiful. As we face current and future challenges, we must rely more intensely on one another. We will confront stigma, exclusion and discrimination, so we must join arms in solidarity with compassion, respect and a relentless commitment to inclusion. We will only be able to confront our challenges and celebrate our successes if we honour our differences, strengthen community, hold dear our values and know we can count on supporting and being supported by one another.

This has indeed been a year that has tested our resilience and our courage. It has shown us that we will continue to move forward if we walk, and rebuild, together. And that is how we will persevere — and thrive.

Steven and Lynne

Board Members 2018/19:

Shelley Darling
Vanessa Emery-Zariffa
Liz Janzen
Steven Little
Leslie Middaugh
Lorna Morin
Laurie Poole
Linda Rozmovits
Jeff Rybak
Susan Vardon
Mike Wilson
Kristen Yee
Lynne Raskin (CEO)

YEAR IN REVIEW

6

sites



- 1 head office at 955 Queen Street East
- 2 Gower Street
- 2A The Marketplace
- 1245 Danforth
- 134 Sherbourne
- 720 Bathurst

99

access points

13,395

volunteer hours

244

volunteers



Unique Clients Served

9,243



Interactions

88,345



Group Programs

139

Group Sessions

4,110

Group Attendance

38,025



As of March 31, 2019,
we had a total number of
187 employees.

From April 1, 2018 to March 31, 2019,
54 employees were employed
as peer workers (with lived experience).





STRATEGIC DIRECTION: LEAD SYSTEM TRANSFORMATION

BUILDING AN ONTARIO HEALTH TEAM FOR EAST TORONTO

South Riverdale Community Health Centre has been part of a network of health care providers and organizations for several years. Formed in 2018, the East Toronto Health Partners (ETHP) agreed to work together to form an Ontario Health Team for East Toronto. In early 2019, the Ontario government announced it was consolidating its local and provincial health networks.

The ETHP group's partner organizations include Providence Healthcare (Unity Health Toronto), VHA Home HealthCare, WoodGreen Community Services, Michael Garron Hospital, and South Riverdale Community Health Centre as well as primary care partners. On May 15, the ETHP submitted an expression of interest in forming an Ontario Health Team for East Toronto.

The ETHP provides a comprehensive basket of health and social services, tailored to meet changing local needs. Its services range from primary to acute care, food security to supportive housing, home-based to community services, birth to end-of-life care, and settlement to employment.

Our partnership is built on a legacy of trust in East Toronto, with a multi-decade track record of delivering “**made in East Toronto**” solutions together with our partners for more than 20 years.

At the centre of our model are the people we serve who have been involved in the planning and design phases of this process, engaged as active members of the ETHP. As our partnership model evolves and expands, we continue to follow a rigorous and inclusive process of engagement involving East Toronto community members.

In the months ahead, SRCHC is pleased to work with all of our partners to shape and design health care, and to deliver integrated services to those living in our community, and to any Ontarian who wishes to receive care in East Toronto.



ACCREDITATION

Accreditation provides an external review of an organization's operations in relation to accepted standards of good practice and risk management. SRCHC worked with the Canadian Centre for Accreditation (CCA) to conduct a detailed review of our governance practices, operational management, and program and service delivery. We worked for over a year preparing documents, conducting a staff survey and organizing interview teams (Board, staff, clients and volunteers) and preparing for the site visit February 12th to 14th, 2019.

The final report from CCA appreciated the work undertaken by SRCHC and highlighted the welcome they received. In their verbal wrap-up, the team praised the organization as a centre of excellence that lives its mission, vision and values. In particular, the team highlighted the work the organization has done to support clients and improve health outcomes. The final report comments on, "the level of client engagement and how it led to innovative co-designed programming that valued and leveraged the client and staff lived experience for the benefit of the community."

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

The team also highlighted the organization's commitment to quality programs, continuous improvement and research. They stressed that:

"SRCHC has a strong tradition of not only generating research evidence but of also using evidence-informed and evidence-based research throughout its programs and services."

The CCA congratulated the agency on achieving 79 of 79 standards and has accredited South Riverdale Community Centre for a four-year term. SRCHC thanks the CCA review team and everyone who supported this external review that allows us to tell our community's story with clarity and confidence.





