

# Regent Park

Community Health Centre

## Excellence & Innovation



## Our Mission and Vision

### *RPCHC Philosophy & Values*

Regent Park Community Health Centre is a community-based organization which aims to improve the health of individuals and our community as a whole, with a focus on health equity and social justice. We strive for individual and community success: Everyone. Every Possibility. Together.

#### Accessibility

We believe that responsive, culturally sensitive health care services should be accessible to all. We understand that access can be limited by financial, physical, cultural, and other systemic barriers. Through a blend of advocacy, partnerships, referrals, and our own direct services, we are committed to improving accessibility for everyone in our diverse and changing community.

#### Community Ownership/Responsiveness

We believe that the most effective way to improve health is to have programs designed and run by the community affected. We continually work towards community participation and decision making in all aspects of the Centre's activities.

#### Excellence & Innovation

We are committed to providing excellent programs and services. We strive for constant improvement and innovation to improve ourselves, our services, our agency, and our community.

#### Community Succession

We believe that everyone in our community should have opportunities to reach their full potential. Our goal is that the children of today can become tomorrow's leaders, professionals and workers serving Regent Park, Moss Park and beyond.

#### Self-Determination

We are committed to working in ways that demonstrate and reflect the rights of individuals and communities to make decisions for themselves on matters that impact them.

#### Equity & Social Justice

We are committed to providing services, spaces and staff that are sensitive to diverse individuals and their cultures. We understand that access to services and health itself is determined by a wide range of social factors, including income, employment, discrimination, education, social status, housing, access to services, environment, social supports, and other factors. Therefore to achieve better and more equitable health outcomes, we seek greater equity in social conditions for individuals and communities. We approach this challenge from a social justice framework: we strive to understand, name and confront the systems of discrimination and power that result in unequal distribution of resources, power and privilege. In our quest for healthy and inclusive communities, we strive to reduce divisions and enhance cohesion between people from diverse backgrounds.

## From the President of the Board & Executive Director

### *Excellence & Innovation*

This value is held because our mission – improving the health of individuals and our community as a whole with a focus on health equity and social justice – requires creativity, persistence and the knowledge that what we do does make a difference.



Regent Park Community Health Centre is committed to providing excellent programs and services. For example,

- Pathways To Education™ supports our young people's ability to succeed in education, so that they have that education as a tool to shape their future. Today, students participating in Regent Park Pathways have a high-school drop-out rate of approximately half of that for Toronto in general.
- Our continued involvement in the Quality Improvement and Innovation Partnership (QIIP) means that we are trying out new ways of working to improve access to primary care for our clients. By using an 'easy access' method of scheduling, we are able to reduce wait times for the third next available appointment with one of our providers from approximately 30 days to under 5 days on average.
- We implemented interdisciplinary diabetes clinics and developed a low-literacy 'Diabetes Passport' to help improve the care of our clients living with diabetes.
- The 'Community Blitz' asked 101 community members about the impact of redevelopment on their health. We will use that information, and the skills they learned through the process, to develop new programs in the future.
- Working with other local agencies – Dixon Hall, Toronto Christian Resources Centre, Salvation Army, Kiwanis Boys & Girls Clubs, Regent Park Focus, and Ontario Institute for Studies in Education – we were able to help develop a project model and secure funding to work with youth at risk of or involved in gangs. MY (Mentoring, Mobilizing Youth) Regent Park was approved by the National Crime Prevention Council in spring 2010.
- We continued to offer our Child Development Clinic at Parents for Better Beginnings so that children with developmental delays, and their families, can get a quick assessment in a supportive and accessible environment.

