

Regent Park

Community Health Centre

[Annual Report 2010 / 2011]



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.

Letter from the Executive Director and President of the Board

We are delighted to have this opportunity to report to the community, celebrate our achievements, reflect on changes and challenges in the year, and consider the year to come.

In the past year, the Regent Park Community Health Centre (RPCHC) has moved forward on many of its strategic goals. We have registered over 400 new primary health care clients, introduced a dedicated health service for youth, graduated over 130 students from our Pathways to Education program, and relocated Parents for Better Beginnings to a new space designed and constructed to suit the program. We have expanded our diabetes education programming, worked with local residents to develop an expressive arts puppet project that explored issues in the community, integrated consultations on immigration services, worked effectively with other agencies to design and deliver programming, and engaged local residents in a taskforce addressing challenges related to redevelopment.

And there are more successes: some of which are programmatic in nature, such as revamping our harm reduction drop-in programming and re-establishing a Chinese/Vietnamese community advisory group; and some of which are more operational in nature, like improving our data collection and reporting, reviewing our governance structure, and updating our staff performance management systems. All of these efforts are designed to respond effectively to the needs of our clients and community, and to prioritize our resources and efforts.

There have been several changes over the past year, both in the Health Centre and the environment we are working in. Legislative and policy changes moved us toward even greater accountability. Mental health and health equity are increasingly highlighted themes in the health sector. Regent Park saw new folks moving in as part of the Phase 1 Redevelopment and many people returning to the area after two or more years of absence. We also saw the preparation for Phase 2 move out and early demolition. These, and other changes, challenge us to stay in touch with our community, be creative and efficient in our use of resources, and to collaborate both within and beyond the community health centre sector to meet shared goals.

In the year to come, we will be undertaking a strategic planning process to carry us through 2017. In light of the ongoing redevelopment of Regent Park, one of the key themes we will be considering is *How do we focus our limited resources on reducing health inequities and engage the whole community?* At the same time, we'll be moving toward adopting a fully electronic client record, continuing to support our community through the redevelopment, and adopting a new quality framework.

It is our privilege to acknowledge and thank the staff, volunteers, funders, partners, friends, and you, for your ongoing support in our shared efforts to support the health and wellbeing of the people in Regent Park and area.



Malcolm Moffat
and Sheila Braidek

Thank you.

Malcolm Moffat
President of the Board

Sheila Braidek
Executive Director

Clinical

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

The clients that we serve face multiple barriers when it comes to managing and maintaining their general health. Access to primary health care is a challenge for those who do not have insurance status, are homeless, or work in the sex trade. People with developmental delays and low income seniors with serious chronic conditions have complex care requirements that require a multidisciplinary approach to their health care. Other clients face serious health issues, such as Hepatitis C, HIV, and/or addiction. These challenges add an extra layer of mental, social, and legal complications to the primary care of our clients.



The Clinical team is a multidisciplinary team that includes doctors, nurses, nurse practitioners, chiropodists, a clinical assistant, and administrative support working together to provide a range of services in the Health Centre and community settings. We work with other RPCHC staff – peer workers, diabetes educators, social workers and others – and external consultants such as internal medicine or infectious disease specialists, pediatricians and others, to meet the diverse needs of our clients. Clients are seen by appointment, drop-in, or through outreach to shelters, the streets, community clinics, and other locations.

A person's health can be impacted by a range of factors – biological, emotional, social, financial, and the like. Working as a team – clinical staff and others – we are better able to address the health issues at their root. Sometimes, for example, improving someone's housing status is the best way to improve their health. And sometimes, interpreting information into the client's language is the best way to make the system more responsive to the client's needs.