STRATEGIC DIRECTION: MAXIMIZE POSITIVE COMMUNITY IMPACT THROUGH COLLECTIVE ACTION

SRCHC LAUNCHES NEW COMMUNITY FOOD CENTRE IN EAST YORK

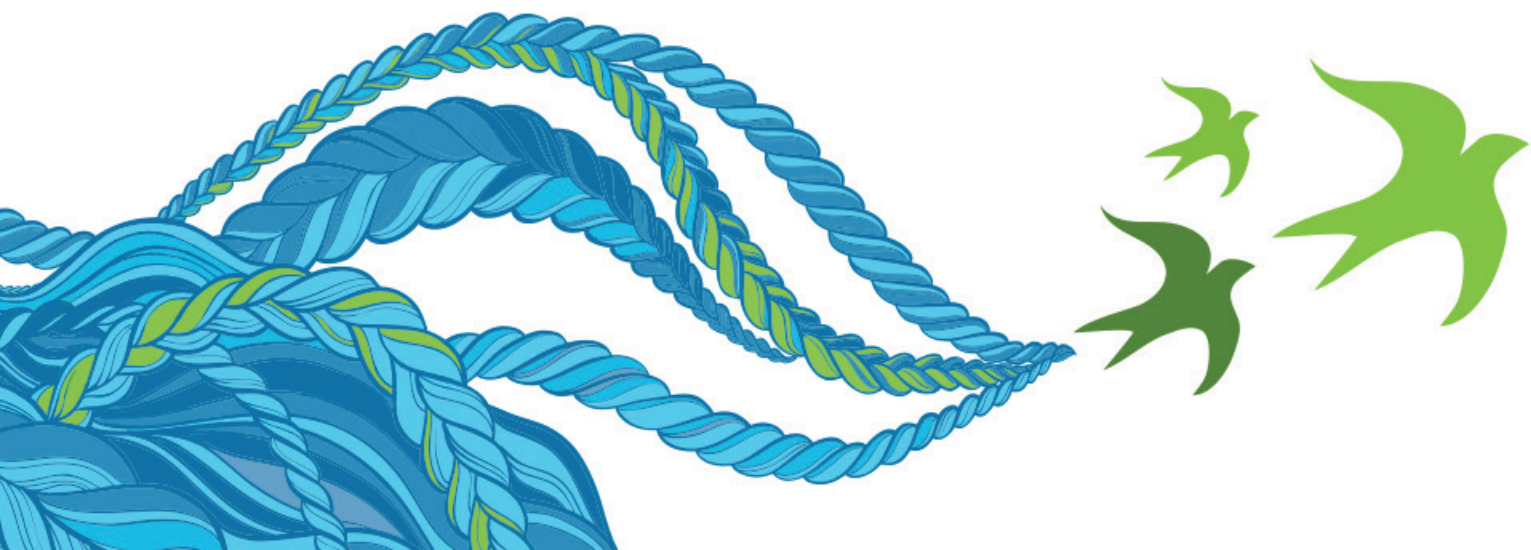


In early 2019, South Riverdale CHC's 2 Gower Street location became a partner site of Community Food Centres Canada (CFCC), a national organization that is driving the development of community food centres across the country. Prior to this, SRCHC was and remains a Good Food Organization with CFCC with the goal of improving food security for people in our communities and creating an accessible and healthy food system.

In addition to our community food security programs, where space is provided for community to come together to make and eat healthy meals, we are now going to grow, cook, share, and advocate for healthy and accessible food for all as we expand our food programming.

With funding from CFCC, we have renovated the kitchen facilities at our 2 Gower Street location. This welcoming space for Harmony Hall and community members enables them to come together, and learn to cook and garden. Their health, and the general health of the community, is improved through healthier food choices. In addition to an enlarged, renovated kitchen, the hall was given energy efficient lighting, an updated ceiling, and new windows. We also redesigned and rebuilt the upstairs storage and washroom areas to make these spaces more accessible and energy- and water-efficient.

This partnership will allow South Riverdale CHC to increase access to healthy food, empowering people to acquire food skills, and creating opportunities for people to become engaged in their community.