Innovative and excellent programming locally does not just help our local community. In the same way that Pathways to Education has grown beyond Regent Park, so too has Parents for Better Beginnings helped to shape early years programming in Ontario over the past twenty years, and continues to be an integral part of the provincial early learning strategy. That commitment to excellence and innovation at Parents for Better Beginnings (PFBB) means that moms who are new to Canada and who don't speak English will be able to have someone who has had a similar experience visit them and their new born child or toddler in the home and support them as they develop their skills as a parent. It means that children who have had limited opportunity to play and learn in a safe environment will have an opportunity to get ready to go to school and to be successful in school. It means that parents have somewhere to go where they can meet other parents and share and learn about parenting together. Excellence and innovation make a difference to children and families in Regent Park.

We are proud of our work this year and over the past 37 years. In 2009/10 we were again successfully and fully accredited. Community Organizational Health Inc. recognized us for our excellence in the areas of community capacity building, program accessibility and creative programming. And we were honoured this year by receiving one of the Ontario College of Physicians and Surgeons Family Practice of the Year Awards for 2009.

We would like to thank the people that make this happen – our staff, volunteers, members of the Board, committees, and our donors, funders and partners. Without you, we could not continue to make a positive difference in Regent Park! Thank you.

Sheila Braidek  
*Executive Director*

Malcolm Moffat  
*President of the Board*

## Clinical

*Providing medical, nursing and chiropody services within the Health Centre, home, outside community agencies, and through street outreach*



Using a multidisciplinary approach, the Clinical Team provides comprehensive and holistic primary care services to a culturally diverse inner city community.

Our clinical services are designed to provide comprehensive health care for people of all ages and cultures, and includes pre and post natal care, medical and nursing care and foot care (chiropody). The Clinical Team works in partnership with other departments in RPCHC and other agencies in Toronto to provide the range of care and supports that our clients require.

In the last year, the Clinical Department participated in and provided a range of services including:

- A Registered Nurse from RPCHC worked with nurses and dietitians from Toronto Public Health, a lactation consultant from St. Michael's Hospital, and a Dietitian from RPCHC to provide a prenatal program for women at Parents for Better Beginnings. The program focuses on issues related to pregnancy, child birth and nutrition, but is also a haven for newcomers, where they alleviate the social isolation and develop social networks.
- We have provided placements for students. Nursing, nurse practitioner and medical students were introduced to the CHC model and community based services to high needs and vulnerable clients.
- Regent Park is a partner in the East Toronto Hepatitis C program which utilizes the principles of shared care to provide support, information, education, and treatment to individuals with chronic Hepatitis C.
- Diabetes clinics operated by a multi-disciplinary team (dietitian, nurse and physician) provided comprehensive diabetes care to Regent Park clients in a designated time period. One resource that was developed and used with clients is the 'Diabetes Passport' which empowers them to understand and take control over their disease.

- The Committee for Accessible AIDS Treatment (CAAT) continued its work of promoting the health and wellbeing of People Living with HIV/AIDS (PHAs) who are facing service access barriers related to their status through education, training, research, service coordination, and advocacy on issues related to HIV, immigration and access.

The Clinical Department also continued to be involved in the provincial Quality Improvement and Innovation Partnership (QIIP). This program encourages health care providers to focus on improving the quality of our services. Over the past year the focus has been on three areas: diabetes management, colorectal cancer screening and office practice design. Through this work we have been able to:

- ensure that over 55% of our clients with diabetes receive appropriate interdisciplinary care;
- develop a low-literacy Diabetes Passport to help people with diabetes manage their condition;
- increase the rate of clients completing screening for colorectal cancer from 1% to 23%; and
- implement an 'easy access' booking system for two of our Clinical Providers which has resulted in improved access for clients to our primary care services.

*“RPCHC is learning to create organizational efficiencies, provide timely access to care and improve our patients' journey to and through the system of care”.*

— Joel Rosenbloom, *Director of the Clinical Health Team*





## SOME OTHER ACCOMPLISHMENTS LAST YEAR

In conjunction with the other RPCHC teams, the Clinical Team led the H1N1 Pandemic response by providing 17 flu assessment clinics for over 50 people and vaccinations to 1,720 people.

The Committee for Accessible AIDS Treatment (CAAT) was the recipient of the *City of Toronto Access, Equity and Human Rights Award for Disability Issues*.