Our partners contribute a great deal to our success. We continue to work with South Riverdale CHC, Sherbourne Health Centre, Toronto East General Hospital and University Health Network to deliver complex and challenging treatment for Hepatitis C in a community-based setting and with a population that typically is not able to access treatment. We also partner with South Riverdale CHC in the Primary Care Asthma Program. This partnership provides Regent Park CHC with a respiratory therapist one full day per week - a vital service for low income communities and populations with complex lung conditions. Our asthma clinic is 100% booked well in advance. Some of our other collaborations include working with:

- Parents for Better Beginnings (PFBB) and the Community Health teams at RPCHC and St. Michael's Hospital for pre and post-natal care
- The RPCHC Diabetes Education Program

Some of our accomplishments last year

- The Youth Health Service was launched in collaboration with others to provide dedicated access for youth ages 14-21 and we began nursing outreach and education at places where local youth gather.
- An intake committee was established to increase the inclusiveness, transparency, and accountability of the clinical intake process.
- The Wednesday One-stop Walk-in service was evaluated and found that we are seeing the intended clients and meeting their health care needs.
- We conducted an administrative and quality of care audit of our preventative health services.

Statistics and activity last year

- We had 21,715 encounters with 2,819 active clients
 - We saw 327 youth clients, an increase from 163 the previous year
 - 10% of our clients had no health insurance; 15% were homeless
 - We met our targets for:
 - > female clients 18 to 69 who have had a PAP test: 58%
 - > clients with Type II Diabetes who receive multidisciplinary care: 79%
 - > clients age 50-74 who have had a Fecal Occult Blood Test: 38%
-
- Foot care outreach clinics at 416 Drop-in, Friendship Centre, Women's Resource Centre, and low income housing sites.
 - Committee for Accessible AIDS Treatment (CAAT)
 - Toronto Urban Health Alliance (TUHA) and University Health Network (Western) for mental health assessment and treatment
 - Participating in the Wednesday One-Stop Walk-In (WOW) program
 - Other RPCHC departments and MY Regent Park (Mentoring, Mobilizing Youth in Regent Park) to provide services to youth

Looking forward, we intend to strengthen and develop our work with youth, adopt – along with the rest of RPCHC – a fully electronic client record, and continue to find ways to increase access to quality services.

The work over the last year was accomplished by 17 full and 11 part-time staff.



Community Health

Responding to the diverse and complex needs of our community

The issues addressed by the Community Health team reflect the social determinants of health – the conditions in which people are born, grow, live, work, and age as they are shaped by the distribution of money, power, and resources.



Poverty, poor housing conditions, and stress associated with immigration are some of the common social issues that contribute to ill health in our community. Health issues such as mental illness, managing chronic diseases like diabetes, and coping with a disability can also contribute to, or be compounded by, social issues. The Community Health team focuses on reducing the impact of the diverse and complex issues our clients face and works with others, both within and outside of RPCHC, in order to accomplish this.

Our homeless and harm reduction services range from specialized and targeted drop-in support, to providing shower and laundry facilities, to dispensing harm reduction supplies, information, and referrals. These services are very well used by our clients struggling with homelessness, addiction, and mental health issues.

Our services for clients who are immigrants are augmented by our monthly immigration consultations at the Health Centre. This has increased the capacity of our staff to respond to the complex, long-standing immigration and refugee issues some members of our community face.

Our diabetes education program expanded: *The Urban Diabetes Initiative for Shelters and Drop-ins* provides outreach to staff at shelters and drop-in programs with the goal of improving services for homeless people who have diabetes; and a culturally sensitive program on the prevention and management of diabetes has been developed for Vietnamese clients.

Whenever possible, we engage the people who are going to be impacted by an initiative in the design and delivery of that initiative or program. People with lived experience acting to provide others with 'peer' support or education bring tremendous insight to health promotion or harm reduction work. Last year, peers were active in our harm reduction program and in the *Urban Diabetes Initiative for Shelters and Drop-ins* in partnership with South Riverdale CHC. We also partnered with Christian Resource Centre, Regent Park Neighbourhood Initiative, and a diverse group of community members to form the *Regent Park Resident Engagement Taskforce*. As part of this initiative, a town meeting was held to speak about loss and connection during the Regent Park redevelopment process. Other partnerships in collaborations included:

Some of our accomplishments last year

- Our Men's Drop-in program for homeless men that are socially isolated increased its attendance from 4 to 30 attendees per week. This group is disproportionately affected by chronic disease and faces several barriers in accessing the proper resources and services needed. They benefit greatly from group discussions such as diabetes education and other topics on health and wellbeing.
- *The Regent Park Pea Soup* was an expressive arts puppet project that explored the strengths and realities (poverty, health, safety, isolation, unemployment, and parenting) of the diverse residents of Regent Park. Members of different cultural backgrounds and ages were recruited to create a design committee. Over 100 residents attended the two shows performed by 30 community members of all ages. This art project inspired new support networks among the community members, enhanced the sense of community about Regent Park and increased the capacity of the people who participated.
- The Community Health team was awarded funding for two important and interesting research projects. *Shifting roles; Peer harm reduction work at RPCHC*, was funded by a Community Research Capacity Enhancement grant from CAMH to examine peer work at the Health Centre and offer points for consideration for future project development. The findings from *Out of harm's way: an assessment of harm reduction needs of drug users in east downtown*, funded by a City of Toronto Drug Prevention Grant, have led to a grant to hire one new project coordinator and four peers to lead workshops, outreach, and provide on-site harm reduction support for drug users.

Statistics and activity last year

Of the clients we see each year:

- At least 25% have an issue with poverty
- More than 30% have a housing problem
- 10% have a language difficulty
- 10% have immigration issues

Last year we had:

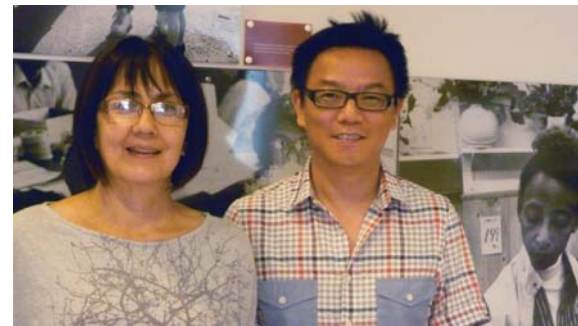
- 9,231 encounters with 661 clients
- 297 new client intakes
- 60 group sessions

- Frontier College, Literacy at UofT and Ve'ahavta provided and supervised trained tutors for our Newcomers Homework Club
- Ontario Hepatitis C Secretariat at the Ministry of Health funded our Hepatitis C groups and individual case management through South Riverdale CHC
- Five community agencies including RPCHC joined together to create MY Regent Park - a multi-pronged program that supports youth and community members to unburden some of the painful stories in order to move forward in their lives

We continue to move forward to deliver the best possible service to meet all of our clients' needs.

The Community Health team consists of 18.37 full-time staff, including community health and community development workers, social workers, dieticians, diabetes nurse educators, a researcher, and administrative staff. We would like to thank all of our community partners, peer workers, community members, students, and the many staff from our partner agencies that helped contribute to the delivery of our services.

“The team is deeply committed to exploring and implementing innovative methods to improve our work with clients and community members” says Cherie Miller, Community Health Program Director. “We are learning to use social media as a communication tool, both internally and with community groups. We are gaining new skills in counselling approaches such as using Cognitive Behaviour Therapy to work with people who are actively psychotic. And we are filming videos to highlight peers and their work in our Harm Reduction programs. All of our work is embedded in social action and social justice initiatives.”



Parents for Better Beginnings

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

Parents for Better Beginnings (PFBB) has been working with families in the Regent Park community for 20 years! We feel privileged to have been part of their lives across generations, and to have witnessed their love, resiliency, and hard work.

“Our clients are often parents who are separated from their extended family, trying to stabilize their lives in Canada,” says Tammy Décarie, Director of Parents for Better Beginnings. “At PFBB we recognize that when parents are dealing with high stress situations, their children are dealing with it too.”

Many of the residents in PFBB's catchment area are dealing with poverty, resettlement, and isolation. In some cases, there is also a history of trauma.

Parents for Better Beginnings staff are uniquely positioned to understand the issues these families face. Our Family Home Visitors visit families where they live to support parents with their child's developmental needs. Staff are trained to recognize situations that require early intervention and support, and to make recommendations for change or refer families to other resources in the community.