STRATEGIC DIRECTION: MAXIMIZE POSITIVE COMMUNITY IMPACT THROUGH COLLECTIVE ACTION

HARM REDUCTION PROGRAM IN EAST TORONTO ENHANCED BY THE ADDITION OF SUPERVISED CONSUMPTION SERVICES

keepSIX, SRCHC's supervised consumption service (SCS) at our 955 Queen St. E. location, has been open for a year and a half. In July, 2018, SRCHC also began operating the Moss Park Overdose Prevention Site (OPS) at a stand-alone location on Sherbourne St., just south of Queen. SRCHC operates two of the six consumption services in east Toronto. These services have had over 13,000 visits and have reversed 270 overdoses. The dedicated teams (overdose response workers, nurses, and community health workers/health promoters) at each location also provide counseling and crisis support, health care, referrals, their lived experience and expertise on safer use techniques and a vital space for safety and community.

BY THE NUMBERS



RAPID HEPATITIS C TESTING

In partnership with Michael Garron Hospital and the University Health Network, SRCHC is part of a research study in which confirmatory viral load results are available within an hour and require only a finger prick for blood. SRCHC is the first health centre in Canada to offer this type of test; it's a huge improvement from the usual testing and a successful way to engage people in hep C care.



WHAT'S A TYPICAL DAY AT keepSIX? HERE'S A GLIMPSE:



OPENING

keepSIX opens at 9:30 and the first service users arrive shortly after. Staff have already been getting things set up for the day: preparing syringes of naloxone, checking the oxygen monitoring equipment and making coffee.

MORNING

The first visit of the day is Bob.* Bob was also the first person to use at keepSIX and comes every morning. Although he has his own place, he comes to the SCS because he doesn't feel judged for his drug use here and knows that he'll be taken care of if something goes wrong. Bob is a service user rep on the community liaison committee, made up of a range of community members, which meets every two months. He reports that the last meeting was good, there are no major community concerns and everyone seems really positive, eager to help and supportive.

MID-MORNING

One of our health promoters is at Moss Park OPS to provide an Indigenous sharing circle to support service users. Both keepSIX and Moss Park see a large proportion (between 30-55%) of Indigenous clients. Having access to these kinds of cultural practices in harm reduction spaces is vital.

MID-DAY

By noon, keepSIX has had 20 people use the service. Visits to the SCS have doubled in recent months, as have overdoses.

AFTERNOON

An SCS staff-person notices that the person at booth two has slouched over and breaths appear infrequent. Other team members are called to help with the assessment. Everyone agrees that we should monitor the person's oxygen levels with the pulse oximeter. Levels are low so the oxygen tank is brought over. The harm reduction worker holds the oxygen mask in place while the health promoter keeps track of vital signs. Providing oxygen is almost always the first step in providing overdose care and, in this case, is enough to support respirations until the service user is able to be roused 20 minutes later. The service user heads into the chill space for a snack and to chat with the harm reduction worker who will continue to assess for any signs of distress.

LATE AFTERNOON AND EVENING

Toward the end of the day, Bernadette, SRCHC's Hep C treatment nurse, stops by to offer rapid hepatitis C testing to service users. A service user comes in, ready to try detox. The nurse starts making phone calls and is able to find a treatment spot after several tries. We give the service user a taxi chit for transportation. Meanwhile, the health promoter is providing some informal counselling to someone who recently learned they have HIV and tells them about community resources they can access.

CLOSING

By the end of the day, there have been 40 visitors. A day in this service can be stressful and hard, but it is just as often a positive and happy space where people find community, safety and a brief break from the war on drug users.

*Name changed to protect privacy.



STRATEGIC DIRECTION: MAXIMIZE POSITIVE COMMUNITY IMPACT THROUGH COLLECTIVE ACTION

MATCH MIDWIVES PROVIDE EQUITABLE, QUALITY MIDWIFERY CARE



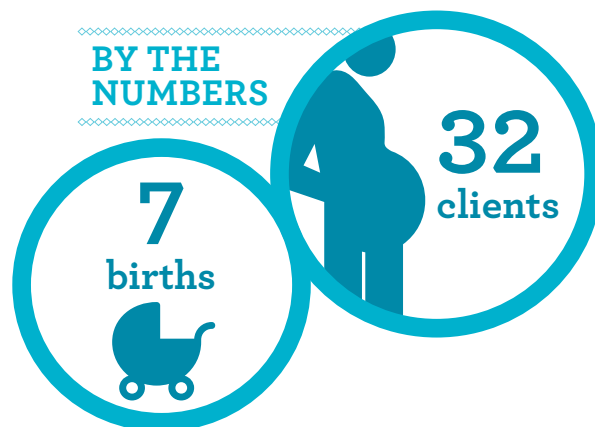
The Midwifery and Toronto Community Health (MATCH) Program provides access to high quality, perinatal, reproductive and sexual health care for all people, regardless of OHIP status, at South Riverdale Community Health Centre.