The Clinical Department had 23,241 encounters with 2,128 clients.

CAAT established the Legacy Project. The CAAT Legacy Project aims to inspire a community of learning by acknowledging and valuing the lived experience of People Living with HIV/AIDS (PLHAs) through a structured mentorship process that is both innovative and responsive to the goals of the participant. It also aims to build on trust and mutual respect in a supportive environment.



## Community Health

*Responding to the diverse and complex needs of our community*



The Community Health Team focuses on reducing the impact of the social determinants of health, particularly poverty, housing, immigration (including non-status), mental health, and addiction.

One of the guiding values of the Health Centre is to have programs that are designed and run by the community affected. Street Health, another community agency serving marginalized populations, and Regent Park CHC offer The Safer Stroll Project together. The Safer Stroll program - providing access to violence prevention methods and resources for women involved in street-based sex work in the downtown east area - is an innovative project that trains women currently involved in sex work and employs them to reach out to their peers to participate in programs and practice harm reduction strategies. Funding for this program was made available through Status of Women Canada and the City of Toronto.

The situation on the street and the impact on women are constantly changing. “Employing women currently involved in street-based sex work is imperative if we want to reach our target community and provide programming that is relevant and useful to them.” says Cherie Miller, Director of the Community Health Program.

Street-based sex workers face multiple challenges, including homelessness, poverty, barriers to social and health services, high rates of exploitation, and extreme violence. The Safer Stroll Project builds relationships and networks among the workers and connects them to health care and the social service system. The project uses *The Bad Date Book* to record assaults directed at sex workers, has developed a list of risky behaviour that the women need to look out for, and provides concrete resources and information to support them. Workshops – co-facilitated by staff from Street Health, the Community Health Team and sex trade workers – focus on

harm reduction strategies and developing boundaries for outreach and support roles. All of these resources were developed and implemented with the women that participated in the program. In addition, vulnerable women are linked to follow up Community Health Social Work services through the connection made in the workshops.

To date, between 30-40 staff members of social service agencies have received training to enhance the capacity of their agency to effectively respond to violence directed at sex workers. Since 2008, there are 11 peer mentors who completed the Safer Stroll peer training. Some peers were hired to work in the Thursday women’s drop-in and for outreach shifts, making between 600-700 contacts with sex workers on behalf of the project.

*“It has changed my life, it has made me more self confident to work and inspired me to get out of the sex trade. I’m in a much safer place these days and I have 100% more support in my life.”*

— Participant in the program

The Community Health Team, in partnership with other community agencies, is hoping to share this model to expand to other areas of Toronto. “By employing active sex workers, we are able to reach clients that we would otherwise not have access to. It is successful because there is credibility and trust. There is also an incredible sense of community that has developed amongst the participants. These women own this space and are very protective of it.” — Cherie Miller





## SOME OTHER ACCOMPLISHMENTS LAST YEAR

Peers from the Safer Stroll project spoke at Downtown East End “Reclaim Our Streets” rally and march to stop violence against women, attended by over 150 people and sponsored by 18 agencies.

The team developed new diabetes education programs for Somali and Tamil communities and established a partnership with South Riverdale CHC to better serve homeless clients with diabetes. Our work was presented at the QIIP conference and received excellent feedback.

Two of our team members were recognized for their contribution to the Somali and newcomer communities through the Newcomers Homework Club. They graciously accepted the award at the Ve’ahavta’s Tikun Olam award ceremony and gala event.

Two of our workers were guest lecturers at a York University course focusing on anti-oppression practices.

In partnership with other Health Centre staff, Central Neighbourhood House and the Centre for Digital Storytelling, we worked with immigrant women to use digital storytelling to develop leadership and interpersonal skills.

The Community Health Team completed a large scale community survey of 101 residents regarding the impact of the redevelopment of Regent Park on their health. A summary of that survey will be available later this year.