We utilize every resource available to us to provide the best possible care to our clients. PFBB strives to provide accessible, community-based services that reduce barriers and long wait lists. To this end, we have partners such as Toronto Preschool Speech and Language who provide Speech Pathology and Early Childhood Education three days a week at PFBB's site. We also have a purchase of service agreement with a Developmental Pediatrician from St. Michael's Hospital who provides assessments to diagnose developmental delays. When we need to address issues that challenge our experience, we know where to go to get the proper perspective and train our staff. We worked with a wide range of community partners last year to deliver the right service at the right time to our clients:

- In partnership with The Barbra Schlifer Commemorative Clinic, we trained the full PFBB team on how to work with women who are experiencing violence in their homes
- The Centre for Equity Rights in Accommodation (CERA) worked with us to anonymously register human rights and housing complaints on behalf of clients living in sub-standard conditions, but too afraid to advocate for themselves
- We offered five parent-child groups last year (Make the Connection and Nobody's Perfect) to promote secure attachment, good communication, and positive parenting skills

Some of our accomplishments last year

- 160 adults and kids came with us on our first trip to Kew Beach for a day of games, food, and celebration. For many it was their first time to the beach in Toronto and demonstrated an option for free, healthy, family activities.
- It was a year of growth and we were able to hire three new positions: an Early Childhood Resource Teacher to work with children who have been identified with special needs, a Program Support Worker through funding from the City of Toronto, and an Outreach Worker for isolated newcomer families was made possible through the Canadian Association of Family Resource Programs.
- We offered a diversity of workshops from housing rights to separation anxiety. Our toddler feeding workshop helped families learn new strategies and techniques.

Statistics and activity last year

Of the programs funded by the Ministry of Child and Youth Services, we were able to:

- Provide 8,329 direct service hours
- Serve 438 families; 387 children
- Support 286 participants in a variety of workshops

In January 2011, PFBB moved in to our new location at 38 Regent Street. The larger space has enabled us to integrate our full team on site, resulting in better interdisciplinary care. We share the building with two other complimentary services: a City of Toronto Childcare and Regent Park Focus (a youth media arts program), in essence creating a child and youth hub for the community. The PFBB space was built specifically to reflect the needs of our clients and the type of work that we do. When parents first entered the new space they commented on the accessibility due to the new elevator, child sized bathrooms, and bright family friendly program rooms. To honour the past, our 18 year-old weathered wooden sign has been proudly framed and mounted in our hallways.

We are constantly looking for ways to improve our service and meet the evolving needs of this changing community. Conscious of the need for more adult-based activity to improve child development, our aim is to provide more parent/child programs, such as the first Dad's Day held last October (a father-centred event, focused on sports and play, held on a Saturday). We recognize the value of community members working to support other community members and we provided childminding training to 11 women; three have been supporting our Early Childhood Education program. One of the gaps that we have identified is services for children's mental health needs and we will be including this in our goals moving forward.

The work over the last year was accomplished with 23 full and part-time staff, parent volunteers, and in partnership with funders and supporters.



Pathways to Education™

Providing a comprehensive web of supports for youth to achieve in high school...and beyond

Youth in Regent Park and area face many challenges when it comes to staying connected with school and pursuing post-secondary education. No local high school means students need to travel daily by city bus, they may not have access to adequate resources to help them with their homework, and, as new Canadians, their parents may not be able to help them navigate the education system.



In addition, these young people might not see themselves reflected in certain professions or work environments. Community based solutions go a long way towards addressing these challenges and we are proud of ten years of success of the Pathways to Education program.

Pathways to Education is a comprehensive program that provides advocacy and support, tutoring, mentoring, and financial supports to local students to help overcome the systemic barriers that prevent youth in our area from completing high school.

While the program spends most of its time working directly with youth, we know that they are in a family context and that parents play a critical role in supporting their children's success in school. Pathways engages with parents to help them understand the obligations and opportunities their children face when they participate in the program. Parents learn about the Canadian education systems and what different high schools can offer their child.