Launched during the fall of 2018, MATCH prioritizes care for people who sometimes face barriers in accessing midwifery care. MATCH serves vulnerable communities such as new immigrants to Canada, visible minorities or people of colour, Ontario residents who don't have OHIP insurance, people who are using drugs, people with low income, queer and trans folks, young or single parents, and people who are homeless or under-housed.

MATCH is a team of four registered midwives who joined multidisciplinary primary care teams at South Riverdale Community Health Centre and Regent Park Community Health Centre; these teams include doctors, nurses, nurse practitioners, social workers, physiotherapists and others. MATCH midwives also provide care and services at Michael Garron Hospital, The Toronto Birth Centre or at the client's home.

MATCH midwives are experts in sexual and reproductive health and are committed to providing respectful midwifery care to all people, particularly people living in complex situations. Guiding the sexual and reproductive health care that midwives at MATCH provide is a philosophy that patients/clients should have freedom of access and freedom of choice to decide if, when and how often they want to have children.

Since MATCH started accepting clients with due dates in February, 2019, the midwives have cared and are caring for 32 clients. Most receive pregnancy care and/or postpartum care but others are seen for pregnancy counseling and case management around abortion care. So far, MATCH midwives have attended seven births, one at the Toronto Birth Centre and six at Michael Garron Hospital. They are expecting to deliver nine more babies before the end of summer, 2019.



CHRONIC DISEASE AND HOMELESSNESS

DIABETES EDUCATION COMMUNITY NETWORK OF EAST TORONTO (DECNET)

Based on a 2011 study conducted by St. Michael's Hospital, 85% of people experiencing homelessness have at least one chronic health condition and more than 50% also experience mental health challenges. We often speak of "hard to reach" communities yet, for many, it is the traditional programs and services that are not reachable. As a result, many high-risk individuals go undiagnosed and untreated. A critical component of our cross-organization strategy lies in grounding our work where, how and when it is most relevant for those who are most at-risk for a range of chronic diseases.

This past year, the Diabetes Education Community Network of East Toronto (DECNET), offered diabetes programs and services at more than six community locations where people who are precariously housed/homeless congregate, many of whom are also impacted by mental health concerns and/or substance use. Locations included Heyworth House, Mustard Seed, 416 Community Centre for Women, Nellie's Shelter for Women, Warden Woods Community Centre (Out of the Cold program) and Oakridge Community Recreation Centre. The 21 community workshops and talks reached more than 128 individuals from these at-risk communities.

DECNET health care providers and peers with lived experience go where people are living to facilitate engagement and to reduce barriers. Along with the Canadian Diabetes Risk Questionnaire (CANRISK), screening and diabetes education, access to nutritious food is a vital component of this work. For example, at Nellie's Shelter a six-week series was held with Cantonese and Mandarin interpretation for 45 women accessing the HerShare program. During these diabetes prevention workshops, offered by our outreach worker and diabetes prevention peer leader, 45 CANRISK assessments were completed. Keeping services relevant to reflect current life circumstances and complexities, all of our outreach is provided on a drop-in basis using a harm reduction approach; this gives individuals the option to participate when, how and if they feel ready. Through our participation in the Homeless Connect Toronto event in October, 2018, an additional 123 individuals experiencing homelessness received some connection and information about our diabetes services.

Within the SRCHC clinical team, similar outreach initiatives took place. Regular drop-in foot care during Outreach Clinic hours, annual flu clinics in local shelters and ongoing primary care in partnership with the Red Door Family Shelter are a few examples of how this work happens. In terms of new initiatives, in the fall of 2018, Michael Garron Hospital received funding to reduce the burden of "winter surge" on emergency department visits. In addition to increasing the hospital's capacity, funds were given to partner community agencies so that hospital use was avoided. SRCHC was provided funding so that nurse practitioners could work in east Toronto shelters and drop-ins and, over six weeks, was able to provide urgent episodic care to the New Hope Shelter and the Mustard Seed.