## Parents for Better Beginnings

*Working with families and community toward great infant and child health & development*



Parents for Better Beginnings (PFBB) strives to develop the capacity of parents in Regent Park and Moss Park to support their family. We provide a range of services and programs designed to promote a favourable environment for the development of children aged 0 – 6 years.

Our team offers a comprehensive web of services that include:

- Early Years Social Work
- A Perinatal Program
- Family Home Visiting
- School Readiness
- Family Resource Program
- Parent and Child Groups
- Workshops
- Community Development
- Child and Family Advocacy
- Preschool Speech and Language Support
- Child Development Clinic

Our resources provide families with access to professionals in a private, comfortable setting. The child development clinic at PFBB, staffed with a Developmental Pediatrician, may be the only one of its kind in Toronto that exists in a community-based environment. Working in the community setting facilitates communication with the local schools and daycares and the multidisciplinary staff who are involved in caring for the children. It has also proven particularly important in our catchment area because we have learned over the years that residents are more likely to seek services that are in their community.

The purpose of the clinic is to assess children under age six with suspected developmental delays faster and closer to home, and to provide intervention by working closely with existing community services. Children are identified and referred to the clinic by their primary care physicians, speech pathologists, CityKids, and staff from both PFBB and the rest of RPCHC. Since the clinic opened the number of patients seen from the Regent Park/Moss Park community has substantially increased.

*“Our daughter is improving more and more everyday and I am less stressed because I have the staff and other parents to talk to. The Child Development Clinic is good for me and it is good for my baby.”*

*— Mother of 3 ½ year old client*

*“It was a PFBB coordinator that helped us to identify the issues with our daughter,” says the father of a young client of the clinic. “She is our first child, and we were just coping with her behavioural problems at home. She would break stuff, point instead of talk and sometimes it would take more than an hour just to feed her. With the help of the speech pathologist, she has started to form short sentences. We can understand what she wants and everyone in the family is less frustrated.”*

*“It is important to understand how various cultures view parenting and child development, and to address concerns about a child with respect and flexibility,” says Dr. Diann Superina, Developmental Pediatrician at the Child Development Clinic at PFBB. “I have learned so much and continue to acquire a better understanding of the Regent Park community and take great joy in seeing our referrals increase, and more so in seeing parents take a role in advocating for their children and requesting help, in particular early on when intervention is so important.”*





“The work we do with children and families at the child development clinic goes beyond diagnosis and treatment of children with behavioural and/or developmental issues. I see parents taking what they have learned in clinic and advocating for their kids once they enter school. They have a voice and they are demanding that they be listened to.”

— Tammy Décarie, *Director of Parents for Better Beginnings*

## SOME OTHER ACCOMPLISHMENTS LAST YEAR

Early Years Social Work ran a group called “All About Moms” in partnership with Bloor Information and Life Skills Centre. The group focuses on post partum health and infant development. There is a regular rotation of topics, including nutrition, family planning, managing health in Canada, stress management, postpartum care, self-esteem, care of infants and toddlers, learning and play, and family dynamics.

Five School Readiness classes run every day and are all at full capacity with waiting lists. The Family Resource Program runs three times a week. In both programs, significant gains were attained, including overall development of children, in particular their social interactive skills and parent-child attachment.

In partnership with Toronto Public Health, we offered three workshops in Mandarin on raising sexually healthy children. These workshops were well attended.

395 families and 398 children attended Ministry of Children and Youth Services funded programs this year. A total of 81 children were seen at the Child Development Clinic.

## Pathways to Education™

*Providing increased opportunities for young people to pursue post-secondary education, develop their careers and be part of the knowledge based economy*



By developing the Pathways to Education Program, the Regent Park Community Health Centre took responsibility to explore the ways that access to education influences health and wellbeing.

Pathways works in partnership with parents, community agencies, volunteers, local school boards, and staff in high schools, colleges and universities to support Regent Park youth to successfully complete high-school and pursue post-secondary opportunities.