Pathways cannot and should not be or do everything. It is important to work with other agencies and programs in order to meet the varied and complex needs of our students. In the past year for example, we've been privileged to partner with:

- Jarvis Collegiate and Central Technical School to provide additional tutoring sites at our two largest schools
- My Regent Park to support students who are struggling to stay in school and help parents to engage with their teenagers
- Danforth Technical Collegiate to facilitate a discussion on violence in the community
- Jarvis Collegiate in the creation of a Girls Group at the school
- Stikeman Elliot LLP, Mount Sinai Hospital, and the Toronto Brick Works to expose our students to new professions and work environments
- Ontario Institute for Studies in Education (OISE) on a research project supporting ESL students with vocabulary learning skills

Some of our accomplishments last year

- Three years ago, Pathways Regent Park introduced special supports to help narrow the gap for the 15-20% of struggling students in the community. Last year, we collaborated with Pathways Canada on a research project for the Public Health Association of Canada on the issues facing this population.
- Pathways students designed the first participatory research process and conducted focus groups with their peers on the success and challenges of the Pathways program. These findings were presented at the Pathways Canada conference in July 2011.
- A youth retreat was held to enhance student success and strengthen relationships between students.
- Our volunteer capacity has increased as we recruited specific francophone tutors for French speaking students, established a weekly e-newsletter for volunteers, and launched the volunteer website enabling better communication between Program staff and our volunteer partners.

Statistics and activity last year

- 946 students attended Pathways during the 2010-2011 school year
- 130 students graduated with an Ontario Secondary School Diploma
- 44 students received university acceptance; 28 received college acceptance

“We have worked hard to build a team that is integrated and connected so that the student, who is the center of our work, is better supported,” says Sharmini Fernando, Pathways Director. “We will continue to deepen our existing web of networks and community partnerships, build a strong Pathways Regent Park team, and evolve so that we can focus fully on what has been working well, and build on a ‘positive leadership’ model.”

We rely on volunteers to work with us to have the impact we want to have. Volunteers help tutor core school subjects and facilitate group mentoring so that youth are able to build strong relationships among each other, as well as learn new skills that help build their self esteem.

The program has taken note of the need to create internal systems that help build our resiliency so that we can meet the everyday challenges of working with youth.

The work over the last year was accomplished by 45 full and part-time staff and over 200 volunteer tutors and mentors. Community partnerships have placed an integral role in our success and we would like to thank Pathways to Education Canada, Toronto District School Board, Toronto Catholic District School Board, the individual schools, the community facilities that support us, our post-secondary partners, our corporate partners, and the foundations and individual donors for helping to make it all possible.



Financial and Administrative Services

Ensuring the fiscal and administrative health of the Regent Park Community Health Centre

The daily activities of the Financial and Administrative team help to inform and facilitate program delivery, support use of our facilities at three locations, and ensure organizational health and efficiencies across the Health Centre. Our main area of focus includes finance and accounting, managing all funding requirements, human resources, management information systems (MIS), computer and network technology (IT), administrative support services, and facilities management at all sites.

Last year, our team managed over \$12 million in funding that flowed through our three sites. We administered budgets, reported to funders, adhered to the financial indicators and targets under our agreement with the Local Health Integration Network (LHIN), and ensured the Health Centre's accountability through an independent audit.



We have increased the capacity of the Centre in many areas, including:

- Computer and network technology expanded to keep up with organizational growth and the significant information and communication needs of the Health Centre. The IT team finalized a complete failover and disaster recovery system for the network, and we revised our electronic client chart tracking system.
- A more formalized performance review system based on goals and work plans was put into place and all managers were trained to administer it.
- We have made significant improvements in the quality of data we collect and its usefulness. We use this information to report to funders and other stakeholders, we also use it to inform program planning, evaluation, and decision making at the Health Centre.

Regent Park CHC was one of the sites chosen to pilot the Ontario Healthcare Reporting Standards (OHRS) - a project to develop and implement CHC specific reporting standards across Ontario in order to meet Ministry of Health & Long Term Care (MOHLTC) reporting requirements. These new reporting standards will provide greater insight into the financial and statistical activity related to programs and services offered by CHCs. These activities were accomplished by 7 full-time and 5 part-time staff.

Dental Services

Providing quality dental care to the Regent Park community

Basic oral health services are an essential component of primary health care. Our dental clinic provides emergency and walk-in services for those who otherwise might have difficulty accessing services. We provide dental services at a reduced rate where possible, with an additional focus on serving homeless people living in shelters.