Innovation and knowledge transfer are also important aspects of SRCHC strategic planning across teams as we continue to support and enhance the health of equity-seeking groups. Engaging in research advancements is one strategy. In early 2019, team members participated in the Homelessness and Diabetes research project led by researchers at St. Michael's Hospital. Discussions are ongoing around how to better understand our program approaches in order to influence, in meaningful and respectful ways, the health outcomes for this community.

BY THE NUMBERS

21
community
workshops
and talks



128
individuals





STRATEGIC DIRECTION: LEAD SYSTEM TRANSFORMATION

PARTNERSHIPS

DECNET partnered with Michael Garron Hospital (MGH), Sunnybrook Diabetes Education Centre (SUNDEC) and the Don Mills Diabetes Education Program (DEP) at Flemingdon Health Centre to provide a new Post-Gestational Diabetes Mellitus (GDM) program for parents and their children at SRCHC. On behalf of an underserved community, this partnership reflects a collaborative approach to program development, research and evaluation across sites in our region.

In **Environmental Health Programming**, we received financial support from Toronto's Solid Waste Management Services and the Tower and Neighbourhood Revitalization Unit in order to:

- Work with tenants and property management to reduce waste in an apartment tower in the Cosburn Avenue neighbourhood.
- Reduce landfill by reclaiming and repairing bikes from the city's waste yard.
- Partner with Eastview Neighbourhood Community Centre and local volunteers to promote community building and engagement in TCHC's Blake Boulton neighbourhood.
- Offer refurbished bicycles and safety training workshops so that more people ride safely.

Choose Health, one of our city-wide services, is mandated to help people living with long-term health conditions learn self-management skills. Building on our partnership with the Art Gallery of Ontario, we started working with the Toronto International Film Festival (TIFF) between April, 2018 and March, 2019. We recruited individuals with lived experience of chronic disease and other systemic barriers and they were trained by TIFF's senior coordinator for Youth and Community Initiatives to offer *Film Talk*. Using film as a means to promote wellbeing through connections and self-expression, we will launch *Film Talk* in October, 2019.

The **Primary Care Asthma Program** (PCAP) entered into a new partnership with Toronto SickKids Hospital to implement integrated care for children with asthma. Pathways between the hospital emergency department and SRCHC are expected to provide better asthma care in the community, and result in a reduction of both ER visits and exacerbations of asthma.

RESEARCH AND TRAINING

Involvement in **diabetes research** this year included: Avoiding Diabetes After Pregnancy Trial in Moms (ADAPT-M) study with Women's College Hospital; Identifying Self-Management and System Barriers to Achievement of Target A1C in Two Urban Centers in Canada, a Diabetes Canada study hosted by UBC; and the Homelessness and Diabetes research project with St. Michael's Hospital.



South Riverdale's **Diabetes Eye Screening Program** program was featured in the Canadian Journal of Ophthalmology. The 2019 article, "Toronto tele-retinal screening program for detection of diabetic retinopathy and macular edema," determined that SRCHC's tele-retinal screening program, may circumvent low rates of screening for patients with diabetes, and increase the rate of early detection of diabetic retinopathy (DR). If detected and treated in a timely manner, blindness can be prevented in many of those affected with DR.

The SRCHC **Chiropody team** attended specialized training in Ottawa. Total Contact Casting is an evidence-based approach considered to be the "gold standard" for off-loading diabetic ulcers. Only a few chiropodists have this special training and we are fortunate that we can bring these skills to SRCHC.

COMMUNITY OUTREACH

Led by DECNET, **World Diabetes Day** on November 14, 2018 brought together more than 450 people to Yonge-Dundas Square, downtown Toronto. This celebration supported individuals impacted by diabetes and the role of their family and support networks in their diabetes journey.

In the **Fit for Life Project**, this year our DECNET outreach worker and peer program assistant offered 33 seniors' fitness classes at the Madinah Masjid mosque and 35 pole walking classes. These groups are designed to make physical activity accessible, enjoyable and relevant.

The **Diabetes in the Real World (DRW)** group organized and delivered three community events this year, highlighting food insecurity and heart health. This group is made up of community members committed to addressing systemic and structural issues that impact individuals and communities most affected by diabetes.