“Developing diverse and meaningful partnerships has always been the cornerstone of the success of the Pathways program. It allows us to deepen the way we do our work and helps us to get better at what we do,” says Sharmini Fernando, Director of the Regent Park Pathways program. “The program evolves each year to respond to the needs of our students and provide more opportunities of interest to them.”

One new and innovative opportunity provided to 122 grade 9 and 10 Regent Park Pathways students last year was Th?nk Wear, a six-week program founded by two Ryerson students and funded by the Faculty of Arts at Ryerson. Simonette Deslandes and Joycelyn Amos worked as ambassadors for the First Generation project at Ryerson, a program aimed at increasing the number of first-generation immigrants in post-secondary schools. The Th?nk Wear project gave Regent Park Pathways students the opportunity to become familiar with Ryerson University, and to explore leadership through the arts.

“Many of the youth didn’t even know Ryerson was so nearby,” Deslandes remarks. “We wanted to expose them to post-secondary education, show them around campus and encourage them that university is within reach.”

Together with fourth-year criminal justice students Gloria Antwi and Femi Lawson, Deslandes and Amos and 15 other Ryerson students worked with Pathways students three times a week to introduce different arts disciplines such as poetry,

dance, photography, and theatre. Artists in the community were brought in to teach the youth. Each week the Pathways students worked in groups and created a customized t-shirt design reflecting their newfound knowledge and skills. Through the process, the students created 18 unique t-shirt designs reflecting their identities within their community.

**“We wanted them to define their identities as Regent Park youth and teach them to be outspoken in their community. I saw them come out of their shell in this program and become interested in art.”**

— Simonette Deslandes

The teens’ t-shirt designs were unveiled at an arts showcase in May at the Ryerson Student Campus Centre and will be framed for display around the Pathways to Education office and the Health Centre.



T-shirt design created by Jubaida Afsana, Tahlil Chowdhury, Umar Khan, Fahmeda Al-Bashith, and Thuvaaruga Cadamban





## SOME OTHER ACCOMPLISHMENTS LAST YEAR

Last year, Regent Park Pathways worked with over 860 students. The expansion of the program and our commitment to the students meant we had to put a greater emphasis on supporting increased communication and collaboration between program components, staff and community partners. To this end, Pathways:

- developed a volunteer e-forum and Facebook page to enhance communication between students and volunteers;
- increased our volunteer base by 50% through concerted recruitment, orientation and training;
- initiated a data management process review to ensure better collection and management of program data;
- created a full-time Group Mentoring staff position which has led to improvement in programming and attendance;
- supported 200+ students with their career development through resumé writing and interview skills development, an organized job fair, internships with the Daniel's Corporation (the development company working on the Regent Park Redevelopment project), and discussions with Pathways Canada to harness internship opportunities with our donor community;
- organized a "Get Your Act Together" group to implement best practices for the 18+ students that are not on track to graduate; and
- submitted a proposal to the Toronto District School Board for a TDSB Psychologist to provide specific enhancements for students with learning disabilities.

Overall, program improvements last year contributed to increased graduation rates, increased post-secondary applications and offers from post-secondary institutions, and a decrease in absenteeism across all grades.



## Financial and Administrative Services

### *Ensuring the fiscal health of the Regent Park Community Health Centre*



The daily activities of the Finance & Admin team inform and facilitate all program delivery, use of our facilities at three locations and planning and decision making for the Health Centre.



The Finance and Admin team supports all programs and service delivery at the Health Centre by providing finance and administrative support services, facilities management, computer and network technology, and management information systems.

Last year, we replaced 14 of our physical servers with a virtual server system that utilizes less than half as many physical servers, providing a low-cost, stable, energy efficient way of hosting our computer & network technology and management information systems.

“We can enjoy all the benefits of having many servers, without the associated investment and maintenance,” says Mark Congram, Systems Administrator “We get more storage, flexibility and computing power with less hardware, and the failover recovery time is minutes compared to days. This is becoming increasingly important as RPCHC moves to electronic medical records and we are committing more information to the digital format than we ever have in the past.”