“Not only is it aesthetic,” says Dental Assistant, Parvein Sorabji, “our general health is dependent on our oral health. Part of my job is to help educate our clients so they understand that the wellbeing of their whole body begins with, and is actually filtered through the mouth. If they don’t maintain basic oral hygiene, their health breaks down and it could affect every facet of their life.”

In 2010/2011, the dental program provided approximately 4,000 dental appointments. The team included two part-time dentists, two full-time dental assistants, and offered six placement opportunities for dental hygiene students from George Brown College.

In Memoriam

“We have to do a much better job of keeping people from getting sick in the first place. And this doesn’t mean just better health promotion programs focused on lifestyle choices. It means working to break down systemic barriers to good health – barriers like racism and poverty and all the other social determinants of health.”

Joan Lesmond (Excerpt from a speech delivered at Queen’s Park, November 29th, 2010)



Dr. Joan Lesmond served on the Regent Park Community Health Centre Board of Directors from 2000 to 2008. She was Chair of the Human Rights and Equity Committee for 5 years, and President of the Board from 2006 to 2008. She continued to serve the community health centre sector as a member of the Board of Directors for the Association of Ontario Health Centres from 2008 to 2011 and as the AOHC President from 2009 to 2011. Throughout her time at RPCHC and elsewhere, Joan was a tireless champion for health, for community, for fairness, and equity.

Joan passed away in August 2011. She is greatly missed.

Regent Park Community Health Centre Board of Directors 2010 — 2011

PRESIDENT: Malcolm Moffat
VICE-PRESIDENT: Elizabeth Schaeffer
TREASURER: Maureen Parry
SECRETARY: Heidi Hay

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 Ashrafi Ahmed*
 Hosne Ara
 Frances Cooper
 Jane Darville
 Michael Ellison
 Abukar Hagi
 Loreta Muharuma
 James (Jim) O’Neill
 Marcia Visser
 Greg Webster

*Resigned

Regent Park Community Health Centre Staff 2010 — 2011

EXECUTIVE DIRECTOR

Sheila Braidek

CLINICAL

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 Hanan Aden
 Cynthia Burke
 Heather Culbert
 Victoria De Guzman
 Karla Dozzi
 Leticia Dumlao
 Anne Egger
 Janienne Foenander
 Miriam Garfinkle
 Sharon Gazeley
 Dan Ha
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 Hedy Kam Kim
 Tara Kiran
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 Alan Li
 Roy Male
 Vashti Mascoll
 Poonam Ohri

Leila Omar
 Maureen Owino
 Karol Prokocki
 Leea Puntanen
 Victoria Qi
 Angelica Reyes
 Monica Sullivan
 David Tudo
 Derek
 Yee

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 Nema Dahir
 Zeena D’Souza
 Raquel Figueroa
 Ambaro Guled
 Calvin Henschell
 Peter Ho
 Christine Leonard
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 Lesa McPherson
 Sabin Mulkath
 Haroldene Peters
 Doan Quan

Dean Reid
 Josie Ricciardi
 Olivia Rojas
 Gary Simmons
 Katherine Tedford
 Eleanor Tyrell
 Patty Wong

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Tammy Décarie, Director
 Rehana Akhter
 Isela Helietta Barajas Gorostietieta
 Shari Chan
 Winnie Chow
 Brooke Cunningham
 Joysree Dey
 Priscilla Dutt
 Georgia Dyer
 Tamara Elliott
 Azeema Fahmy
 Jocelyn Heisel
 Anne Hoa
 Gene Lincoln
 Diane MacLean
 Varinia Ortiz

Anisa Osman
 Tejvinder Parmar
 Suntha Rajamohan
 Anushiya Ramanathan
 Ly Ling Sychaleune
 Kimeya Tusho
 Zeinab Warsame

PATHWAYS TO EDUCATION

Sharmini Fernando, Director
 Joycelyn Amos
 Sonia Arana
 Natalie Barrales-Hall
 Adam Benn
 Nana Boateng
 Tiffany Brew
 Trecia Browne
 Kimberly Burke-Levy
 Jason Creed
 Jermyn Creed
 Shadi Eskandani
 Tom Filipovic
 William Gooding
 Kai Gordon
 Orlando Harris
 Jennifer Hua