EXPANDING SERVICES

With other inner city diabetes programs, **DECNET's** access strategies working group joined forces to address the needs of at-risk individuals with diabetes. Two consultations were held with SRCHC's harm reduction program to gather feedback around what information is helpful, how health care providers can better support the community and to review content of harm reduction materials for people with diabetes.

DECNET services were expanded in two Neighbourhood Improvement Areas this year: Oakridge and Warden Woods. Six weekend fitness and budget-friendly cooking groups were held at the Oakridge Community Recreation Centre, offering a safe and welcoming space for sharing, support and diabetes screening.





STRATEGIC DIRECTION: LEAD SYSTEM TRANSFORMATION

SENIORS PROGRAMMING

Based on the findings of a needs assessment conducted by DECNET at Harmony Hall Centre for Seniors, some new programs were launched, including a new Diabetes Support Group for the Bengali Seniors Group, on-site 1:1 and group services for the Tamil Seniors Group and a diabetes prevention workshop series for the Chinese Seniors Group.

Harmony Hall Centre for Seniors celebrated the 151 volunteers who gave 8206 hours of their time.

Knitters from two locations, 2 Gower Street and Crescent Town, participated in the "Knit & Chat" program and showed off their talents by displaying knitted and crocheted items that they made at the classes. Free and open to public, this was an opportunity for the community to learn more about the programs and services offered as well as helping members of Harmony Hall Centre for Seniors share their work with friends and family.

Harmony Hall Centre for Seniors transportation program provided courteous service to seniors using five drivers. 8569 rides to appointments and visits were provided to 863 seniors.

The four language programs (English, Bengali, Tamil and Cantonese) at the Harmony Hall Centre for Seniors Active Living Centre provided spaces and places for seniors age 50 and over to meet regularly for socialization, meal sharing, dancing and performing at community events.

BY THE NUMBERS

450
workshops
and classes at
Harmony Hall



33
seniors'
fitness
classes



35
pole
walking
classes



8,569
rides to
appointments



visits for
863
seniors



HEALTHY COMMUNITY PROGRAM GRANT FOR CRESCENT TOWN NEWCOMER MOTHERS HEALTHY LIVING

Settling in a new country is a big challenge for many new immigrants. They may need to find a shelter for themselves and their family, get a job, learn a new language, enrol their children in school, find a family doctor and more. Looking for healthy, affordable food gets less priority some of the time. Also, figuring out what to put in a child's lunch box is a worrisome concern for mothers who are newcomers.

The Crescent Town Newcomer Mothers Healthy Living program of The Neighbourhood Organization was a recipient of an SRCHC Healthy Community Grant for 2018. The program's objective was to create awareness of healthy living and eating among newcomer mothers, to empower them to keep their families healthy, and to thereby keep their communities healthy.

During eight two-hour sessions, the program addressed and delivered learning about:

- Canada's food guide and participating in food preparation.
- nutrition facts, including nutrient loss during food preparation.
- how to prepare simple and healthy lunches for school-aged children.



The interactive sessions were conducted by a dietitian for more than 15 families (with a few children also taking part). Feedback from program participants was very positive:

“It was a great opportunity for mothers to talk and share their own experiences and challenges for maintaining healthy food habits. We learned easy preparation of delicious and nutritious food.”

“The sessions were very informative and taught me a lot about the food we eat every day. I found out what carbohydrates and proteins do to my body and that it's very important to eat a well-balanced meal to maintain a healthy weight and lower the risks of various diseases and complications.”

“The program was important to me because I learned what type of food should be provided during my child's lunch period at school as well as I learned more about my nutrition.”

“The best part of the workshop was the hands-on practice by the presenter, organizer and participants of preparing healthy lunches. The recipes were easy and delicious, not too expensive but reasonable, hassle-free and full of variety.”

Yasmin Ashraf, Settlement Counsellor, said the project helped to empower the newcomer mothers, and this will have a positive impact on the lifestyle of newcomer families in the Crescent Town community.