### SOME OTHER ACCOMPLISHMENTS LAST YEAR

We managed the approximately \$11.4 million that flows through the three sites each year, including managing budgets, reporting to all funders, meeting all fiscal requirements, and ensuring accountability through an independent audit.

A new and improved website has been developed for the Health Centre, providing our community with clear and concise information about the services we offer.

Significant improvements have been made in the quality of data collected about our clients and the range of services provided to them. A quarterly data reporting package has been developed for use by management and staff in decision making and program planning & evaluation.

Structural barriers and other improvements were made to the Health Centre in response to the need for ongoing emergency preparedness.

### Regent Park Community Health Centre Board of Directors 2009 – 2010

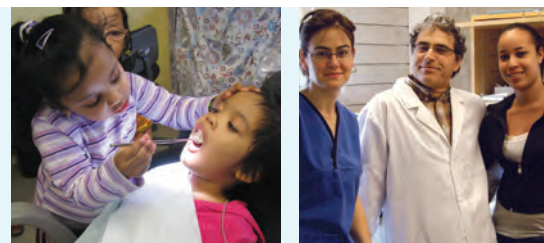
**PRESIDENT:** Malcolm Moffat  
**VICE-PRESIDENT:** Elizabeth Schaeffer  
**TREASURER:** Maureen Parry  
**SECRETARY:** Diane Charter

**MEMBERS:**  
Ashrafi Ahmed      Abukar Hagi      James O'Neill  
Hosne Ahmed      Heidi Hay      Carlotta Thomas\*  
Frances Cooper      Loreta Muharuma      Marcia Visser      \*Resigned

## Dental Services

*Providing quality dental care  
to the Regent Park community*

Our dental clinic provides emergency and walk-in services for those who otherwise could not afford oral health care. In particular, we provide dental services free of charge to homeless people living in shelters.



The team is comprised of 2 part-time dentists, 2 full-time dental assistants, and last year, we offered 6 placement opportunities for dental hygiene students from George Brown. Our patients have complex, multiple issues and what these students see in the community health centre environment is a unique opportunity in the course of their education.

The dental team has always encouraged community participation in their own oral health care through presentations and information. This year, we developed written guidelines to ensure the community is aware of the criteria for our dental services and offered approximately 3,000 appointments for over 1,000 clients in need of low cost oral health care.

## Regent Park Community Health Centre Staff 2009 – 2010

### EXECUTIVE DIRECTOR

Sheila Braidek

### CLINICAL

Joel Rosenbloom, Director  
Alan Li  
Anne Egger  
Cynthia Burke  
Dan Ha  
David Tudo  
Enrique Saenz  
Karla Dozzi  
Karol Prockoki  
Laura Hanson  
Leea Puntanen  
Margaret Lathwell  
Miriam Garfinkle  
Poonam Ohri  
Roy Male  
Sarah Innis  
Sharon Gazeley  
Tara Kiran  
Teresa Hughes  
Vashti Mascoll  
Victoria Qi

### COMMUNITY HEALTH

Cherie Miller, Director  
Ambaro Guled  
Calvin Henschell  
Chris Leonard  
Dean Reid  
Doan Quan  
Eleanor Tyrell  
Gary Simmons  
Deany Peters  
Josie Ricciardi  
Katherine Tedford  
Lesla McPherson  
Nema Dahir  
Olivia Rojas  
Patty Wong  
Peter Ho  
Raquel Figueroa  
Sabin Mukkath  
Silvia Mathew  
Susan Brundl  
Zeena D'Souza

### PARENTS FOR BETTER BEGINNINGS

Tammy Décarie, Director  
Anisa Osman  
Anushiya Ramanathan  
Brooke Cunningham  
Colleen Rogers  
Diane MacLean  
Fahmy Azeema  
Gene Lincoln  
Georgia Dyer  
Jocelyn Heisel  
Joysree Dey  
Kimeya Tusho  
Ly Ling Sychaleune  
Priscilla Dutt  
Rehana Akhter  
Shari Chan  
Sultana Yeasmin  
Tejvinder Parmar  
Thevasunthary Rajamohan  
Varinia Ortiz  
Winnie Chow  
Zeinab Warsame