Faisal Islam
 Mahbub Khan
 Jameela Krishnan
 Josie L’Heureux
 Cecilia Lontok
 Marlene Martin
 Tabassum Mehnaz
 Abdilatif Mohamed
 Mumina Mohamed
 Saida Mohamed
 Ashif Mohammad
 Suzana Neves
 Marilyn Nichols
 Debby Nunes
 Kimberley Outten
 Rudhra Persad
 Janice Pinto
 Sarah Rogers
 Lana Rozitis
 Nikhila Samuel
 Savannah Shears
 Mallory Switzer
 Omar Sybbliss
 Beryl Tang
 Alexandre Vallée
 Sondra Zammit

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 Gordon Blair
 George Borges
 Sharon Bromberg
 John Chapman
 Mark Congram
 Cavelle Davis
 Dr. Fabod Fanian
 Wael Jalal
 Remy Ramos
 Yasmeiry Santana
 Parvein Sorabji
 Susan Underhill
 Shawn Wyse
 Cindy Yang
 Zalina Yu
 Dr. Noah Zacharin

TEMP/LOCUM

Adijat Akanbi
 Ashok Krishnamurthy
 Leila Salehi
 Nayana Somaiah
 Irene Ying

Regent Park Redevelopment Update

The Regent Park redevelopment is in full swing! Three residential buildings and several townhomes have been completed and occupied by new and returning residents – both owners and renters. Several businesses, including Tim Hortons, RBC, Rogers, and Freshco by Sobeys, have all opened up in Regent Park in the past year. Freshco by Sobeys – in partnership with Daniels Corporation and Toronto Community Housing Corporation (TCHC) – made a generous donation to RPCHC's Parents For Better Beginnings program. Thank you!

In early 2011, Parents for Better Beginnings, Regent Park Focus Youth Media Arts Program, and the City of Toronto Childcare moved into their new building at 38/40 Regent Street. PFBB was closed for two weeks in January to make the move and settle in. Programs were back up in full swing by the end of January and staff and program participants are enjoying the new facility.

In the spring of 2011, we saw approximately 380 families moved out for the beginning of Phase 2. Demolition of 444 low-rise and high-rise units commenced. This was a large scale demolition and was very disruptive to the local community. Area residents remaining in the area have to deal with increased dust and traffic, restrictions on access in the neighbourhood, and – for summer of 2011 at least – a real shortage of green space in the community.

Drawing on our research completed last year on the impact of redevelopment, RPCHC with local residents and other agencies such as Toronto Christian Resource Centre and the Regent Park Neighbourhood Initiative, have established the Resident Engagement Taskforce. This group has been meeting to discuss how to engage local residents – new and longer-term – in the evolving Regent Park community. Plans are underway for a town hall meeting in the summer of 2011.

At the same time, RPCHC is working with existing local residents to help them navigate the complexities and challenges of going through the redevelopment experience. While the end goal – healthy spaces and social inclusion – is one we all share, the transition for local residents over such an extended period is very disruptive and stressful both at the individual and community levels.

Through 2014, Phase 2 will see the construction of a new community pool, arts & culture centre, a park, a community centre, commercial spaces, as well as various residential spaces. The Centre for Social Innovation, the Regent Park & Cabbagetown Museum, and a variety of other community and arts related organizations will be moving into the Arts & Culture Centre when it is completed.

We will continue to work with the growing community to help residents, new and old, not only to survive, but to thrive through the process of redevelopment of Regent Park.