SPECIAL PURPOSE FUND

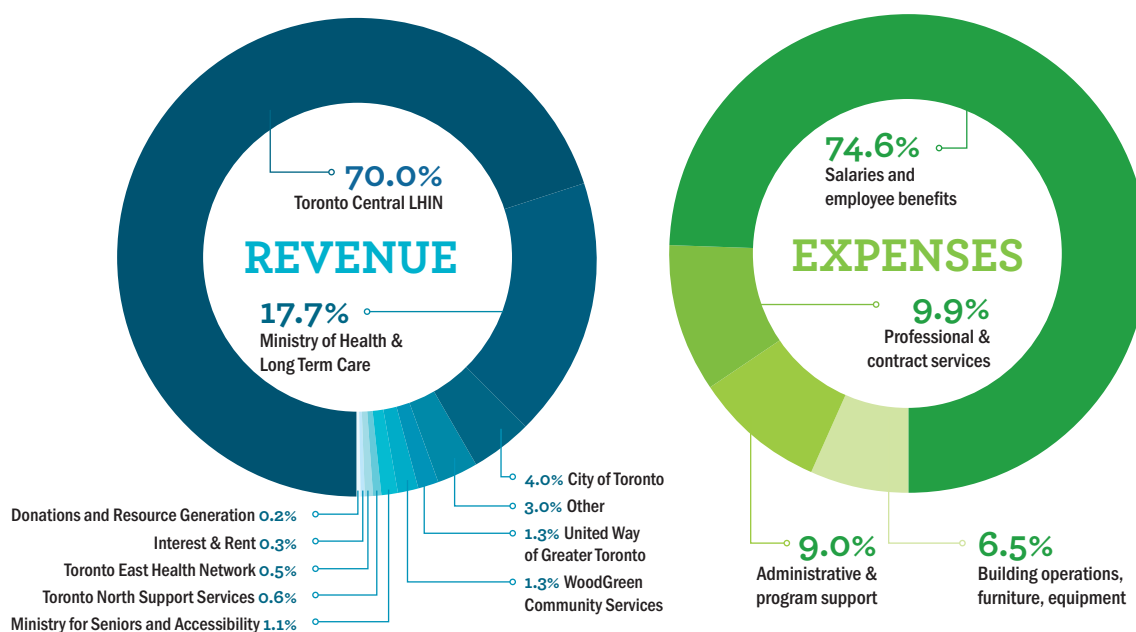
TNO-The Neighbourhood Organization Crescent Town Newcomer Mothers Healthy Living	\$1,500
The Gentleman's Social Garden	\$1,500

FINANCIAL HIGHLIGHTS

OPERATING REVENUE & EXPENSES

Period ending March 31, 2019

	2018-2019		2017-2018
REVENUE	\$14,020,694		\$12,688,184
Toronto Central LHIN	\$9,816,407	70.0%	\$9,068,891
Ministry of Health & Long Term Care	2,478,006	17.7%	1,646,273
City of Toronto	566,609	4.0%	775,493
United Way of Greater Toronto	184,579	1.3%	184,579
Ministry for Seniors and Accessibility	156,180	1.1%	181,100
Woodgreen Community Services	176,474	1.3%	164,254
Toronto North Support Services	86,228	0.6%	75,000
Toronto East Health Network	75,000	0.5%	-
Donations and Resource Generation	27,987	0.2%	21,547
Other	414,514	3.0%	543,748
Interest & Rent	38,710	0.3%	27,299
EXPENSES	\$14,020,694		\$12,688,184
Salaries and employee benefits	\$10,447,382	74.6%	\$9,315,311
Administrative & program support	1,263,769	9.0%	1,372,373
Building operations, furniture & equipment	916,657	6.5%	765,447
Professional & contract services	1,392,886	9.9%	1,235,053



The above financial highlights have been extracted from the South Riverdale Community Health Centre's audited financial statements for the year ended March 31, 2019. 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.



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RECOGNIZING OUR FUNDERS





THANK YOU

to our volunteers
who have contributed
a total of
13,395
HOURS
to SRCHC.

Every year, we are honoured to have the time, talent and compassion of hundreds of volunteers. In many different ways, they assist us in improving the lives of people who face barriers to physical, mental, spiritual and social well-being.

Our volunteers serve in a number of capacities. The board of directors provides governance and policy oversight. Our seniors program volunteers are instrumental in helping to deliver quality recreational, educational and meal programs. Peer volunteers support programs through the delivery of educational workshops, trainings and outreach activities.

We hope our volunteers can continue to help us build on our strengths and be responsive to the needs and opportunities within our communities.





South Riverdale
COMMUNITY
HEALTH CENTRE

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 South Riverdale Community
Health Centre