### PATHWAYS TO EDUCATION

Sharmini Fernando, Director  
Sonia Arana  
Adam Benn  
Alexandre Vallee  
Amina Farah  
Ashif Mohammod  
Beryl Tang  
Cecilia Lontok  
Debby Nunes  
Eric Luguaya  
Faisal Islam  
Hirma Leon  
Jameela Krishnan  
Janice Pinto  
Jason Creed  
Jennifer Hua  
Jermyn Creed  
Josie L'Heureux  
Kai Gordon  
Kimberley Outten  
Lana Rozitis  
Lomershan Lall  
Mahbub Khan  
Mallory Switzer  
Marlene Martin

Nana Boateng  
Natoya Husbands  
Nikhila Samuel  
Olando Harris  
Rudhra Persad  
Saida Mohamed  
Sarah Rogers  
Savannah Shears  
Shadi Eskandani  
Sondra Zammit  
Suzana Neves  
Tiffany Brew  
Tom Filipovic  
Trecia Browne  
William Gooding

### FINANCE & ADMINISTRATION AND DENTAL

Kelly Kane, Director  
Angelica Reyes  
Cindy Yang  
Farbod Fanian  
George Borges  
Hanan Aden  
Janienne Foenander  
John Chapman

Leila Omar  
Leticia Dumlao  
Mark Congram  
Mauricio Weinstein  
Monica Sullivan  
Noah Zacharin  
Parvein Sorabji  
Rebekah Guanlao  
Remy Ramos  
Roberto Sanchez  
Shawn Wyse  
Susan Underhill  
Victoria De Guzman  
Wael Jalal  
Yasmeiry Santana  
Zalina Yu

### TEMP/LOCUM

Anaïda Deti  
Carin Eising  
Derek Yee  
Hanine El-Chanti  
Heather Culbert  
Maureen Owino  
Nayana Somaiah  
Sharifa Ali

## Regent Park Redevelopment Update

*Regent Park is the largest and oldest social housing community in Canada*



The redevelopment was started in 2005 and is a sixteen year project where all housing units will be demolished and replaced by a mixture of social and market housing.

When the project is complete, the 2,083 rent-geared-to-income units - housing a population of approximately 7,500 people - will be converted to approximately 1,850 social housing units in Regent Park (plus 232 units in the south east area of Toronto) and approximately 3,300 market units housing a total population of approximately 13,000 people.

In the past year, residents who were relocated outside the community in Phase 1 started returning to two new buildings, one for families and one for seniors. As of March 2010, of those 381 households moved out in Phase 1, 55% were matched with a new replacement unit, 17% deferred returning or opted to stay where they had been relocated to, and 23% left TCHC housing. We also saw new Regent Park residents moving into new condos and new businesses have opened in the area.

Phase 2 began during 2010. This phase involves the relocation of 444 families - approximately 1500 people. Move out should substantially be completed by fall 2010. In addition to housing, Phase 2 construction will include a central community park, public swimming pool, arts & culture centre, the children and youth hub building that will be the new home to Parents for Better Beginnings, and a new community centre attached to Nelson Mandela Park Public School (Nelson Mandela will be closed for 18 months for retrofitting).

In 2009, RPCHC conducted a participatory action research project. We trained community members in interview techniques and they asked 101 other people living in Regent Park about the impact of redevelopment on them, their health and the community. We also asked what helps them cope with the change. Not surprisingly, the research found mixed feelings - hope and concern - and both are true.



Residents were experiencing:

- sadness & loss over losing neighbours, relatives and the community as they knew it;
- a sense of excitement about the new buildings and the redevelopment itself;
- concern over the dust, noise and the unhealthy living environment during the construction, and hope for a generally healthier environment in the future;
- sense of hope that redevelopment and a mixed income community would lead to more employment and economic opportunities;
- concern that residents didn't know if they would be able to find a place in the new community, what services will be available or what to expect; and
- concern for safety in light of high population density, stress and changes in community dynamics.