Statement of Operations

Statement of Receipts and Expenditures Year ended March 31, 2011

Regent Park Community Health Centre

RECEIPTS	2011	2010
Toronto Central Local Health Integration Network		
- Base	6,200,307	5,759,797
- Non-recurring	105,206	267,988
	6,305,513	6,027,785
EXPENDITURES		
Salaries and Pay equity	3,736,887	3,534,846
Benefits	722,903	722,710
Relief	190,957	178,450
Operating expenses	1,454,259	1,265,140
Non-recurring expenses	95,206	267,987
	6,200,212	5,969,133
Excess of receipts over expenditures for the year	105,301	58,652
Less: Amount refundable to the Toronto Central Local Health Integration Network	(34,010)	-
Excess of receipts over expenditures before funds transferred	71,291	58,652
Less: Funds transferred to Restrictive Fund - capital to purchase property and equipment	(71,291)	(58,652)
Excess of receipts over expenditures before funds transferred	\$ -	\$ -

Parents for Better Beginnings

RECEIPTS	2011	2010
Grants - Ministry of Children and Youth Services	768,503	768,506
Grants - Ontario Early Years Centre	44,531	44,531
Miscellaneous Income	31,953	31,953
Interest Income	62	0
	845,049	844,990
EXPENDITURES		
Salaries and Pay equity	622,088	567,028
Benefits	131,654	128,832
Program Operating expenses	91,307	135,108
	845,049	830,968
Excess of receipts over expenditures before funds transferred	-	14,022
Less: Funds transferred to Restrictive Fund - Capital to purchase property and equipment	-	-
Excess of receipts over expenditures before funds transferred	\$ -	\$ -

The Pathways to Education Program

RECEIPTS	2011			2010	
	Scholarship Fund - Restricted by the Donors	Scholarship Fund - Restricted by the Board	General Operating Fund	Total	
Donations:					
Pathways to Education Canada	603,000	-	2,444,000	3,047,000	2,736,573
United Way Toronto	-	-	675,000	675,000	775,000
Foundations	-	-	5,753	5,753	3,723
Corporations	-	-	-	-	22,100
Individuals	1,126	-	325	1,451	2,780
Other	81,507	-	200	81,707	1,430
Interest Income	-	17,851	2,782	20,633	20,271
	685,633	17,851	3,128,060	3,831,544	3,561,877
EXPENDITURES					
Salaries	-	-	1,819,253	1,819,253	1,620,571
Benefits	-	-	372,416	372,416	336,442
Program Operating expenses	-	-	408,254	408,254	408,905
Student transportation (TTC Expenses) & School Supplies	-	-	516,485	516,485	466,145
Scholarship expenses	480,182	-	-	480,182	472,026
	480,182	-	3,116,408	3,596,590	3,304,089
Excess of receipts over expenditures before funds transferred	205,451	17,851	11,652	234,954	257,788
Less: Funds transferred to Restrictive Fund - capital to purchase property and equipment	-	-	11,652	11,652	9,030
Excess of revenues over expenses for the year	\$ 205,451	\$ 17,851	\$ -	\$ 223,302	\$ 248,758

Fiscal 2011 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.

Regent Park

Community Health Centre

HEALTH CENTRE

465 Dundas Street East
Toronto, Ontario M5A 2B2
Tel: (416) 364-2261
Fax: (416) 364-0822

PARENTS FOR BETTER BEGINNINGS

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PATHWAYS TO EDUCATION™

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Tel: (416) 642-1570
Fax: (416) 642-1577
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LANGUAGE LINES

Somali: (416) 203-4503
Mandarin, Cantonese and
Vietnamese (416) 364-3210

www.regentparkchc.org

THANK YOU TO OUR DONORS AND FUNDERS

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Foundation
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Diane M. Lawless
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Toronto Community Foundation
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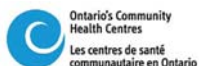
First 7th Day Baptist Church
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Moss Park Pharmacy
Nathan Lily Silver Family
Foundation
Neighbourhood Legal Services
Rotary Club of Toronto
Royal Bank of Canada
TD Bank Financial Group
UBS Global Asset Management
United Way of Greater Toronto
University of Toronto
VIIV Health Care ULC

FUNDERS:

City of Toronto
Ontario Early Years Centre
Ontario HIV Treatment Network
Ontario Ministry of Children
and Youth Services
Ontario Ministry of Health
and Long-Term Care
Pathways to Education Canada
Public Health Agency of Canada
Toronto Central Local Health
Integration Network
Toronto People with AIDS
Foundation



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The RPCHC is a proud member of the
Association of Ontario Health Centres