RPCHC will continue working with the residents, local agencies and others throughout the redevelopment.



# Statement of Operations

Statement of Receipts and Expenditures  
Year ended March 31, 2010

## Regent Park Community Health Centre

RECEIPTS	2010	2009
Toronto Central Local Health Integration Network		
- Base	5,759,797	5,655,996
- Non-recurring	267,988	111,788
	<b>6,027,785</b>	<b>5,767,784</b>
EXPENDITURES		
Salaries and Pay equity	3,552,943	3,461,793
Benefits	722,710	703,181
Relief	178,450	174,050
Operating expenses	1,305,695	1,316,974
Non-recurring expenses	267,987	107,395
	<b>6,027,785</b>	<b>5,763,393</b>
Excess of revenues over expenses for the year	-	4,391
Amount refundable to the Toronto Central Local Health Integration Network	-	4,391
Accumulated surplus – End of year	\$ –	\$ –

## Parents for Better Beginnings

RECEIPTS	2010	2009
Grants - Ministry of Children and Youth Services	768,506	763,006
Grants - Ontario Early Years Centre	44,531	44,531
Miscellaneous Income	31,953	31,953
Interest	0	937
	<b>844,990</b>	<b>840,427</b>
EXPENDITURES		
Salaries and Pay equity	567,028	611,085
Benefits	128,832	130,433
Program Operating expenses	149,130	98,909
	<b>844,990</b>	<b>840,427</b>
Excess of revenues over expenses for the year	-	-
Amount refundable to the Ministry of Children and Youth Services	-	-
Accumulated surplus – End of year	\$ –	\$ –

## The Pathways to Education Program

RECEIPTS	2010			2009	
	Scholarship Fund - Restricted by the Donors	Scholarship Fund - Restricted by the Board	General Operating Fund	Total	
Donations:					
Pathways to Education Canada	703,030	-	2,033,543	2,736,573	1,898,132
United Way Toronto	-	-	775,000	775,000	1,107,868
Foundations	-	-	3,723	3,723	153,174
Corporations	-	-	22,100	22,100	24,000
Individuals	-	-	2,780	2,780	11,336
Other	-	-	1,430	1,430	-
Interest Income	-	17,752	2,519	20,271	127,202
	<b>703,030</b>	<b>17,752</b>	<b>2,841,095</b>	<b>3,561,877</b>	<b>3,321,712</b>
EXPENDITURES					
Salaries	-	-	1,620,571	1,620,571	1,539,499
Benefits	-	-	336,442	336,442	313,767
Program Operating expenses	-	-	373,087	373,087	415,324
Student transportation (TTC Expenses) & School Supplies	-	-	510,993	510,993	510,993
Scholarship expenses	472,026	-	-	472,026	466,983
	<b>472,026</b>	<b>-</b>	<b>2,841,093</b>	<b>3,313,119</b>	<b>3,246,566</b>
Excess of revenues over expenses for the year	<b>231,004</b>	<b>17,752</b>	<b>2</b>	<b>248,758</b>	<b>75,146</b>

Fiscal 2010 Financial Statements have been audited by Hennick Herman LLP. The above Financial Summary has been excerpted from the audited financial statements.  
To receive a copy of RPCHC's complete financial statements and accompanying notes, please contact **Kelly Kane** by email at [kellyk@regentparkchc.org](mailto:kellyk@regentparkchc.org).

# Regent Park

Community Health Centre

## HEALTH CENTRE

465 Dundas Street East  
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## LANGUAGE LINES

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Take a look at our new website! [www.regentparkchc.org](http://www.regentparkchc.org)

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Ontario Ministry of Children  
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Integration Network  
Toronto People with AIDS Fdn.  
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United Way of Greater Toronto



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